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**www.orland-park.il.us Website Design,  
Hosting, Support, Maintenance  
Project Proposal**

PREPARED FOR:

**John C. Mehalek**  
Village Clerk

PREPARED BY:

**Michael Goulet**  
CivicLive Sales Manger

The Village of Orland Park  
Illinois

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**CIVIClive**

CONNECT • ENGAGE • SERVE



## STANDARD LEGAL CLARIFICATIONS

### **Binding Agreement**

West Interactive Services Corporation (CivicLive solutions) confirms that submission of this response does not constitute a binding agreement to provide the proposed solution. West reserves the right to negotiate any term or condition including: acceptance/rejection criteria, pricing, force majeure, guarantees, warranties, indemnities, limitations of liability, liquidated damages, set-off and hold-backs, insurance, and confidential information. Further, in any event, it is West's policy that any and all liability under a final negotiated contract pursuant to this proposal, not exceed a fixed dollar amount.

### **Liability Limitation**

West's liability for all claims and damages arising from this contract including any warranty liabilities will be limited, and liability for all indirect and consequential damages will be excluded.

### **Regulatory Approvals**

This Proposal is subject to the comments and qualifications contained herein, as well as all regulatory approvals applicable to transactions of this kind. Certain regulatory requirements may have to be met prior to entering into a definitive agreement including but not limited to: (i) including mandatory terms and conditions in any definitive agreement; and (ii) filing and receipt of any necessary tariffs or regulatory approvals.

DATE: 6<sup>th</sup> March 2018

ATTN: John C. Mehalek, Village Clerk

RE: **Website Design, Hosting, Support and Maintenance**

Dear John C. Mehalek,

West Interactive Services Corporation is pleased to present our response to the Village of Orland Park's RFP for Website Design, Hosting, Support and Maintenance.

At West Interactive Services Corporation, our goal with CivicLive solutions has always been to ensure municipalities are able to quickly and easily connect with their communities in many languages and on any device. We are focused on delivering innovative technology supported by an award-winning service and support team. Our platforms, features, and functions have continued to evolve and set the standard for the industry. Similarly, our commitment to being highly responsive and proactive in supporting our customers has pushed the overall market forward.

**Highlights of our Proposal include:**

- ✓ A highly adaptable and intuitive CMS and website solution to address the Village's new website requirements
- ✓ Ground-up fully custom responsive design of the Village's website
- ✓ A wide variety of citizen-focused modules, including a Citizen Request System, Blogs, Video Streaming Support, Social Groups, Calendars, News Engine, and more
- ✓ On-Page Social Publishing that allows you to automatically post updates and notifications
- ✓ Accessibility compliance with W3C and ADA guidelines at multiple levels
- ✓ Full implementation services, including full content migration services, **at no additional cost**
- ✓ Top-notch professional services, including unlimited **24/7/365** support, **at no additional cost**
- ✓ High-availability hosting with unlimited bandwidth and storage, so your site is free to grow alongside your Village

We share your vision for turning your Village website into a center of self-service and information with a citizen focus. Our proposal outlines how a partnership with the CivicLive team will help Orland Park provide a useful online experience to your citizens. We have prepared this proposal to address the project requirements as outlined in your RFP.. Our proposal will remain valid for at least 120 days following its opening. West Interactive Services Corporation is free of any Conflict of Interest relating to the preparation of our proposal or the performance of the contractual obligations laid out in the RFP.

We encourage you to schedule a demo with us to personally see the benefits our comprehensive solution can offer Village of Orland Park, from interactive web design on any device to more streamlined content management for your web administrators and content authors. Your primary point of contact during the proposal process is Michael Goulet, who can be reached at MGoulet@west.com or 800-450-5450 ext. 638.

We believe Orland Park's website will benefit from our powerful, user-friendly content management system and cutting-edge design services – both of which will help your Village connect better with your citizens and increase electronic availability of Village information. We are thankful for having this opportunity to work with the Village of Orland Park, and look forward to forthcoming updates in your vendor evaluation process.

Sincerely,



**Nate Brogan | President**

West Interactive Services Corporation  
[www.civiclive.com](http://www.civiclive.com)

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# EXECUTIVE SUMMARY



## Presenting CivicLive!

We are the eGovernment web specialists that the Village of Orland Park can trust to redesign [www.orland-park.il.us](http://www.orland-park.il.us) so that it serves your community using our powerful web software, and markets Orland Park as a vibrant place to visit, do business, and call home. In response to your Website Design, Hosting, Support, Maintenance RFP, we have prepared this project proposal to showcase our industry-leading CivicLive eGovernment web solution that we believe will meet your project's immediate goals and provide long-term value to your Village. Learn more about this winning combination in the following sections of this executive summary.



### CREATIVE, TECHNICAL & PROFESSIONAL SERVICES

CivicLive solutions are offered by a team of skilled creative and technical professionals who use a proven Project Implementation Methodology called SmartWork to meet your project's goals. Highlights of our Professional Services include:



#### Professional Project Management

Working with us means benefitting from a dedicated Project Manager who isn't just your friendly point-of-contact with us, but also an experienced software technical professional that leads our team and your team through our proven SmartWork Project Implementation Methodology.



#### Web Design Services with a 100% Satisfaction Guarantee

A website's design matters – *a lot*. That's why our Designing phase is completely iterative and allows your team to provide actionable feedback every step of the way. In fact, we value good web design so much that we offer a *100% Satisfaction Guarantee* with our design deliverables, along with a *free redesign* every four years to keep your website current. This means [www.orland-park.il.us](http://www.orland-park.il.us) will look and feel exactly the way your Village wants it to!



#### Mobile-Optimization with Responsive Design and Smartphone App

Our proposed solution includes Responsive Design – a versatile mobile-optimization solution that is device and platform-agnostic – as well as complimentary Smartphone App, giving your end-users seamless access to information and services on-the-go to and enhancing their satisfaction with Orland Park.



#### Training Sessions

We've included Training Sessions to get your users confident and ready to use the CivicLive SitePublish CMS to its fullest potential. Our training services also include providing your Village staff with a wealth of learning resources such as user manuals and videos for SitePublish, project-specific support documentation, and the option to provide additional training webinars if desired.





## LEADING-EDGE EGOVERNMENT SOFTWARE

The backbone of our eGovernment solution is our powerful, easy-to-use SitePublish Web Content Management System. We've built our CMS from the ground up to include an unbeatable range of tools and functionality specifically-designed for government application, such as:



### Intuitive Content Management Tools

SitePublish makes routine content management a breeze with In-Context, WYSIWYG, and Drag-and-Drop editing tools that can empower even the least-technical Village staff to become engaged content editors who help maintain your eGovernment website.



### Citizen Engagement Solution

Your citizens will be able to get more information from your Village, request more services from your departments, and participate more with your Village in a digital community thanks to our ever-expanding range of citizen engagement modules.



### Government Productivity & Transparency Modules

Dozens of SitePublish modules and resources such as Meetings Media Managers, Social Groups, a Customizable Workflow Engine and more will turn your staff into an efficient team that uses the Internet as a tool that simplifies their jobs.



## SOFTWARE-AS-A-SERVICE LONG-TERM SUPPORT

A partnership with the CivicLive team goes beyond the redesign of your website. It means that you are never left on your own. We offer all our clients a lasting alliance that includes 24/7 Technical Support Services, Website Hosting Services, Software Maintenance and Upgrades, and an unlimited-user Software License.

Our long-term partnerships are designed to reduce your over-worked IT department and save your Village money by bundling crucial services into one low annual fee. Best of all, we don't charge for our support or hosting services in the first contract year!



## CONCLUSION

We hope that this Project Proposal demonstrates the capabilities of the CivicLive eGovernment website solution and our commitment to excellence which will ensure the best possible outcome for your Website Design, Hosting, Support, Maintenance project. If you have any questions about what we're offering, or would like us to present our solution to your team in more detail, please do not hesitate to contact me.

**Michael Goulet** | CivicLive Region Director  
Phone: 1.800.450.5450 ext. 638 | Email: MGoulet@west.com



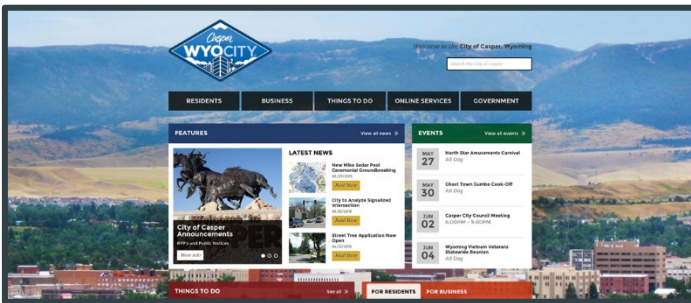
# EXPERIENCE

The following section features some of our invaluable CivicLive clients and the work we did for them.

## City of Casper

📍 [www.casperwy.gov](http://www.casperwy.gov)

📍 Natrona County, Wyoming 🧑🏿‍🧑🏿‍🧑🏿 ~60,000



**WEBSITE LAUNCHED IN: 2015**

### THE CLIENT

Casper partnered with the CivicLive team to create a website that would represent the city's spirited nature, and enhance citizen engagement by connecting its residents and visitors to Casper's lively recreational, cultural and commercial opportunities.

### HOW CIVICLIVE HELPED

- ✓ Unique subsites for "Things to Do" in and around Casper, such as Parks and Trails and Fort Caspar Museum
- ✓ Social Sharing integration on every page to allow users to directly share content on their social networks
- ✓ Integration with online municipal services for paying and managing bills, filing police reports, purchasing event tickets, signing-up for tee time, and more

“We chose CivicLive expecting a website design that would fit our needs, and they didn't disappoint. CivicLive collaborated with us to create unique subsites and other modules to open up new opportunities to engage with our residents and visitors.”

**Michael Szewczyk**  
Network Administrator

## City of Columbia

📍 [www.columbiatn.com](http://www.columbiatn.com)

📍 Maury County, Tennessee 🧑🏿‍🧑🏿‍🧑🏿 ~35,500



**WEBSITE LAUNCHED IN: 2016**

### THE CLIENT

The county seat and cultural heart of Maury County, the City of Columbia was looking for a new website to provide simple access to public services and serve as a communications tool for its citizens. The City's new CivicLive-powered website brings the city one step closer to meeting its "overall goal of continually working to improve communication with the public" with its greater ease of use, cutting edge media, improved design and more information on news and events.

### HOW CIVICLIVE HELPED

- ✓ An "I want to..." and quick-link slide out section, identifying the most sought after webpages
- ✓ Comprehensive news items and calendar of city meetings and special events
- ✓ Social media icons and social sharing options placed strategically on the site to drive social engagement
- ✓ Google Translate plug-in allowing users to view the site using more than 100 different languages

## La Plata County

📍 [co.laplata.co.us](http://co.laplata.co.us)

📍 Colorado

👤 51,000



**WEBSITE LAUNCHED IN: 2016**

### THE CLIENT

La Plata is a medium-sized county located in southwest Colorado, home to Durango and one of the most majestic skylines in the world. La Plata wanted a website that would show off the County's natural beauty while making online services accessible from a wide variety of devices. CivicLive's team helped create an intuitive Information Architecture that prioritizes the services residents most frequently want such as permit applications, issue reporting, and access to County news.

### HOW CIVICLIVE HELPED

- ✓ Responsive Design with dynamic Mega Menus and an "I Want To" section to make sure site visitors can find what they need quickly
- ✓ Customized subsites for the County Sheriff and Community Development Services
- ✓ Seamless integration with state-level service sites, other County websites, and the County's existing third-party services

“One of our main goals with this project was to get a CMS that is easy to use. SitePublish makes it possible for just about anyone to maintain the site, allowing our department level content managers to create, update and maintain their own pages.”

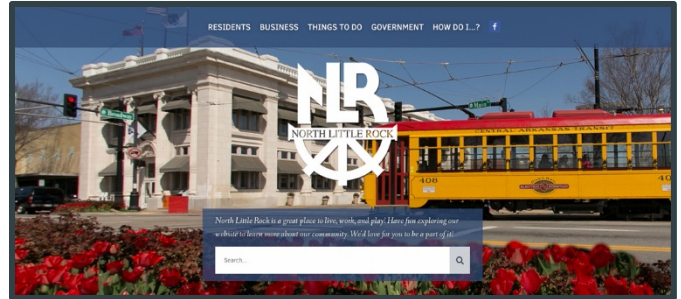
**Susan Hakanson**  
Administrative Analyst

## City of North Little Rock

📍 [www.northlr.org](http://www.northlr.org)

📍 North Little Rock, Arkansas

👤 ~62,300



**WEBSITE LAUNCHED IN: 2015**

### THE CLIENT

The vibrant and booming city of North Little Rock, Arkansas needed a new website built from scratch. Everything from design to functionality to user experience needed to be changed in order to offer every resident and tourist a simple, but informative online experience. CivicLive team worked with North Little Rock to implement features unique to their needs, introduce new ways for the city to interact with their residents, and enhance the overall experience of living or visiting North Little Rock.

### HOW CIVICLIVE HELPED

- ✓ Dynamic headers for each city department
- ✓ New Report and Repair Tool that easily allowed NLR residents to report an issue and track its progress from suggestion to completion
- ✓ Full City Map Integration
- ✓ Fitness Calculator that encourages fitness and well-being for a healthy and happy city

“Since NLR needed a complete website overhaul, we needed a vendor that would not only understand our needs, but suggest tools that would improve the branding and online experience for residents and tourists. We were lucky to work with a team like CivicLive's that had experience building government and city websites - without any hidden costs.”

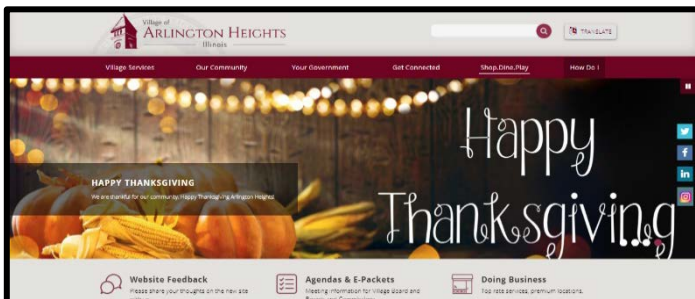
**Nathan Hamilton**  
Director of Communications

## Village of Arlington Heights

📍 [www.vah.com](http://www.vah.com)

📍 Illinois

👤 ~76,000



### WEBSITE LAUNCHED IN: 2017

#### THE CLIENT

One of the largest municipalities in Illinois, the Village of Arlington Heights is known for its unique blend of old and new. The Village partnered with West and its CivicLive solutions team to create a contemporary website, equipped with a user-friendly design that showcases the village's bustling local businesses and family-oriented community and makes it easy for site users to find the information they are looking for.

#### HOW CIVICLIVE HELPED

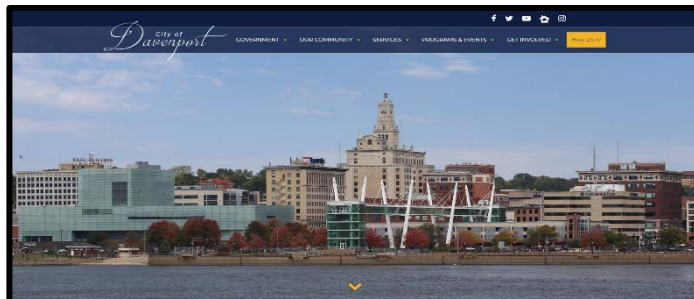
- ✓ A dynamic mega menu and quick links for easy access to village information.
- ✓ A comprehensive business and wedding directory that highlights the Village's local businesses.
- ✓ Robust RFP & Job boards to help Arlington automate business processes and deliver services efficiently.
- ✓ An inviting "Shop. Dine. Play" subsite that lets residents and visitors discover and enjoy all of the Village's local offerings.
- ✓ Content development assistance to ensure the new website adheres to web content best practices
- ✓ Flexible project management approach that adapted to the client's evolving needs

## City of Davenport

📍 [www.cityofdavenportiowa.com/](http://www.cityofdavenportiowa.com/)

📍 Iowa

👤 ~103,000



### WEBSITE LAUNCHED IN: 2017

#### THE CLIENT

The City of Davenport partnered with West and its CivicLive solutions team to modernize their website with the aim of providing the city a fully-functional, one-stop-shop that better supports the community's needs. Davenport's new website showcases the city's vibrant and progressive community, unique character and history and emphasizes the city's continued growth and dedication to local entertainment, arts and businesses.

#### HOW CIVICLIVE HELPED

- ✓ Developed a flexible website design that the City's in-house website team can manipulate to change homepage and subpage layouts to add new features, forms, news sections, etc.
- ✓ Provided multi-layered user permissions and content approval settings, allowing the City to decentralize its website management and empowering departments to have more control.
- ✓ Incorporated the City's social media accounts into the website, and configured the site to allow direct sharing of website content to numerous social platforms at once as desired.
- ✓ Provided immersive, one-on-one training to ensure city staff could easily and effectively update the website.

# OPERATING HISTORY

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## About Us

CivicLive solutions are offered by West Interactive Services Corporation, a California based company and an independent subsidiary of West Corporation. Backed by West Corporation and its \$3 billion market capitalization, the company is very profitable, stable, and committed to the long-term development of CivicLive solutions.

Since our start with websites in 2001, the CivicLive platform has expanded to become the recognized and respected choice for eGovernment solutions for North American towns, cities, counties, regional municipalities, agencies, and state/provincial governments.

### OUR MISSION:

*Provide municipalities with the enterprise-grade web software solutions they need to succeed in an era where citizens are seeking more services and information from their local governments on the Internet.*

Our innovative approach to design and software development has garnered the praise of the technological community and earned CivicLive solutions many technology and business accolades and awards. We continue to refine our solutions and services in order to build eGovernment websites that will set new standards for years to come.

## Benefits of Partnering with CivicLive

Over 1,000 public institutions trust our web software solutions to serve and engage with their communities. For each eGovernment project we undertake, our team brings 16 years of experience working with governments. In other words, we've perfected the tools and techniques to make your Website Design, Hosting, Support, Maintenance project a success.

- **WE UNDERSTAND MUNICIPALITIES** and help create true eGovernment experiences for citizens using Citizen Engagement and CMS tools purpose-built for a Village like yours.
- **WE HELP GOVERNMENTS** make the best of their investment in websites as marketing tools by providing leading-edge creative web design services.
- **WE SET YOUR WEBSITE FREE** by offering no limits on hosting services, unlimited website hierarchies, and easy 3<sup>rd</sup> party app integration via APIs and Web Services.
- **WE'LL HELP YOU COMPLY** with public sector legal standards by offering unlimited records retention and security standards that have passed the Department of Defense's stringent standards.
- **WE STAY BUDGET FRIENDLY** with flexible SaaS solutions and streamlined project-management capabilities that save your Village money.



# Financial Stability

It's essential to know that the company you trust for your Website Design, Hosting, Support, Maintenance Project is financially stable and situated for the long run. We employ more than 325 full time professionals in five major offices, and several additional smaller regional offices. We have enclosed the requested financial details for our parent company, West Corporation. Additional financial detail can be provided by request.

## ANNUAL INCOME STATEMENT (VALUES IN THOUSANDS)

Period Ending:	Trend	12/31/2016	12/31/2015	12/31/2014	12/31/2013
<b>Total Revenue</b>		\$2,291,963	\$2,280,259	\$2,218,594	\$2,120,972
<b>Cost of Revenue</b>		\$981,788	\$970,693	\$943,331	\$894,628
<b>Gross Profit</b>		<b>\$1,310,175</b>	<b>\$1,309,566</b>	<b>\$1,275,263</b>	<b>\$1,226,344</b>
<b>Operating Expenses</b>					
<b>Research and Development</b>		\$0	\$0	\$0	\$0
<b>Sales, General and Admin.</b>		\$865,961	\$853,116	\$813,856	\$775,050
<b>Non-Recurring Items</b>		\$0	\$0	\$0	\$0
<b>Other Operating Items</b>		\$0	\$0	\$0	\$0
<b>Operating Income</b>		<b>\$444,214</b>	<b>\$456,450</b>	<b>\$461,407</b>	<b>\$451,294</b>
<b>Add'l income/expense items</b>		(\$35,775)	(\$3,504)	(\$66,015)	(\$20,617)
<b>Earnings Before Interest and Tax</b>		\$408,439	\$452,946	\$395,392	\$430,677
<b>Interest Expense</b>		\$148,627	\$154,273	\$188,102	\$232,935
<b>Earnings Before Tax</b>		\$259,812	\$298,673	\$207,290	\$197,742
<b>Income Tax</b>		\$66,423	\$107,757	\$72,679	\$74,651
<b>Minority Interest</b>		\$0	\$0	\$0	\$0
<b>Equity Earnings/Loss Unconsolidated Subsidiary</b>		\$0	\$0	\$0	\$0
<b>Net Income-Cont. Operations</b>		\$193,389	\$190,916	\$134,611	\$123,091
<b>Net Income</b>		<b>\$193,389</b>	<b>\$241,840</b>	<b>\$158,405</b>	<b>\$143,202</b>
<b>Net Income Applicable to Common Shareholders</b>		<b>\$193,389</b>	<b>\$241,840</b>	<b>\$158,405</b>	<b>\$143,202</b>

## BALANCE SHEET (VALUES IN THOUSANDS)

Period Ending:	Trend	12/31/2016	12/31/2015	12/31/2014	12/31/2013
<b>Current Assets</b>					
Cash and Cash Equivalents		\$203,200	\$202,167	\$133,634	\$249,441
Short-Term Investments		\$0	\$0	\$0	\$0
Net Receivables		\$373,434	\$392,419	\$355,625	\$357,588
Inventory		\$0	\$0	\$0	\$0
Other Current Assets		\$117,661	\$148,586	\$445,739	\$421,746
<b>Total Current Assets</b>		<b>\$694,295</b>	<b>\$743,172</b>	<b>\$934,998</b>	<b>\$1,028,775</b>
<b>Long-Term Assets</b>					
Long-Term Investments		\$0	\$0	\$0	\$0
Fixed Assets		\$332,451	\$334,844	\$350,030	\$331,904
Goodwill		\$1,916,192	\$1,915,690	\$1,884,920	\$1,671,205
Intangible Assets		\$315,474	\$370,021	\$388,166	\$223,695
Other Assets		\$182,426	\$191,490	\$259,961	\$241,065
Deferred Asset Charges		\$0	\$0	\$0	\$0
<b>Total Assets</b>		<b>\$3,440,838</b>	<b>\$3,555,217</b>	<b>\$3,818,075</b>	<b>\$3,496,644</b>
<b>Current Liabilities</b>					
Accounts Payable		\$303,752	\$312,169	\$319,777	\$297,974
Short-Term Debt / Current Portion of Long-Term Debt		\$39,709	\$24,375	\$16,246	\$11,877
Other Current Liabilities		\$151,148	\$161,828	\$229,201	\$187,136
<b>Total Current Liabilities</b>		<b>\$494,609</b>	<b>\$498,372</b>	<b>\$565,224</b>	<b>\$496,987</b>
Long-Term Debt		\$3,129,963	\$3,318,688	\$3,642,540	\$3,513,470
Other Liabilities		\$169,251	\$186,073	\$173,320	\$141,578
Deferred Liability Charges		\$88,864	\$104,222	\$96,632	\$84,781
Misc. Stocks		\$0	\$0	\$0	\$0
Minority Interest		\$0	\$0	\$0	\$0
<b>Total Liabilities</b>		<b>\$3,882,687</b>	<b>\$4,107,355</b>	<b>\$4,477,716</b>	<b>\$4,236,816</b>

Additional company financial information is publicly available at: <http://investor.west.com/financials.cfm>

# References

We are pleased to offer the following references for our CivicLive solutions and services, and invite your proposal evaluation committee to reach out to them:

Project	Contact Information
<b>City of North Kansas City, Missouri</b> <b>CITY WEBSITE DESIGN &amp; DEVELOPMENT</b> <a href="http://www.nkc.org/">http://www.nkc.org/</a> 2010 Howell St, North Kansas City, MO 64116	<b>Stephen Roberts, IT Manager</b>  816-412-7825 <a href="mailto:sroberts@nkc.org">sroberts@nkc.org</a>
<b>Essex County, Virginia</b> <b>COUNTY WEBSITE DESIGN &amp; DEVELOPMENT</b> <a href="http://www.essex-virginia.org">www.essex-virginia.org</a> 202 South Church Lane, Tappahannock, VA 22560	<b>Charles Huntley, IT Director</b>  804-443-8154 <a href="mailto:chuntley@essex-virginia.org">chuntley@essex-virginia.org</a>
<b>North Little Rock, Arkansas</b> <b>CITY WEBSITE DESIGN &amp; DEVELOPMENT</b> <a href="http://www.northlr.org">www.northlr.org</a> 300 Main St. North Little Rock, AR 72114	<b>Nathan Hamilton, Director</b>  501-975-8833 <a href="mailto:nhamilton@nlr.ar.gov">nhamilton@nlr.ar.gov</a>
<b>City of Ripon, California</b> <b>CITY WEBSITE DESIGN &amp; DEVELOPMENT</b> <a href="http://www.cityofripon.org/">http://www.cityofripon.org/</a> 259 N. Wilma Avenue , Ripon, CA 95366	<b>Tricia Raymond, Deputy City Clerk and Webmaster</b>  209-599-2108 <a href="mailto:traymond@cityofripon.org">traymond@cityofripon.org</a>

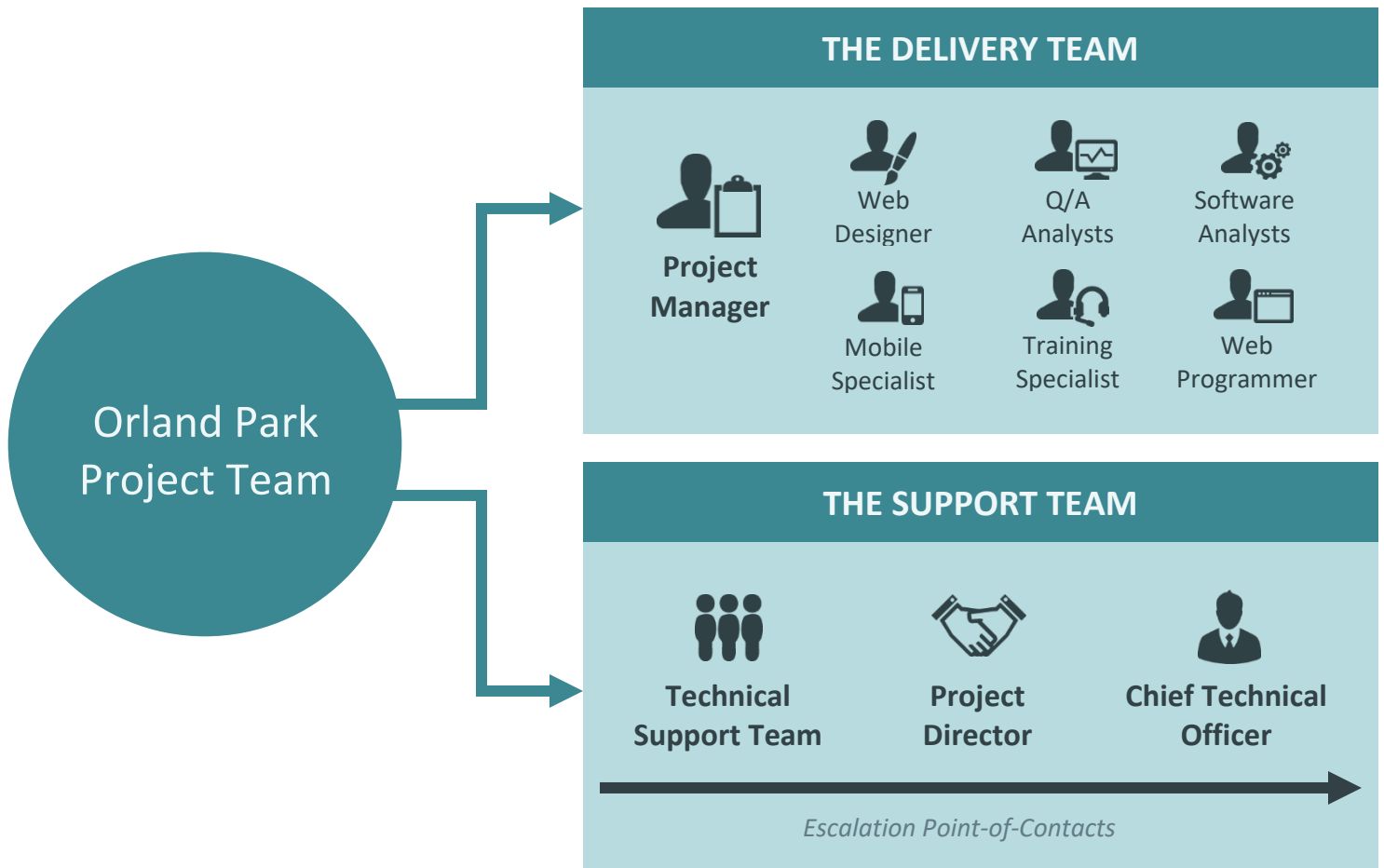
*“In order to respect the privacy of our clients, the content of this page is proprietary and deemed confidential. It is not meant to be distributed to any third party without the written consent of CivicLive team.”*



# QUALIFICATIONS

## Our Team & Your Team

The success of your Website Design, Hosting, Support, Maintenance project is assured thanks to our multi-disciplinary team of technical specialists assigned to completing it, and to the commitment your Village's Project Team staff will make to ensure that all necessary information and communications are exchanged promptly.






## THE CIVICLIVE DELIVERY TEAM

The CivicLive solutions Delivery Team is a talented group of technical professionals that perform all of the tasks in our SmartWork Project Implementation Methodology. These tasks include project management, website design and implementation, CMS configuration, training, and quality assurance.



### MATTHEW O'DONNELL

#### CivicLive Project Management Lead

 Bachelors of Engineering in Electronic and Computer Systems, Honours

★ **KEY TECHNICAL SKILLS**

ASP.NET, Solution Design, HTML, CSS, JavaScript, API Integration Solutions

 **PROFILE**

Matthew is an experienced Project Manager, known for his detail oriented approach, thorough knowledge, and ability to focus on the needs of the customer to deliver high calibre projects. Since joining the CivicLive team in 2009, Matthew has successfully led implementation and project management services for countless CivicLive clients. He currently leads our talented Project Management team and will be in charge of partnering you with the right Project Manager for your project.

Matthew will be the initial point of contact between your Village's Website Project Team and the CivicLive Delivery Team as we begin Website Design, Hosting, Support, Maintenance – and will continue to work behind the scenes with your project manager to ensure your project's success.



### ATOM SMITH

#### Design Team Manager

 Graphic Design & 3D Animation; Business Administration & Management Diploma

★ **KEY TECHNICAL SKILLS**

HTML, CSS3, JavaScript, Adobe Creative Suite, Responsive Web Design


 **PROFILE**

Atom is our Design Manager with over 10 years of experience in digital design, program delivery and people management. Atom's unique combination of creativity and analytical skills have helped him build successful marketing programs and digital platforms for his clients. With strong leadership and input into the creative design of your Website Design, Hosting, Support, Maintenance project, Atom will guide our design team to create a look and feel for www.orland-park.il.us that will drive user engagement and enhance your Village's branding and identity.



## BRITTANY HANNON

### Usability & Mobile Optimization Specialist

 Web Design, Development & Maintenance; Graphic Design Advanced Diploma

★ **KEY TECHNICAL SKILLS**

HTML, CSS, jQuery, Responsive Design, Usability Testing

 **PROFILE**


Brittany is a creative and technical specialist whose HTML and JavaScript web design skills have given her a reputation as a usability expert. She fulfills the crucial Usability & Mobility Optimization Designer role on the CivicLive team, focusing on turning design mock-ups and wireframes into a usable, cross-platform-compatible website through technical design implementation processes.

Brittany uses industry best-practices to test sites for usability, accessibility and functionality, as well as tracking adherence to privacy and protection guidelines. Brittany's keen eye for color and composition continually raises the bar of graphic and web design for our clients.



## GRACE LIU

### QA Analyst

 Bachelor of Science, Computer Engineering

★ **KEY TECHNICAL SKILLS**

C#, HTML5, ASP.NET, Usability Testing

 **PROFILE**

Having been an invaluable CivicLive Quality Assurance team member for nearly eleven years, Grace now leads the QA team and provides final approval on every version release of the SitePublish CMS software that will be used extensively in our eGovernment solution.



### JUDY WANG

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## Development Manager

🎓 Masters of Science,  
Computer Engineering

★ **KEY TECHNICAL SKILLS**  
C#, ASP.NET, Technical Design

💬 **PROFILE**

Judy has over sixteen years of software development and analysis experience. She is an expert in analyzing, designing and developing enterprise multi-tier Web applications.

As a member of the CivicLive team for over eleven years, Judy has led a team of developers whose work is deployed through the ever-expanding selection of SitePublish CMS modules.



### AMY SPENCE

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## Training Services Manager

🎓 Bachelor of Business  
Administration, with a minor  
in Information Technology

★ **KEY TECHNICAL SKILLS**  
HTML5, ASP.NET, Usability Testing

💬 **PROFILE**

Amy is the CivicLive training program manager with nearly 20 years of relevant experience in training, onboarding and supporting customers. Since joining the team in 2002, Amy has led hands-on training program delivery for many high-profile public agencies. She is instrumental in developing, customizing and delivering onsite and online training programs and documentation for our SitePublish CMS. Amy currently oversees the talented team of CivicLive trainers, one of whom will be assigned to your project. Under Amy's guidance and in consultation with your project manager, Orland Park's dedicated trainer will plan and direct the training sessions that we've included with our proposal to teach your staff how to use our SitePublish CMS and become effective website administrators and content managers.



## THE CIVICLIVE LONG-TERM SUPPORT TEAM

Once your Website Design, Hosting, Support, Maintenance project’s core scope is complete and your website(s) are live, your staff members are introduced to your Long-Term Support Team, a team of professionals who will be your go-to contacts throughout the duration of your contract term for everything from user support-related issues to future eGovernment projects your Village wants the CivicLive team to complete.



### TREVOR MACKAY

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## Technical Support Team Lead

 Bachelor of Arts,  
English w/ Philosophy Minor

★ **KEY TECHNICAL SKILLS**  
Instructional Documentation Development,  
SitePublish CMS Troubleshooting, HTML, JavaScript

 **PROFILE**

Trevor MacKay is CivicLive’s Technical Support Team Lead, coordinating a team of support specialists who solve immediate technical and user-experience-related issues for our clients as well as offer longer-term user engagement.

In addition to being available for live technical support via telephone, email and live chat, Trevor also leads CivicLive’s end user supporting documentation initiative, personally developing webinars, instructional videos, blog posts and manuals that help end users learn more about the ever-increasing capabilities of our software.



## RECOMMENDED ORLAND PARK PROJECT TEAM RESOURCES

In order to make the Website Design, Hosting, Support, Maintenance project a success at every level, we recommend the following staffing commitments from Orland Park stakeholders and staff.

Although these recommendations have been separated by roles, it is common to have the same individual fill multiple roles on the Village Project Teams.

### ■ 1 PROJECT MANAGER

A Project Manager will serve as the main point of contact during the life of your contract. They will act as the liaison and prime partner for CivicLive's Project Manager. Although not mandatory, we highly recommend that your Project Manager be an individual with some degree of technical qualifications or experience, such as a Village IT Professional.

### ■ 1-4 PROJECT IMPLEMENTATION TEAM

The Project Implementation Team are staff members involved in the planning and management of your site's implementation. Ideally, this team is – or will become – your Village's Web Governance Committee – and will provide guidance on how your Village's long-term web content strategy will impact your new website's design and functionality during every stage of our SmartWork Implementation Methodology, especially the Envisioning and Planning phases. These staff members will also be the core team that provides the vast majority of the feedback during the many client-side review periods that occur during our SmartWork Implementation's various phases.

### ■ 1-5 CONTENT AUTHORS

At least one content author - someone who will post material to the website regularly - should attend training to gain mastery over SitePublish's many intuitive content creation and editing tools.

### ■ MEDIA & DIGITAL ASSETS

After initial project launch, we recommend that your Project Team gather logos, photos, videos, documents, and other pertinent files that may be stored offline. This will facilitate the migration of that content to SitePublish, which will in turn streamline the quality assurance process.

# SCOPE OF SERVICES

CivicLive's eGovernment solution is designed to overcome your current website's woes and address your Village's needs with a host of resources and functionality.

This innovative solution offers dozens of modules and tools tailored to address staff users and key end user groups' requirements through our robust SitePublish web CMS. We're also providing the necessary framework for making your website accessible on mobile devices with a range of proven mobile-optimization methods, and proposing a compelling, cost-effective partnership focused on maintaining your website over the long-term.



We've created the right solution for meeting your Website Design, Hosting, Support, Maintenance project's immediate goals, *and* offered a roadmap for hassle-free website maintenance over the long-term.



## DESIGN GUIDELINES AND QUALIFICATIONS

### Homepage heat mapping

Our team uses heat mapping to collect information about actions taken on the current site to review functionality and user behaviour. The heat mapping includes where people have clicked, scrolled and hovered on the page.

### Accessibility validation (WCAG 2.0)

The CivicLive team complies with ADA/W3C web standards when designing page templates, including providing text-only versions of all pages and incorporating font-size buttons and larger headers in templates. Our content resource managers can be configured to require page owners to apply alt tags to their documents, images and multimedia clips before they can be embedded in page content. CivicLive also provides an Accessibility Checker, a reporting tool based on ADA standards that identifies and lists inaccessible content and provides suggestions as to how page owners can make this content accessible.

### Site analytics

During the Planning Phase of our SmartWork Methodology we will guide your Village's project staff in reviewing website analytics & user experience. Please refer to page 61 for further details.

### Mobile usability

Our editor allows you to easily create and manage mobile websites, providing pages that automatically format to mobile devices.

### User usability testing

West complies with this requirement. Please refer to the Stabilizing Phase of our SmartWork Methodology on page 70 for further details.

## DESIGN GUIDELINES

### Accessibility

SitePublish addresses Section 508 accessibility criteria, long used by the U.S. Federal Government and by public education institutions. We recognize that WCAG 2.0 Level A builds on the core of Section 508 and supported attributes of accessibility include:

- Images added through the content editor prompt the addition of an alternative text tag, commonly referred to as alt text, which helps visitors using a screen reader;
- Links added through the content editor similarly can be tagged with alternative text;
- CAPTCHA components use a frame and provide alternate audio playback capability for visually impaired users;
- When tabular content is necessary, the content editor can be used to create accessible tables to help visitors who use screen readers; and
- Website design templates can incorporate techniques—such as high-contrast ratios between text and background colors, text resizing accommodations, and larger headings—to improve the accessibility of our sites for all visitors.

Our work is ongoing to enhance the features and functionality of SitePublish to respond to changes in technology and user needs.

### **Consistent Website Design**

We can provide the ability for departments to have the flexibility to differentiate their pages from the your primary home page while still maintaining a consistent look and feel throughout the site to prevent users from getting overwhelmed and lost within the site. This is facilitated through the use of Subpage Template design(s).

### **Design Overview**

The CivicLive team can easily accommodate the Village's existing branding. We understand the importance of a homepage that provides an attractive and professional face for your Village. That's why our dedicated Design Team works hand-in-hand with your Village to ensure that when your websites launch, your Village's colors, logos, imagery, and key defining characteristics are clearly displayed for all to see.

### **Design Process**

Because CivicLive's sites are custom built, we will ensure that your site meets or exceeds all of your design requirements during the development phase. We will also provide mock-ups and user interface testing opportunities during development, ensuring at every step that you are happy with the site's look and feel and that your website is set apart from other municipal websites in the region.

During the process, we take time in understanding the client, the Village and their people, both the residents, the people who work for the Village, and the people who would potentially like to know more about the Village.

We do not design from a template. Each design is unique to each client we work with. That is each wireframe, mockup and final website will be unique. We offer 100% Design Guarantee; after all – we will never rest until the client is happy with their design, ensuring that our process will set your site apart from both other municipal websites in the region and in our portfolio.

Every new client that signs with CivicLive is taken as a challenge for the designers. It is an opportunity for us to challenge our design and development capabilities. We always want to include the latest design trends and technologies in new designs. That is why we can proudly say that every website we've launched was uniquely designed and built.

### **Easy Updating**

West complies with this requirement.

### **Website Design and Content Ownership**

We will provide portability of data, as you maintain ownership. If the contract ends or is terminated for any reason, we could provide you with a copy of our software to install, but updates and support would not be available with the end of the contract.

## RESPONSIVE DESIGN

SitePublish's responsive design templates are configured for optimal usability and performance on varying device screen sizes and orientations.

Our responsive templates have virtually unlimited break points that can flex and fold to render a truly responsive image that fully adapts to the size/shape/orientation of any device the site visitor is using.

Each design will be configured to detect and adapt to the size and orientation of the site visitors' screen to deliver an optimized end-to-end user experience regardless of whether the site is being accessed by smartphone, tablet, iPad, or desktop.

## TECHNOLOGY/PLATFORM REQUIREMENTS

### Browser Support

Please refer to page 65 for a list of our supported browsers.

### DDoS Mitigation

Distributed Denial of Service (DDoS) attacks are attempts made by a machine or network to render an online service unavailable to its intended users. To safeguard and mitigate attacks of this nature, CivicLive relies on real-time, in-line DDoS protection through the latest Radware appliances. This system is capable of detecting sophisticated Layer 7 attacks in addition to various types of DDoS attacks. The solution develops a traffic signature (created by monitoring regular traffic patterns) and then applies real-time heuristics (rules that sniff out harmful data packets) to protect against DDoS attacks.

Both the data center as well as our IT Department closely monitor DDoS activity through a series of web appliances.

### Disaster Recovery

Our client databases are backed-up daily and stored in an offsite location separate from our primary datacenter. In a disaster situation, the main location will fail-over to an alternate cloud server with a recovery time objective of 72 hours to the previous nightly back-up.

### Hosting Data Center and Backup Data Center

We collocate in an enterprise Tier III hosting facility that is CSAE 3416 Type II compliant (equivalent to SSAE 16 Type II). In addition our hosting facility is subjected to annual SOC 1 Type 2 audits.

### Page Load Time

We offer high-availability hosting and employ a number of design techniques to keep page load times down, including image compression and progressive page loading. Page load times are highly dependent on content, and we will work with your staff during training to ensure that they understand how to maintain site performance in the long run.

### Programming Experience

We employ a large team of developers trained in a wide variety of technologies. While we do not anticipate the development of custom functionality for this project, our team's experience would provide you with ample resources should you wish to pursue any future work.

### **Responsive CMS Recommendation**

SitePublish is intuitive and easy-to-use, ensuring that even the most non-technical users can update and manage their online presence.

The in-line editing tools in SitePublish don't require HTML knowledge to create and maintain webpages. Our powerful AJAX/Web 2.0 What-You-See-Is-What-You-Get (WYSIWYG) editor uses a Microsoft Word® like interface, which provides users with familiar editing options such as text and paragraph formatting buttons, a spellchecker, table designer, media manager for easy uploading and more. For layout tweaks and adding page elements like calendars and text boxes, the platform's drag-and-drop interface lets users make changes right on the page. These ease-of-use tools empower even non-technical users to create and maintain their webpages without having to go to a back end administrative interface, putting the power in the hands of those who are best placed to create content for your site visitors.

The system's WYSIWYG editing tool includes an HTML mode to allow more advanced users to create and edit content using markup tags as well as integrate Javascript into their pages.

The editor also allows you to easily create and manage mobile websites, providing pages that automatically format to mobile devices.

### **System Uptime Guarantee**

Our purpose design/built data center is based on 99.9% system availability.

### **Third Party Plugins**

We offer a number of dedicated third-party plugin libraries including Google (Maps, Mail, Drive, etc.), Facebook, Twitter, Dropbox, and more. SitePublish also has tools built in that make it extremely easy to embed external content without having to configure any plugins.

### **Web and Database Servers**

West acknowledges this preference.

## **SYSTEM FUNCTIONALITY**

### **Administrative Dashboard**

Administrators have access to a robust backend administrative dashboard where they can access functions including permissions management, user management, reporting, page hierarchy, and far more. Please contact us for a demonstration.

### **Automatic Sitemap**

SitePublish features an automated SiteMap portlet that can be placed on pages as required. It automatically updates whenever site navigation changes. The system can also export XML site maps.

Our Design Specialists work with your Village to ensure a user-friendly navigation framework is put in place. Standard, simple, easy-to-use navigation features such as breadcrumb hyperlinks and graphical quick links tables will tell users where they are, where they've been and where they can go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.

### **Content Expiration**

When publishing a page, authors can set expiry dates. When the date arrives, the system will notify the appropriate parties that the content needs to be reviewed.

### **Content Management**

We offer an easy-to-use content editor with a layout similar to Microsoft Word, allowing less technical users to update the site with ease.

### **Content Preview**

Our content editor provides a preview function. We also offer inline editing, which allows authors to make changes without leaving the page and offers a “live” preview of how the content will appear after publishing.

### **Content Scheduling**

The system features a Release Schedule that allows content authors to create webpages and schedule their go-live date. This tool also provides a “release timeline” feature, letting content authors schedule when pages should be archived (saved) and removed from the public site, minimizing the strain of stale content management.

### **Hyperlinking**

The Quick Links feature allows you to add a quick link menu to any page you want. You determine the internal pages to which your quick links point, and editing the hyperlinks is easy, even for non-technical users.

### **Menu Updates**

SitePublish allows for department heads and supervisors to alter the contents of their particular webpage through their unique log-in. SitePublish’s Powerful User Permissions allow control over who can view, create, edit or delete site content. Your Administrators can give specific users the ability to access and modify the webpages or subsections that are most relevant to their role within your government.

### **Online Help and Training Videos**

There’s no limit on the number of support cases you can submit and no cost for “premium” support. Plus, we never place restrictions on the number of Village staff who can contact our support team. Any staff member who has been trained on the system can contact us any time with questions on any type of issue.

We will provide your staff with training documents and multimedia such as user manuals and how-to videos for specific SitePublish modules as part of our Training Phase. Our consultants first analyze your team's education and training needs, focusing on the key learning outcomes and timelines in order to create the best education plan. We employ a blended approach to learning by combining mentoring, instructor-led courses, webinars, and eLearning and focused workshops. Our certification programs challenge you and validate your learning. Our Training Phase concludes with fully-trained Orland Park staff.

### **Page Templates**

The Create Page dialogue features a number of page templates (e.g. Calendar Page, News Page, Forms Page, etc.) to streamline workflow and maintain consistency across the website. When creating a customized page, users have the option to save its portlet structure as a template for future use.

The base template is utilized from the central content repository, so when changes are made to it the changes will automatically cascade to all pages on the site.

SitePublish handles identical pages across different presentations by using universal content with a separate presentation layer. This way all changes made to content are automatically made identically to different pages without having to manage sets of multiple pages.

### **PDF Conversion**

Most modern operating systems allow users to download webpages or save documents as PDFs. This functionality would be handled at the system level, not by our CMS.

### **Spell Check**

The system's WYSIWYG Editor includes a Spell Check feature to ensure that spelling errors are identified and corrected before content can be posted to the website(s).

### **Support Access**

Unlike some website and mobile app solutions, our products and services come with truly unlimited, 24 x 7 x 365 support – at no extra charge.

### **WYSIWYG Editor**

SitePublish's out-of-the-box solution ensures that non-technical users can create and manage the sites content, ensuring that the site can be modified as your needs change. For example, users granted content editing privileges have access to the system's WYSIWYG (what-you-see-is-what-you-get) editor, which provides easy-to-use tools for creating content. Designed to enable non-technical users to manage web content, it is similar to Microsoft Word in function and includes: spellcheck, find-and-replace, text and paragraph formatting, copy-and-paste options and more. The editor's multiple content resource managers will enable staff to easily upload and embed dynamic content into their pages including images, audio/video clips and documents. SitePublish also provides browser-based in-context editing that lets authors edit the content for a webpage on the page itself, with page updates being made instantaneously. The editor also allows you to easily create and manage mobile websites, providing pages that automatically format to mobile devices.

We have also integrated a number of handy pasting options, ensuring that any content brought in from other text editors will not conflict with HTML standards. Pasted content can be stripped of Word-specific formatting or posted as plain text to ensure it displays properly. All of these options help guarantee that your site looks consistent and professional from one page to the next.

### **Mandatory Editor**

CivicLive complies with ADA/W3C web standards when designing page templates, including providing text-only versions of all pages and incorporating font-size buttons and larger headers in templates

### **Approval Workflow**

We employ a military-grade granular security system, allowing administrators to control access privileges at the object level. This ensures that users only have access to the material they need to access. This control extends to nearly every aspect of the platform and allows administrators to distribute Read, Write, Create, and Delete privileges to any user on any page. Administrators can quickly check a list of all the users that have inherited or been granted access to a particular page and permissions can be given or removed rapidly.

At each stage in the workflow, one individual or group is responsible for a specific task. Once the task is complete, the workflow system ensures that the individuals responsible for the next task are notified, and that

they receive the data they need to execute their stage of the process. The Workflow application also automates redundant tasks and ensures uncompleted tasks are easily followed up on.

The workflow application also supports the charting of workflow process with the subsequent routing of data, online forms, and other documents to the appropriate users designated in the workflow.

The document management system fully integrates with CivicLive's Workflows and Business Automation modules – allowing documents to go through approvals, be emailed to the correct recipients, or output to other applications to speed document processing.

### **CMS Activity Reporting**

We offer full user activity audits, stale content reports, outstanding approval reports, checked out page reports, expiring content reports, event logs, user listing (based on a variety of criteria), login and logout audits, failed login attempts, subscription reports, search analytics, and more. Reports can be converted into PDF, CSV, or Excel format and can be exported from the system for further analysis. The platform can also integrate Google Analytics to provide you with additional reporting capabilities.

### **Content Categories**

For an additional fee, we can integrate Cludo's search solution into your website. Cludo provides the ability to sort search results into categories.

### **Emergency Live Support**

We take customer support very seriously and have committed to being available 24/7/365 to help our customers through any emergencies that may arise.

### **Graphics Administration**

SitePublish features a Rotating Banner module. In addition to photo galleries, site authors can create banners that automatically scroll through a set group of photos on a set time interval. Content editors have full control over the image selection, setting the rotation interval, and determining the sites response and possible redirects when site visitors click on images. All of our photo sharing methods are easy to update and organize.

### **Login History**

We offer login and logout audits, failed login attempt reports, and more.

### **Menu Administration**

West complies with this requirement.

### **Permissions**

The system's object level security allows administrators to configure access rights at any level, including individual, group, or department-wide.

### **Site Search Statistics**

We provide this through Google Analytics, an industry-standard tool that allows page owners to view detailed statistics for their pages including the number of page views, unique views, bounce rate and more. Page owners can also generate pie charts and bar graphs that can be exported from the system. This data plays a crucial role when we create your website because it shows us exactly what people are seeking. In addition to the



preliminary architecture, migration, and SEO procedures, site analytics provide indispensable information to help optimize and target your web presence in the long run.

### **User-friendly URLs**

CivicLive's platform automatically generates user-friendly URLs for all newly-added pages by converting the page title into the URL extension. Page owners can also manually override the system generated URL and create their own URLs.

### **URL Re-directs**

URL redirects can be configured for webpages that display content found on older domains no longer available. CivicLive can train your staff on how to create these URL redirects in SitePublish during one of our included training sessions as well.

### **FTP Access**

West complies with this requirement.

## MAINTENANCE AND SUPPORT

We are proposing a Software-as-a-Service (SaaS) solution as our response to your Website Design, Hosting, Support, Maintenance project's long-term requirements.

With a SaaS solution, your Village administrators will enjoy:

- ✓ Unlimited, 24x7x365 access to the friendly CivicLive Technical Support team for any service- or usability-related needs
- ✓ The freedom to have as many users as your Village needs
- ✓ Hassle-free software maintenance for our SitePublish CMS
- ✓ Reliable, enterprise-grade website hosting & data protection services



*[CivicLive team's] replies are always pertinent and expedient. I appreciate the service they are providing and I believe it is a real asset to our community. Thank you for providing us with excellent service, staff and products.*

**Judy Pennell**  
HFHS IT



## TECHNICAL SUPPORT SERVICES

Technical Support Services provisioned with our SaaS solution are as follows:

### ■ A TOLL-FREE SUPPORT HOTLINE

Your users can contact the 24/7 CivicLive Technical Support Team directly using our toll-free telephone number. This number is first directed to your dedicated Support Specialist, and then to an alternate team member if they are not available.

### ■ EMAIL SUPPORT

Submitting support inquiries via email to your dedicated Support Specialist is a great way to outline more complex support issues that may need a Development or Design Ticket for the specific request.

### ■ LIVE ONLINE CHAT

Users can also get access to fast, over-the-web help from a Technical Support Specialist. Live Chat help is particularly beneficial for in-context usability assistance, i.e. getting an answer to a software usability-related question that arises at that exact time.

### ■ A STRUCTURED ESCALATION PROCESS

We offer a structured procedure for any technical support-related issues that are escalated past the point of our Technical Support Specialist's capabilities. This escalation procedure involves first deferring to the CivicLive Project Director, and then, if necessary, to our Chief Technical Officer.

### ■ TECHNICAL SUPPORT TICKET TRACKING

For support issues that aren't resolved over the phone or within 24 hours, our Technical Support Specialists keep your Village staff up-to-date by creating and managing Support Tickets. Email updates on support progress are sent to your designated staff contact person from initial definition to resolution, ensuring effective communication and documentation of the support issue exists for reference.

## ■ ACCESS TO CUSTOMERNET – OUR CLIENT INTRANET

Your system administrators can be given access to CivicLive’s private customer intranet, CustomerNet. CustomerNet serves as a collaborative web space where your staff can participate in discussions related to tips and tricks on using our software, accessing user manuals and videos, read up on CivicLive news, and more.



## UNLIMITED-USER SOFTWARE LICENSE

We don’t want to limit any Village’s website management experience and processes by restricting the number of staff users who can assume web management roles using our SitePublish CMS software. That’s why the CivicLive Software-as-a-Service solution includes an unlimited-user software license that is bundled together along with technical support and software maintenance services into one low annual services fee.

In other words, the Orland Park’s web governance team will never feel pressured to limit the number of users on SitePublish; any member of your Village’s staff can contribute to your new eGovernment strategy!



## SOFTWARE MAINTENANCE & UPGRADES

We invest considerable resources into the long-term maintenance and development of our CivicLive SitePublish CMS software. We give every client access to our software maintenance and upgrade services in order to ensure the SitePublish CMS your Village uses is always the latest and best version of our software.

Benefits of our Software Maintenance and Upgrades include:

- ✓ Getting access to the latest eGovernment tools and modules we develop for SitePublish
- ✓ Ensuring that software is always up-to-date with our latest security standards
- ✓ Software upgrades are handled by the CivicLive team, which means your IT team never has to worry about spending time on installing updates themselves



## DEDICATED ACCOUNT MANAGEMENT

Once implementation is complete and your site has gone live, you will be introduced to your dedicated Account Manager, who will take on the role of caring for you as a member of the CivicLive family. Our Account Management philosophy is based on friendliness, courtesy, and quick service. Serving as your primary point of contact throughout your contract term, your Account Manager ensures Orland Park’s long-term success by tracking your website’s goals, sharing industry best practices, and keeping you informed of new CivicLive product enhancements that you may benefit from.

## SYSTEM ADMINISTRATION

### **Broken Link Review**

Site administrators can generate a report of broken links from the Tasks menu. The system's Link Checker tool allows page owners to verify the status of all links in their page through an onscreen dialog box, with broken links highlighted in red.

### **Dynamic Menu Structure**

#### **Infinite Menu Levels**

CivicLive offers unlimited page depth. Our Manage Subpages feature offers administrators a rapid means of organizing menus and page hierarchies so that users retain quick access to important pages but your navigation menus don't become overly cluttered.

#### **Infinite Page Structure**

CivicLive offers unlimited page depth.

### **SSL Certificate**

An SSL Certificate will be provided.

### **Website Analytics**

We provide this through Google Analytics, an industry-standard tool that allows page owners to view detailed statistics for their pages including the number of page views, unique views, bounce rate and more. Page owners can also generate pie charts and bar graphs that can be exported from the system. This data plays a crucial role when we create your website because it shows us exactly what people are seeking.

## SYSTEM FEATURES

### **Accessibility Add-ons**

We include text resizing tools and prioritize compatibility with screen readers. During the training phase, we will work with your staff to ensure that your team is able to maintain accessibility compliance in the long run.

### **Active Directory Integration**

Our security system is fully granular and integrates with Active Directory via LDAP and SAML.

### **Advanced Site Search**

The search feature accesses page and object metadata, allowing content owners to pre-emptively categorize, optimize, and sort their content for site search. The search feature crawls all textual content, URLs, object metadata (images, documents, etc.), and page metadata to provide robust search functionality. We offer Microsoft full context search or Google Custom Search.

The system's search engine tool provides visitors with the ability to search for content using keywords, phrases and partial phrases and displays results in an ascending order based on search criteria relevancy. The results can be displayed by date or search criteria relevancy. The search engine feature also includes a "Best Bets" tool that allows administrators to create page suggestions for commonly-used keywords. The search engine browses content and metadata, allowing authors to pre-emptively categorize, sort, and optimize new content.

## **APIs, Import and Export**

West complies with this requirement.

## **Bids and RFP Postings**

Manage publicly-tendered RFPs, RFIs and RFQs from their initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users.

## **Blogging**

The system's Blog feature allows for unlimited blog pages to be published throughout a website, and provides a WYSIWYG editor tool to allow blog owners to create content. Blog administrators can enable the Post Moderation tool to review and approve blog posts before they are published, along with the Moderated Commenting tool to review visitor's comments before they're published. RSS feeds can be enabled for a blog allowing visitors to receive notifications when new blog posts have been added.

## **Citizen Request Management Tool**

The CivicLive platform includes a versatile Citizen Request System (CRS) that can be used to simplify the process of discovering and requesting government services right from your website. The standard version can support up to ten issue types, such as:

- Reporting Potholes
- Applying for Parking Permits
- Applying for Pet, Hunting & Fishing Licenses
- Reporting Graffiti & Vandalism
- Requesting Oversized Garbage Pickup
- Requesting Business Registration Certificate
- Reporting Animal Control Issues
- Reserving Public Parks Facilities & Applying for Campground Permits

Once requests are submitted, the CRS routes them to the correct department or person. Citizens can stay up to date using the mobile app or through email notifications.

The enterprise version of the CRS adds issue creation, user management and analytics for an additional cost.

## **Contact Us Form**

SitePublish's Form Designer module provides users with the ability to easily create online forms and applications and can be added to any webpage where contact/feedback form content is desired. Form designers can designate that completed forms be sent to individual email addresses, stored in system folders or attached to custom designed workflows for specific users to view. Our intuitive drag-and-drop Workflow Engine allows your staff to easily map out custom processes and staff duties related to form management and just about everything else you need your website to do.

## **Department/Division Pages**

SitePublish makes it easy to manage departmental home pages and associated subpages. Our multi-tenant architecture allows you to share a single SitePublish installation among many departmental sites but at the same time maintain individuality and control as required by the department head.

## **Document Archive**

Our eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives. Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your Village has for them.

## **Document Storage**

SitePublish's Document and Media libraries allow for easy storage and categorization of content. It supports a wide variety of file types including PDF, Microsoft Office formats, most common video and audio types, and more. File names are displayed properly, so end-users will know what they are downloading before they open it. We offer unlimited storage, but each manager has its own restrictions for the maximum individual file size that can be uploaded.

## **E-Notifications**

The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your news feeds and receive notifications when new content is published. SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.

## **E-Newsletter**

Any number of Newsletters can be created in our News Engine and can be structures as department-specific, content type categories, and more. These Newsletters can be subscribed to via RSS.

## **Embedded Audio/Video/Media and Social Media**

The system allows users to upload, manage, and embed multimedia and social media content to their pages.

## **Emergency Alert**

Our CMS contains an Emergency Alerts banner that can be placed at the top of your pages. The banner can be scheduled to appear and disappear at set times to deliver scheduled alerts, or can be rapidly customized to notify site visitors of emergencies.

## **Emergency Home Page**

Our system's Emergency Alert Banner can be hidden on the home page and activated when needed. Alert content can be customized using the system's WYSIWYG editor.

## **FAQ Tool**

SitePublish will enable your Village to provide searchable database of frequently asked questions. You will be able to display your resident's FAQs with selected responses from your staff and relevant links to answers readily available on your website.

## **Form Creator**

SitePublish's Form Designer module provides users with the ability to easily create online forms and applications and can be added to any webpage where contact/feedback form content is desired.

## **GIS Mapping**

Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for Village services.

## **HTML Code**

Our WYSIWYG editor automatically generates valid code. If a knowledgeable editor chooses to work with HTML directly, SitePublish can integrate with third-party code checkers.

## **iFrame Functionality**

Existing systems can be integrated via iFrames or other suitable methods (finalized during the Planning phase of SmartWork).

## **Image Management**

The Image Resource Manager is equipped with an image-editing tool that provides users with the ability to edit uploaded images. Users can crop, re-shape, and re-size images as well as create thumbnail files that revert to the image's original state.

In addition, the platform's Image Compression feature further simplifies image uploads by ensuring that, regardless of the picture's shape or size, the image will automatically resize itself for optimal viewing once uploaded. Whether compressing to improve your site's load time, enhance mobile accessibility, or simply to provide graphic consistency across the website, the CMS provides automatic image resizing through the platform's RAD AJAX Editor.

## **Intranet**

SitePublish gives you the ability to create a state-of-the-art Intranet system to enhance and increase internal staff communications. SitePublish-powered intranets can utilize all the same content management, social networking and knowledge management tools as internet pages in order to create dynamic content and foster greater interactivity and sense of community.

## **Language Translation**

Site visitors will have the opportunity to select their preferred language via either a "landing page" or a simple link on the homepage. Using our Workflow engine, you can configure a behind-the-scenes process in which all translations are sent for approval before they go live. When a change is made, the designated proof-reader will receive a notification and can make or suggest changes as required

## **Mapping**

Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for Village services.

## **Mega Menus**

All of CivicLive's responsive design templates include optional customized Mega Menus. With animated submenus ("mega-panels"), your website will retain a clean layout while simultaneously allowing your administrators with the correct permissions to access crucial information within seconds.

CivicLive offers unlimited page depth. Our Manage Subpages feature offers administrators a rapid means of organizing menus and page hierarchies so that users retain quick access to important pages but your navigation menus don't become overly cluttered.

The system automatically updates all navigation structures and tools, including breadcrumb trails, dropdown menus, heading orders, and site maps to reflect the user changes



### **Meetings Manager**

Since most Village governments uphold transparency by thoroughly documenting council meetings, we have created a Meeting Minutes & Agendas module within CivicLive SitePublish, specifically-designed for sharing meetings-related content such as agendas, meeting minutes, and audio/videos recordings.

### **News Posting**

Press Releases can be created as a separate news category and managed via SitePublish's News Engine.

### **One-Click Social Media**

The system's one-click social networking capabilities enable page owners to send alerts to their Facebook and Twitter accounts alerting friends and followers of newly-updated content in their pages.

### **Online Payments**

CivicLive offers an E-Commerce Framework, allowing your Village to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.

### **Online Polling**

SitePublish's Forms, Surveys & Polls module can be used to build surveys and polls that provide answer tracking/reporting to users set to receive this data via a customized workflow.

### **Photo Slideshows**

Our Photo Gallery allows authorized editors to create multiple albums with dynamic features – such as the ability to view pictures as slideshows or allow for Moderated Commenting. With a Photo Gallery page, users can easily upload photos, create, and manage albums, set view and content management permissions at the gallery and album levels.

### **Remote Login and Update**

SitePublish is web-based and platform agnostic, so any user with a supported browser can enjoy the optimal experience.

### **RSS Feeds**

SitePublish allows you to enable RSS feeds to provide visitors with the option to have the latest content sent directly to them for numerous SitePublish modules like News, Emergency Notifications, Calendars, Blogs, Discussion Forums, Groups, and Upcoming Events. SitePublish also features an RSS aggregator widget for displaying content your Village subscribes to via RSS (such as content related to news and events published on other municipal-managed websites).

### **Search Tool**

SitePublish provides full built-in Search capabilities with a Unified Search Tool. The search modules provide simple and complex searches, ranking and results control, metadata search, and Google Integration if desired. SitePublish's search engine tool enables users to search webpages and documents on the website for content using keywords, phrases, and advanced search options such as content categories and types.

### **Service Directory**

West complies with this requirement.

### **Single Sign-on**

Single Sign-On (SSO) is an integral component of the framework's security architecture. The framework supports integration with external application through a number of different SSO methods. SSO is enabled through three single sign-on methods including custom authentication providers, credential passing, and claims authentication using the SAML standard.

### **Social Media Integration**

Social networking is a key element in promoting government information and services. Social networks can advertise jobs and promote events, link agencies' information to the citizens they serve, build communities of practice and promote cooperation across agencies and departments. From the most widely-known public networks like Twitter and Facebook to private social groups, blogs and forums social networking can help the Orland Park achieve your mission.

SitePublish makes it simple to unify your webpage's content with your active social networks. SitePublish has deployed numerous methods for seamless integration with popular social networking platforms like Facebook and Twitter. Additional integration of media content you publish on social networks like YouTube and Flickr is also possible thanks to CivicLive's easy-to-use HTML editing capabilities.

But, SitePublish can do much more than just embed feeds or allow "share this" functionality. SitePublish provides Single Source, On-Page Social Publishing that allows you to automatically post updates, notifications and summaries of new pages and new updates to page content to subscribers and major social media networks such as Facebook and Twitter.

Essentially, when you manage your website content, you can also manage your social content, making a simple, effective means for bridging the gap and reducing the time associated with keeping all of your cross-platform community communications up to date and coordinated.

### **Staff Directory**

The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time.

### **Streaming Audio/Video Center**

With CivicLive's Video Streaming Integration framework, your Village's website will become a primary place to live stream videos of council meetings, announcements, Village events, and more. By integrating with well-established 3rd party video streaming providers with robust video management and unlimited storage space, your Village can easily utilize your website as an essential video sharing destination.

### **Tagging**

We can integrate Cludo, which will provide you with many advanced features including the ability to group search results into categories. Please note that this integration comes at an additional cost. Please contact us to discuss further.

### **Third Party Integration**

SitePublish is designed to support a wide range of integration services, including APIs, iframes, RSS feed, web services, and so much more. Our CMS offers multiple points of integration with other software, devices, and solutions. We will work with you during implementation to help devise the best integration options, providing you with the best value for your technology deployment.

### **User-centered Content**

During the migration process, our team will work closely with you to evaluate existing content. This is an integral part of the Information Architecture (IA) process. First, the implementation team will perform a content audit to define a page's audience. Then, we will review your current site's analytics to find the most frequently accessed pages. For example, by looking at the "bounce rate" and evaluating the average time users spend on a particular page, we can determine whether or not your audience is finding what they are looking for. This data allows us to define a page's audience and prioritize that audience's needs.

We strive to make your website a natural first choice when a citizen needs information or services. Part of the problem with modern initiatives is that members of the public are more comfortable doing things the old way. We want your website itself to entice people to check it out and continue to come back to it. Our dedicated Information Architecture definition phase will help you design your website so that forms and services are easy to find. Our goal is that your website becomes a citizen's first choice when they are looking for information. Our forms engine is mobile-friendly and integrates directly with our drag-and-drop workflow designer.

# Tools That Make Content Management Easy for Staff

SitePublish is designed to put the power of managing eGovernment websites into the hands of non-technical staff.

SitePublish's browser-based tools enable easy content authoring and management, allowing your staff to create webpages with defined templates, author content with familiar editing tools, and post content to the internet within a structured review and approval process created by your Website Administrators. We can illustrate how these tools will work for your Village staff during a demo presentation. Your team can enjoy SitePublish's content management experience with these great tools:

## Some tools that make content management easy for staff:

- Drag-and-Drop Page Editing
- Image Editor with automatic resizing
- In-Context Editing
- Rotating Banner Module
- Photo Galleries Module
- Advanced WYSIWYG Editor
- HTML5 and CSS3 Support
- All standard formatting options including indent and justification control
- Cut/Copy/Paste
- Edit in HTML mode
- Font Manager
- Format Stripper
- Hyperlink control
- Image Manager
- Insert Symbol
- Module Manager
- Online Support Resources
- Human Readable URLs
- Content Scheduling
- Page Description and Keyword Editing
- Global Content Widget
- Foreground and Background Color Dropdowns
- Paste from Word with Formatting and Fonts
- Paste HTML
- Paste Plain Text
- Preview
- Print
- Spellcheck
- Undo/Redo
- Site-wide File Manager
- Page-level Document Container
- One-Click Social Media Sharing
- Media Manager w/ Streaming Video
- Multiple Advanced Elements per Page
- Page wizards with multiple templates
- Page Checkout
- Page Checkout Administrator Override
- Page Link
- Paragraph Control
- Paste from Word with Format Cleaning
- Broken Link Reports
- Quick Links
- Style & CSS Manager
- Table Wizard
- Template-Based Layout



*Either maintain your website's currency and accuracy, or shut it down. Bad information is worse than no information.*

**Robert McArthur**

eGovernment Project Director  
National Policy Research Council



## DRAG-AND-DROP PAGE DESIGNER

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Place any of SitePublish's numerous widgets simply by dragging the widget you want from SitePublish's drag-and-drop interface on to the section of the page where you want that content or tool to appear. This easy-to-use element places advanced page editing right into the hands of even the most non-technical user!



## IN-CONTEXT PAGE EDITING

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SitePublish offers a web service-enabled In-Context Editing tool, a feature few competitors can match. With this feature, authors can edit the content for a webpage right from the page itself. There is no need to go to a backend system, you can simply use WYSIWYG (What You See Is What You Get) content editing tools to start editing the page's text right where that text appears on the page. All updates are done in real time, with no publishing previews required - just click 'Publish' when you're satisfied and a publishing approval process begins, or the webpage updates simply go live.



## WYSIWYG + HTML CONTENT EDITOR

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Content creation and editing is powered by a What You See Is What You Get (WYSIWYG) Content Editor. This editor provides numerous tools from Word Processor-style formatting, spell checking, and multimedia management, making it simple to create and update a page's content. HTML-view is also supported from the Content Editor, allowing users with HTML knowledge to edit in a code-based view.



## ON-PAGE SOCIAL MEDIA PUBLISHING

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We've made it simple to unify your webpage's content updating processes with your active social media updating processes through SitePublish's On-Page Social Publishing tool. This feature allows your content managers to save time by automatically posting updates, notifications, summaries and links to new pages and new updates to page content so subscribers and social media followers can discover that fresh content faster than ever before.



## IMAGE & MEDIA MANAGER

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Since a webpage is more than just text, SitePublish also provides built-in, easy to use Image & Media Managers for simple multimedia content editing. Unlike many competitors, SitePublish can also support streaming media and podcasts to facilitate immersive multimedia experiences.



## WEBPAGE LAYOUT & CSS EDITOR

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We're offering creative design services that will get your new website looking and feeling that way you want it to, but we're also giving you the power to control these elements as well. SitePublish's Themes, Templates and CSS management tools allow site administrators to control the look-and-feel of a webpage and maintain consistency while also providing the flexibility for subpage and department page layouts to be unique. In other words, your staff won't always need CivicLive's Design Team to do basic design changes if they want to participate in this type of content management themselves. They can choose to update these elements by selecting new layouts from a library, or creating their own entirely new webpage layout templates.



## CHECKOUT & LOCK PAGES

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SitePublish's Page Checkout and Page Lock tools ensure that when multiple staff need to modify a webpage no one overwrites another's work or accidentally removes important new information. Administrators can also override the lock, just in case someone forgets to unlock a page before completing their tasks.



## CUSTOMIZE CONTENT PUBLISHING APPROVAL PROCESSES

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In order to maintain high-quality and consistent published web content, SitePublish features a Content Approval manager. Publishing Approval Processes support any number of checks, revisions and multiple levels of sign-off to be custom-designed by Administrators. They ensure that content is always approved by the correct user before it gets published and is visible to your whole community. This tool also supports notifications and status reports for all approvals to ensure that the approval process is handled in a timely manner, no matter how complex it may be.



## WEBPAGE CONTENT SCHEDULING

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SitePublish also provides Content Scheduling tools that make it easy to plan ahead and be prepared for important page updates. These tools allow you to release information on a given date, remove a webpage from the public view on a given date, auto-archive a page and send stale-content reminders and reports to easily track which pages need to be updated. Content Scheduling tools work in conjunction with SitePublish's Automatic Archiving and Page Hiding functionality, which streamlines archiving processes and makes it easy to maintain information stored on webpages for as long as your Village wants.



## NEWS & ALERTS CONTENT ENGINE

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SitePublish helps enhance your Village's online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats. The News and Alerts Engine is a powerful tool that allows you to publish news or announcements in one central location and have them appear everywhere on the site where you want that content to be. This tool makes it easy to create highly-visible emergency alerts and notifications, and to keep your community up-to-date on all your current news.

The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your newsfeeds and receive notifications when new content is published.

SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.



## ON-PAGE ACCESSIBILITY CHECKER & REPORTING

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Meeting W3C, WCAG, and Section 508 guidelines is always a priority for government websites, so SitePublish includes an Accessibility Checker to ensure your page meets legal requirements for accessibility on an ongoing basis. SitePublish can also run out-of-the-box reports such as a broken link validator, content update and usage reports, and page error verification reports.



### **TIPS FROM THE WCAG**

SitePublish's Accessibility Checker will help you to maintain your Village website's adherence to some essential Web Content Accessibility Guidelines, such as:

- Provide text alternatives for non-text content.
- Provide captions and other alternatives for multimedia.
- Create content that can be presented in different ways, including by assistive technologies, without losing meaning.
- Make it easier for users to see and hear content.





## PHOTO ALBUMS

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Post an unlimited number of photos in photo galleries that support commenting on images, slideshow functionality, as well as approval processes for uploads and comments to maintain security and communications standards.



## GLOBAL CONTENT WIDGET

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SitePublish's Global Content Widget solves an age-old problem: having to publish the same type of information in multiple places at once. Your content managers will overcome this hurdle simply by dragging a global content widget on to a webpage where general content, that is relevant in many places, can be published. Whenever content is updated in that widget, the updates are applied to every page where the widget appears, saving valuable time and ensuring consistent content quality and timely delivery.



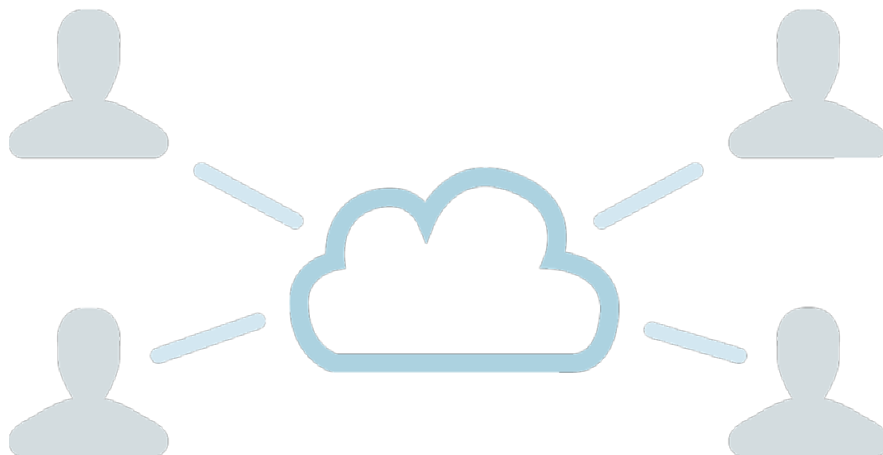
## CLOUD-BASED DOCUMENT & MEDIA MANAGER

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Upload thousands of document and multimedia files your Village uses into SitePublish's centralized Document & Media Libraries to facilitate the creation of a completely digital archive and resource centre for staff and citizens.

Using this tool, administrators, councillors, department heads and even citizens can work together to build, share and access an ever-expanding library of resources that will help Village groups and communities accomplish their goals and stay engaged.

This tool also supports Version Control and Permissions, which ensure that only the desired version of a file is the one being used, and that it is only being used by the people who have the requisite permissions to work on it or download it.





## WEBPAGE VERSION CONTROL MANAGEMENT

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SitePublish's Version Control Manager enables side-by-side comparison of every version of content history, a particularly useful tool for comparing an existing content version with the latest one before it gets published. With this tool it is easy for authors, stakeholders and administrators to check the content history and see what has been changed. With automatic rollback support to any historical version, switching back to any earlier version is simple.



## DOCUMENT VERSION HISTORY TRACKING & PERMISSIONS MANAGEMENT

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Permissions and version histories for all documents and media stored in SitePublish's Document Repository can be tracked and managed by Administrators, allowing them to set exactly who has what access to which documents and media, and to view the history of how those resources have been handled and modified since being uploaded to your website. The document management system fully integrates with CivicLive's Customizable Workflow Engine – allowing documents to go through approvals, be emailed to the correct recipients or output to other applications to speed document processing.



## AUDIT TRAILS

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To help meet security and reporting requirements, SitePublish provides full Audit Trails. Administrators can use this tool to track users that have accessed and modified content, as well as timestamping access. With this system, your Administrators know who changed content or replaced a document version, and when they did it.



## ENTERPRISE-GRADE PERMISSIONS MANAGEMENT

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SitePublish also provides the security and access control that a government website needs. Powerful User Permissions allow control over who can view, create, edit or delete site content. Your Administrators can give specific users the ability to access and modify the webpages or subsections that are most relevant to their role within your Village government.



## USER ACCESS & PERMISSIONS MANAGEMENT

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To make the best of your Village's Website management team resources, SitePublish offers Delegated Authoring Capabilities, enabling Administrators to set every user's permissions for content management to embed and use advanced components such as calendars, FAQs and forms without being site-wide Administrators for the entire Website. This feature can save over-worked administrators hundreds of hours a year, and build distributed content authoring and management structure that is perfectly aligned with your Village's web governance structure.



## TAXONOMY & METADATA EDITING

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What good is a library of document and multimedia resources if they can't be properly organized and discovered with ease? Thanks to CivicLive's Taxonomy and Metadata Editor, organizing and categorizing your website resources becomes effortless. This tool enables users to tag information and documents and create hierarchies that make searching for and navigating to specific resources easy and intuitive.



## QUICK LINKS EDITOR

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Quick Links are a versatile navigation tool that can be deployed on homepages and subpages while also enhancing the look and feel of a website. SitePublish allows content managers to design, create, edit or remove quick links through a widget that can be added to webpages.



## UNLIMITED SUBSITE MANAGEMENT

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We may be implementing SitePublish for one website right now, but our CMS can be used by your Village to manage all of the websites you operate for years to come. Site Management tools can be used to administrate multiple complementary sites such as tourism, police, fire, economic development, and any other websites your Village agencies and departments maintain independently from [www.orland-park.il.us](http://www.orland-park.il.us).

# A Mobile-Optimized eGovernment Solution

With over half of website traffic now coming from mobile devices, the message to governments is clear: your citizens want information accessible on the go.

That's why each CivicLive powered website comes with **responsive design** and a **custom mobile app**. We want your Village to be able to optimize service delivery and drive citizen engagement by offering web-based services where your stakeholders will use them the most: on their mobile phones, tablets, and other portable devices.

CivicLive's proven mobile-optimization solutions are:



Whether navigating through full webpages optimized for an end-user's specific device, or quickly navigating between specialized application sections, your end-users will get the information, resources, and access to municipal services that they want on whichever device they're using at that time.



## RESPONSIVE DESIGN

Responsive Design maintains a consistent look and feel for your website across all platforms, keeping navigation familiar to end-users. Furthermore, services and functionality can be securely accessed from their mobile browsers at once, without the need to switch between multiple mobile apps that your Village may have developed in the past. With a CivicLive responsive-design website, the web services your citizens need are all there, just like with their desktop experience.



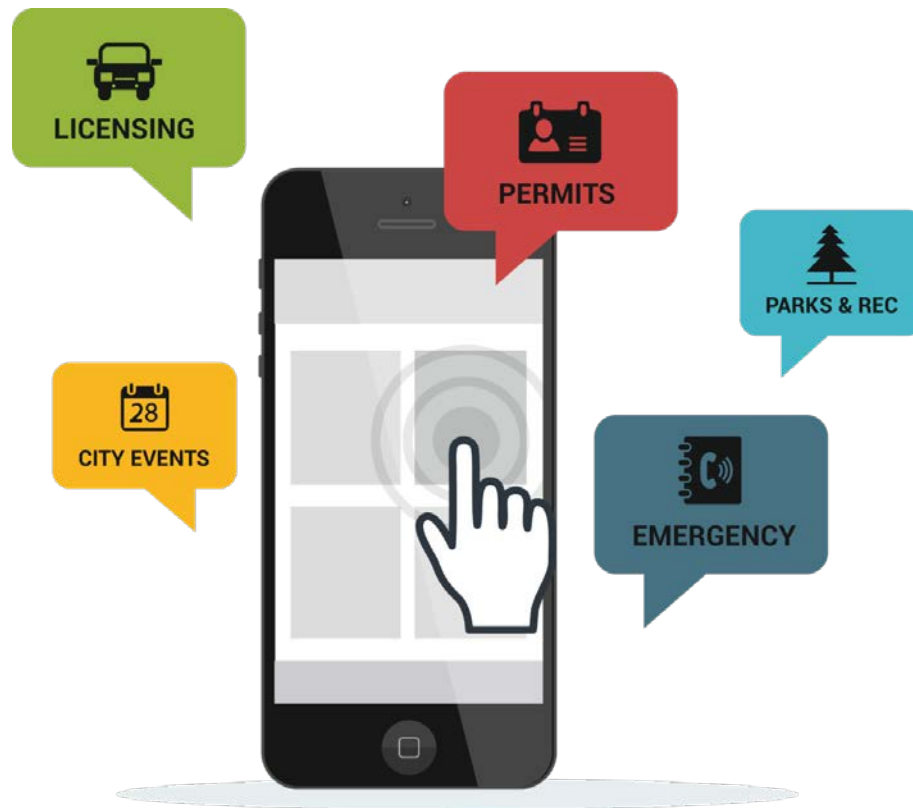
Responsive Design is included with every CivicLive website implementation and is the simplest, most effective means for making your website function optimally on any screen size and any platform. Depending on your project requirements, responsive design may be the only form of mobile-optimization your website needs.



## CIVICLIVE SMARTPHONE APP

Smartphone technology is notable for its emphasis on specially-designed applications that create intuitive interfaces for performing thousands of different tasks with varying degrees of complexity on one touch-enabled mobile device. Hundreds of eGovernment apps have been developed for use with municipal governments, often focusing on one small task or feature. However, are these apps right for you? How well do they integrate with your Village's web technology and web governance plans?

CivicLive's approach to the Android and iOS smartphone app is simple: it provides quick, easy access to the eGovernment services we provide on your website via an intuitive app interface designed to match your new CivicLive-designed website.



This takes the onus off of technology and web administration staff in your government to maintain multiple systems and platforms, each with varying update frequencies, specialized functions and resources, allowing for a more efficient, consistent and accurate internal content and information management.

With our smartphone app as part of your CivicLive eGovernment solution, your end-users can enjoy seamless integration and access to consistent information and data on all their devices, empowering them to get the best possible experience from your government in terms of service and citizen engagement.

# Citizen Engagement Solutions

Effective government websites go beyond delivering information online: they create a gateway for citizens to get access to the resources and services they need and want.

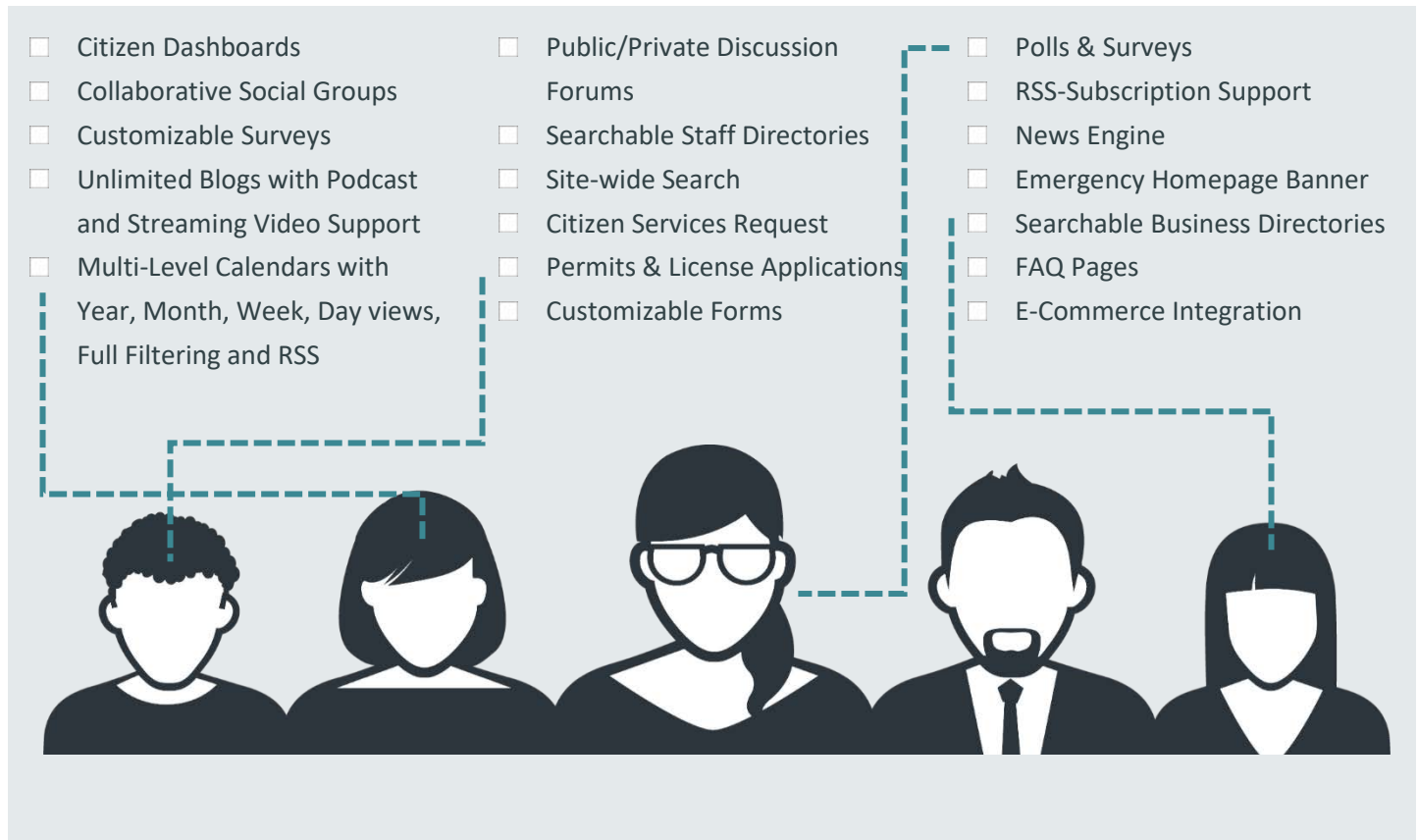
People are becoming used to easy self-service options for everything from shopping for clothes to buying cars – and the proliferation of services and technology that has evolved from this phenomenon is a proof that it works. So, it only makes sense for your government to provide this level of convenience in your citizens' lives.

*“It’s surprising how poor many government Websites are to this day. They’re poorly organized, and most eGovernment applications are still very agency-centric, rather than focusing on what would make sense to the citizen.”*

**Rob Atkinson**

President of the Information Technology and Innovation Foundation

## Examples of our Citizen Engagement Modules:







## CITIZEN DASHBOARDS

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True eGovernment practices empower citizens and other stakeholders. That's why we have created the CivicLive Citizen Dashboards. With these dashboards, everyone in your community can register on the website and receive a personalized eGovernment experience and a one-stop source for all the information a specific citizen may want from your website. On one page, a citizen can:

**Receive Alerts and Emergency Notifications from your Village**

**Track Requests they've made using our Citizen Requests Manager**

**See updates in Social Groups they're part of**

**View new events in categories they've subscribed to on the Village's main calendar**

**Subscribe to newsletters and manage the ones they've already subscribed to**



## CITIZEN REQUEST SYSTEM

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The CivicLive platform includes a versatile Citizen Request System that can be used to simplify the process of discovering and requesting government services right from your website. The standard version can support up to ten issue types, such as:

- ✓ Reporting Potholes
- ✓ Applying for Parking Permits
- ✓ Applying for Pet, Hunting & Fishing Licenses
- ✓ Reporting Graffiti & Vandalism
- ✓ Requesting Oversized Garbage Pickup
- ✓ Requesting Business Registration Certificate
- ✓ Reporting Animal Control Issues
- ✓ Reserving Public Parks Facilities & Applying for Campground Permits

Once requests are submitted, the CRS routes them to the correct department or person. Citizens can stay up to date using the mobile app or through email notifications.

The enterprise version of the CRS adds issue creation, user management and analytics for an additional cost.

## Citizen Request Staff Application

The staff application is a mobile platform that allows your city staff to manage citizen requests and send updates on the go. Fully integrated with the citizen facing app, your team can quickly and reliably stay engaged with your citizens and the issues facing them. Please note that the staff application is available for an additional cost.



## E-COMMERCE INTEGRATION

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Village services aren't always free. That's why the CivicLive platform offers E-Commerce Integration, allowing your Village to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.



## SOCIAL GROUPS

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Give your community the power to engage with your government in a focused group environment using our Social Groups module.

Social Groups utilize numerous SitePublish modules in a public or private group context to create professional networks, build a knowledge base for specific groups, and foster collaboration on documents and other resources shared on the web.

Now you can give committees, action groups and citizen groups their own place on the web without having to worry about the security of other social networks, or the confidentiality of that specific group's tasks and resources.



## POLLS AND SURVEYS

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Polls and Surveys let your government get feedback and gather community reactions on any kind of specific topic where granular, individual citizen data is desired. These tools also include real-time results and detailed reporting so your administrators can track and measure engagement.



## PRIVATE, MODERATED AND/OR PUBLIC DISCUSSION FORUMS

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Start the conversation with SitePublish's Forums modules – the perfect place for private (or public) online discussions, conversations and debates on specific topics.



Includes security and moderation capabilities to help build safe and constructive dialogue.



## MULTI-LEVEL CALENDAR

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SitePublish's Calendar module supports multiple integrated calendars, allowing a Village to separate calendars by topic, and also merge calendars for stakeholder convenience. For example, a mayoral aide could post an event to every calendar in the system, while a meeting could be posted only to a specific calendar. The calendar exports iCal files to Outlook to maintain consistency, and supports RSS subscription, allowing users to subscribe to events they want to be updated on.



## BLOGS AND PODCASTS

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Make your government's online connection to your citizens more personal by using SitePublish's Blogs & Podcasts module for staff, political figures and other notable people who work with your government. With this module, Village representatives can create a web blog that they can update on their own accord, enhance its content richness with podcasts and videos, and use moderated or open commenting from other users.



## STAFF DIRECTORY & PROFILE PAGES

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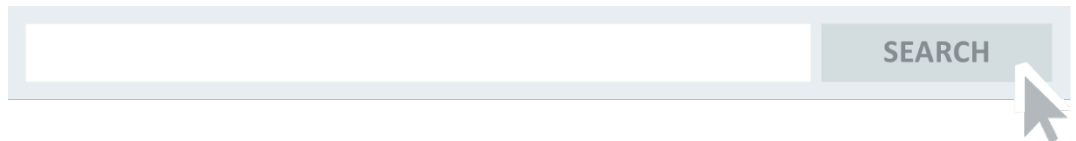
The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time.



## SEARCHABLE LOCAL BUSINESS DIRECTORY

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Just like key Village staff can have personal profiles and be searchable in a Staff Directory, so can local businesses. We can create a Searchable Business Directory for businesses operating in your Village that can display search results by customizable filters such as business categories.



## EVENT MANAGEMENT & EVENT REGISTRATION

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Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar.

Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific forms.



## UNIFIED WEBSITE SEARCH TOOL

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CivicLive SitePublish provides full built-in Search capabilities with a Unified Search Tool.

The search modules provide simple and complex searches, ranking and results control, metadata search, and full Google Integration if desired.



## LIVE VIDEO STREAMING SUPPORT

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If your Village can access its community via mediums such as television and radio for live broadcasts, why not add the Internet to that list as well? With the CivicLive Video Streaming Integration framework, your Village's website will become a primary place to live stream videos of council meetings, announcements, Village events, and more.

By integrating with well-established 3<sup>rd</sup> party video streaming providers with robust video management and unlimited storage space, your Village can easily utilize your website as an essential video sharing destination.



# Productivity & Transparency Tools

One of the greatest benefits of choosing the CivicLive eGovernment solution is that it doesn't just offer new ways to engage citizens and make website content management easy for your staff, it also provides new ways for your staff to improve how their primary roles in your government work as well.

## Our Productivity, Transparency & Accessibility Management Tools include:

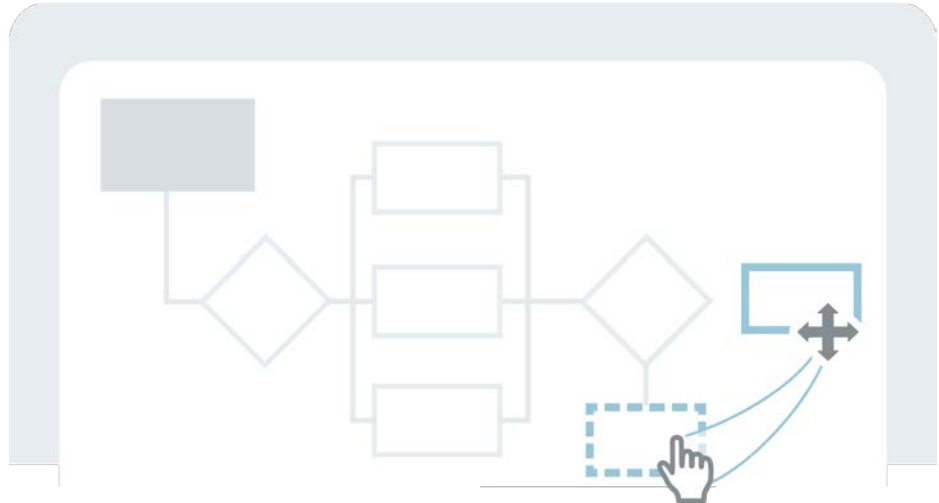
- Advanced Drag-and-Drop Workflow Manager
- Meeting Agenda, Minutes and Media Manager
- Structured Content Publishing Approvals
- Granular User Permissions
- Group-based Permissions
- Activity Logs
- Full Audit Trails designed to meet legal requirements for government sites
- Full Content Reporting
- Integrated Analytics and Reporting
- Dynamic XML Sitemap
- Intranet Management
- Scheduled and Automatic Archiving
- 'I Want To...' Navigation
- Mega-Drop-Down Menu Navigation
- Automatic Breadcrumb Navigation
- Accessibility Checker
- Text-Only Page Creation
- Printer-Friendly Pages
- RFP Posting
- Job Posting
- SSL Support
- Multiple Independent Website, Subsite and Microsite Management





## ADVANCED DRAG-AND-DROP WORKFLOW ENGINE

Making sure your eGovernment solution works smoothly requires a governance structure that makes effective use of your department staff, department managers, and higher-level administrators.



To enable effective web governance structures for important website-related tasks, we offer an intuitive drag-and-drop Workflow Engine that allows your staff to easily map out custom processes and staff duties related to just about everything you need your website to do, such as:

- Manage **content development approval** before content gets published anywhere on the website
- Review and edit **press releases and news stories** before they are published
- Simplify **bidding and bid submissions** to publicly tendered RFPs
- Make sure **citizen requests, reports and applications** are routed to the right staff and managed effectively
- Process **job applications** for job postings published in our Job Postings module





## MEETING MINUTES & AGENDAS

Nothing makes fostering transparency easier than offering community members immediate access to critical government documents and records. Since most Village governments uphold transparency by thoroughly documenting council meetings, we have created a Meeting Minutes & Agendas module within CivicLive SitePublish, specifically-designed for sharing meetings-related content such as agendas, meeting minutes, and audio/videos recordings.

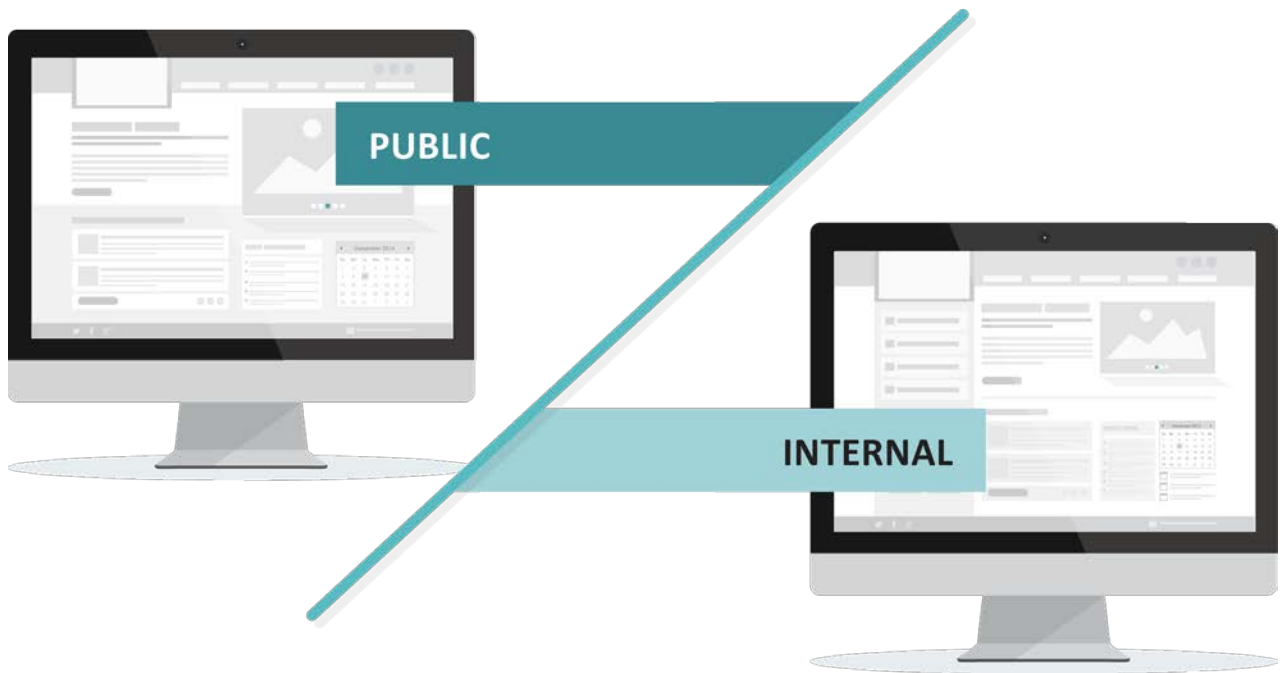


## INTRANET & PRIVATE STAFF COLLABORATION GROUPS

Depending on your Village staff needs, some form of private web space for inter-departmental collaboration and resource sharing will need to be created.

- For smaller endeavors or specific projects, CivicLive's Social Groups module can be configured to be private and restricted so that only certain staff users can access that group's content and resources.
- For larger endeavors, an entire Intranet site can be created with customized access and content management permissions restrictions.

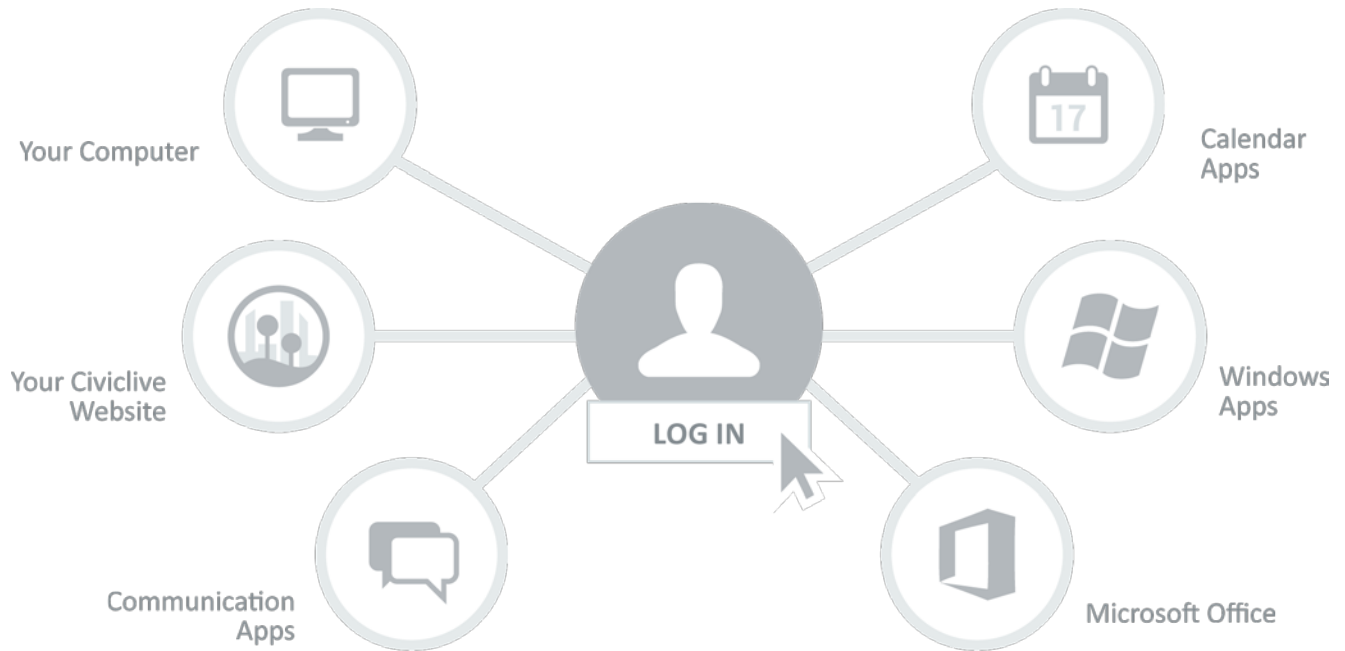
All of SitePublish's useful modules such as Calendars, Document & Media Libraries, Blogs, and Surveys/Polls/Votes can also be used on Intranets as well.





## SINGLE SIGN-ON SUPPORT

CivicLive SitePublish supports the latest SAML SSO standards that provide easy integration to identity providers such as ADFS. Identity providers allow for managing user authentication across multiple 3<sup>rd</sup> party products. This means that users will only have to log in once to have access to multiple applications.



## BID POSTING & SUBMISSIONS

Manage publicly-tendered RFPs, RFIs and RFQs from their initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users.

If your Village wants to encourage fully paperless bid submission processes, a workflow can be created that ensures bids are routed to the right staff members responsible for evaluating proposals.



## JOB POSTING & APPLICATIONS

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Instead of relying on third party applications that create barriers to filling the jobs your Village has available right now, simply post those jobs on SitePublish's integrated Job Posting and Applications module.

This tool also allows candidates to register as users on your website and submit resumes as attachments to an application form. Just like with our Bid Posting & Submissions module, job applications can also be processed electronically via submission review workflows.



## ARCHIVING & RECORDS RETENTION

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As part of our commitment to fostering government transparency and information accessibility, CivicLive eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives.

Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your Village has for them.



# Integration with 3<sup>rd</sup> Party Software

With the CivicLive platform, we want your website to offer a limitless range of functionality, either by solely using our software, or by integrating with preferred external systems.

In order to help your website reach its potential, SitePublish includes a robust set of web services, rich XML support for input and output, and APIs for easy interoperability.

## Some examples of how CivicLive web solutions integrate with 3<sup>rd</sup> party software and applications:

- APIs & Web Services
- Google Search Integration
- Google Translate Integration
- Social Media Feed Integration
- Social Media Sharing [like, tweet, +1, etc.]
- Interactive Links Integration
- E-Pub Reader Integration
- Flickr & Google Photos Integration
- ArcGIS Integration
- Google Analytics Support
- PCI-Compliant Online Payment Processing Integration
- YouTube and Vimeo Player Support
- RSS
- SQL Server
- LDAP
- SSO
- ADFS





## GOOGLE ANALYTICS

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Google Analytics can be integrated into your brand new CivicLive-powered website to provide staff with the ability to track and analyze web traffic throughout the site. This integration will provide reporting capabilities such as page hits, user statistics, top searches and best performing pages.



## LDAP & SLDAP SUPPORT

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SitePublish supports the ability to integrate with an existing directory of user credentials so users may log in to SitePublish with the centralized logins. LDAP removes the need for additional credential management, simplifying any security processes your Village may have in place for maintaining a high number of staff credentials.



## PROVIDE REAL-TIME, CROSS-PLATFORM INFORMATION UPDATES WITH SOCIAL MEDIA FEED INTEGRATION

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Your Village most likely already provides time-sensitive updates to followers on social media communities such as Twitter and Facebook – so why not share these content updates on your website with prominently-integrated social media feeds on your homepage?



## VISUALIZE CRITICAL DATA WITH GIS TOOLS

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Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for Village services. Real estate, business registries, zoning and many more areas of Village's services can be mapped, viewed and tracked. Additionally, the mapping systems can integrate with other modules to allow you to track and map requests, complaints, and more.

# WEB HOSTING SERVICES & INFRASTRUCTURE

Your citizens want secure access to your Village’s website at all times, and a great way to make that happen is by eliminating potential technical difficulties that could occur on local server and network environments. That’s why we encourage every Village to choose our SaaS solution. Hosting your website at our state-of-the-art datacenter eliminates virtually every hardware, network connection and security risk that may impact your website and your users. Take a look at some quick facts about our datacenter:

## CIVICLIVE DATACENTER SNAPSHOT

<b>TOTAL BUILDING AREA</b>	85,000 square feet total space.
<b>RAISED FLOOR AREA</b>	25,000 square feet of raised floor over four separate computer areas 14,000 square feet of raised floor over administration & support areas.
<b>DATA CENTER AREA</b>	25,000 square feet of two foot (2’) raised tile floor.
<b>DESIGN CRITERIA</b>	Purpose design/built data center based on 99.9% system availability. Former banking and e-commerce hub for major national Bank. In operation for over five years.
<b>HYDRO CONNECTIONS</b>	Twin incoming main feeders at 13,800 volts/4000 amps, each with multiple diverse routing from hydro grid.
<b>POWER BACK-UP</b>	Three standby generators (two at 1.5 megawatts, one at 1.35 megawatts for a total of 4.35 megawatts total standby power). Over 30,000 liters of diesel fuel on hand, capable of running the building at full capacity for over 72 hours. Two fully independent UPS systems totaling 2,700 kVA, with hot tie capability.
<b>FIRE SUPPRESSION</b>	<ul style="list-style-type: none"><li>• VESDA (Very Early Smoke Detection Apparatus) supporting an INERGEN gas fire suppression system.</li><li>• Interlocked dry pre-action sprinkler systems both above and below the raised floor.</li><li>• Computer room areas have an independent two-hour fire rating, separate from the remaining building structure.</li></ul>
<b>SECURITY</b>	<ul style="list-style-type: none"><li>• Facility entrance and security areas are protected with bulletproof glass, NATO rated for small-bore missiles.</li><li>• All exterior walls are custom reinforced.</li><li>• 24 X 7 manned security.</li><li>• Intrusion detection systems.</li><li>• Card access control for multiple secure zones.</li><li>• An array of video monitoring and image capture systems both inside and outside the building.</li><li>• Remotely-operated truck bay capable of full-sized tractor-trailer within a secure environment.</li></ul>
<b>FACILITY MONITORING</b>	Invensys direct digital building monitoring system encompassing over 2,000 individual monitored devices (heating, cooling, water, air conditioning & ventilation).



## DATA PROTECTION SERVICES

Since data and user security, privacy and access are primary concerns for every Village's IT team, we ensure that the following security measures are built right into our hosting infrastructure:

### ■ MONITORING & BACKUP

Our Managed Backup service provides tape backup to prevent loss of data due to accident, hardware failure or environmental disasters. The backup solution typically results in one full database backup plus five incremental backups each week based on our backup schedule.

We will perform tape validation and maintain an activity log for each backup to ensure successful completion. Our system design automatically detects problems at any stage of backup ensuring a very high level of data security and availability.

Monitoring ensures that your Village's data is safe and always secure. Backup reports deliver a variety of logged statistics that include the backup cycle, success or failure and the amount of data backed up.

### ■ FIREWALL & PRIVACY

Our firewalls are designed to restrict the type of traffic and originating IP addresses that can access Orland Park's servers. This service is based on our shared firewall infrastructure. However, we can also provision a dedicated environment, where our Implementation Analyst will work with your team to define security rules in order to deliver a customized firewall security policy that meets your specific security and privacy criteria.

### ■ DISASTER RECOVERY

Our client databases are backed-up daily and stored in an offsite location separate from our primary datacenter. In a disaster situation, the main location will fail-over to an alternate cloud server with a recovery time objective of 72 hours to the previous nightly back-up.

### ■ DATABASE & NETWORK REDUNDANCIES

Redundancy is managed at power, firewall, network connectivity, server configuration, web server and database server levels.

### ■ POWER

We provide redundancy in four different levels of the overall hosting configuration. These include redundancy at the incoming power supply, uninterruptible power supply, standby power generators, rack power, web server, and database server levels.



## ■ SECURITY APPROACH

Our team employs a layered defense system to protect its hosting environment against malicious attacks, while maintaining open and reliable access to end users.

At the core of our security program is the Security and Architecture Team. They remain vigilant and aware of the rapidly evolving security environment by continually tracking and testing new products, tools, and software patches that become available to counter threats or vulnerabilities. Although the Security and Architecture Team comprises the core of CivicLive security, day-to-day operational support of Orland Park's systems, including handling of Orland Park-specific security issues, is provided by a designated CivicLive Customer Support Team. Collaboration and communication between Security and Customer Support Teams ensures that Orland Park's deployment is protected with comprehensive security measures.

We employ engineered secure builds for every supported platform (operating system and applications) delivering enhanced security, manageability, and availability. Hardened server hardware configurations are standard and provide yet another level of security. The server build, when used in conjunction with other security features and services, provides a solid defense against intrusions and malicious attacks.

## ■ SECURE DESIGN AND CONFIGURATION

Our web solutions are designed in a multi-tier architecture that offers security within and between each network tier. Tiers are often classified as Access Layer, De-Militarized Zone (DMZ) Layer, Application Layer, and Data Layer.



# THE SMARTWORK PROJECT IMPLEMENTATION METHODOLOGY

The CivicLive team uses a proven 8-phase project implementation methodology called SmartWork to take your eGovernment project from conceptualization planning to a complete implementation that ends with a live website.

SmartWork's 8 phases are each designed to address specific project milestones. Via our Project Manager, your Village Project Team gets to interact with a number of our technical specialists throughout the SmartWork implementation.

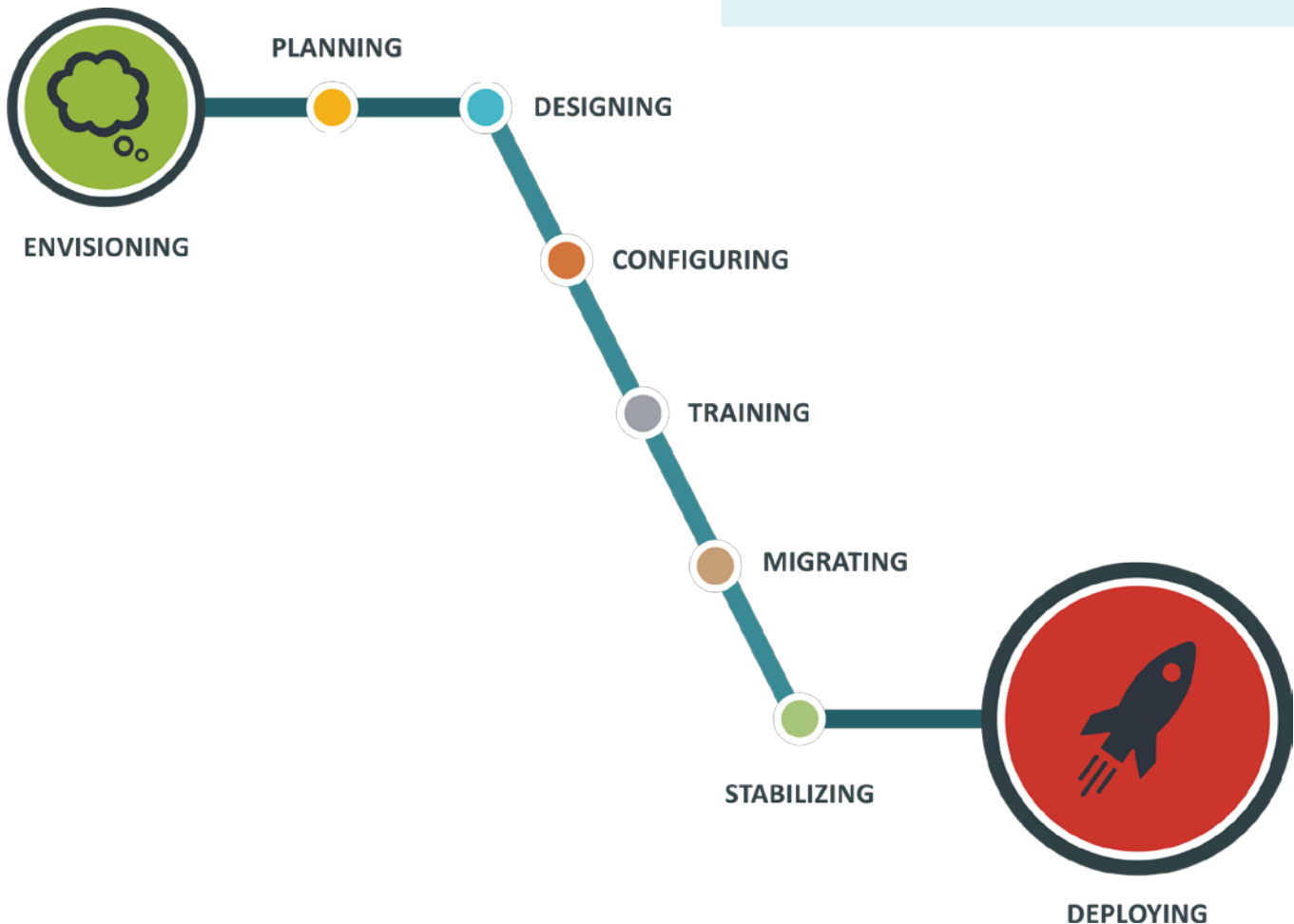
Learn more about SmartWork's 8 phases, key project milestones, and the numerous project deliverables in the following section.



*"For someone that is not so tech-savvy, I was able to follow the lead of the folks at CivicLive to help create our site. We were asked for our input, what we wanted, how we wanted it to look, and it's like they used the images in my mind. I appreciate the weekly one-on-one calls with our implementation analyst. He explained the system and web creation tools to me in a way that made sense. With his approach, I was less intimidated. I felt comfortable with the process, and even enjoyed it. The trainer, Thomas, did such an excellent job with me and with our staff. When he left, we felt confident that we'd be able to transfer content and create content. Thanks, CivicLive!"*

**Natalee Flynn**

Clearfield City PR Coordinator





## THE ENVISIONING PHASE

The Envisioning phase kicks-off your Website Design, Hosting, Support, Maintenance project and is designed to create a dialogue between your project team and our Project Manager about what the goals and constraints of the project are. The purpose of the Envisioning Phase is to engage and build a shared project vision among all key stakeholders.

Our kick-off meetings culminate in an understanding between Orland Park team members and CivicLive team members of the project's key goals. After the project kick-off meeting, our Project Manager creates a project roadmap in a Vision Scope Document which is used to begin the more technical project planning that occurs in the next phase.

The Envisioning Phase typically only lasts for one or two days; a meeting day, and a day for our Project Manager to finalize the **Vision Scope Document** - the first Website Design, Hosting, Support, Maintenance project deliverable you receives from the CivicLive team.



## THE PLANNING PHASE

This phase is dedicated to detailed website analysis and requirements gathering about how our solution will address specific aspects of your Website Design, Hosting, Support, Maintenance project. We will guide your Village's project staff in creating community surveys, organizing brainstorming sessions, reviewing website analytics & user experience, and holding focus groups to engage your stakeholders and gain insights for research-driven decision making. Together, we'll look at your site to determine what works and what doesn't, and then outline how your new CivicLive-powered website should function for you and your users.

In this crucial phase, everything from the most general creative elements to the most specific technical details will be outlined, and will include project elements like:

- CivicLive Team and Orland Park team roles & responsibilities by SmartWork phase
- SitePublish configuration functional specifications
- Website analytics analysis report
- A staff/community needs and objectives survey document
- Information architecture planning exercise
- Web content strategy training
- Web content development, optimization and migration plan
- Stabilizing & user acceptance testing plan
- Long-term software update & maintenance Plan

The Planning phase closes with the project's first milestone and second deliverable: the creation and sign-off of the **Master Project Plan and Project Charter** – critical documents that will be used by both teams as the project progresses.



## THE DESIGNING PHASE

Citizen engagement, usability and effective web presence-building all depend on quality web design work. That’s why we place so much emphasis on the Designing phase of our project. We want to ensure your Website Design, Hosting, Support, Maintenance project results in the most tangible success indicator – a beautiful, usable website!

We want to make sure our design work is exactly what your Village staff, citizens and other stakeholders want, which is why we’ve broken down the Designing phases into four processes that begin with a Design Vision & Analysis surveying process, and ends with our Design Team implementing the design elements in our SitePublish CMS.

### THE DESIGN VISION & REQUIREMENTS-GATHERING PROCESS

We begin the Designing phase with a process focused on determining the unique needs of your community and gathering relevant requirements that will shape your website’s look and feel.

**This process is focused on developing a plan for addressing the following five critical elements of eGovernment web design:**

- ✓ Usability
- ✓ Simplified Access to Information
- ✓ Consistent, Beautiful Look-and-Feel
- ✓ Search Engine Optimization
- ✓ Web Accessibility

Everything we plan, design and build in the Designing phase will consider those five tenets. And, in order to get started on the right path, the Design Vision and Requirements-Gathering Process gets our Delivery Team and the Orland Park Project Team thinking about – and planning out – design-related deliverables with these aspects in mind.

**This Design Vision and Requirements-Gathering Process can include the following tasks and deliverables:**

- **An open or closed survey of Orland Park staff website design input.**  
These surveys can be web-based or in-person survey style interviews, and can be broken down by Orland Park departments if desired.
- **Use Cases and Stakeholder Usability Scenario documents** with planned solutions for improving those scenarios through design-related elements.
- **Review your existing website’s analytics and heat map activity** to understand user experience and behavior
- **A Community Website Design forum and/or survey** to get in-person feedback on desired functionality and design suggestions from external stakeholders such as citizens.

You have only  
**10 seconds**  
 to get your **users’ attention** before  
 they leave your site

## THE ITERATIVE INFORMATION ARCHITECTURE DESIGN PROCESS

A good Information Architecture (IA) – *how the information is structured* – ensures a website’s information is structured logically and is easy to navigate.

Building the best possible Information Architecture will not just offer immediate usability improvements – it’ll help Orland Park staff maintain and expand the website’s content for years to come. Our Iterative Information Architecture process is our Designing phase’s first collaborative step and involves our Design Team, our Project Manager, and your Village project team. Together, this group applies the planning and analysis conducted in the Design Vision & Usability process to a site map that will outline how information is defined, structured and linked to across the whole website in terms of page hierarchies. This process focuses on organizing webpages and other web resources in a structure that is aligned with users’ needs, your Village’s organizational requirements, and search engine optimization.

The Information Architecture process ends with the first major milestone of the Designing phase: ***the Finalized Website Information Architecture.***

“The new city website now reflects the true character of Redmond, and the navigation is easier, quickly getting to where you want to go, often with just one click.”

**John Marchione**  
Mayor of Redmond, Washington

## THE ITERATIVE WIREFRAME DESIGN PROCESS

Wireframing is an iterative design process that examines page-level information architecture, as opposed to the site-wide information architecture that was planned in the previous process.

Wireframing is an industry-standard web design process that is great for giving your Village staff the chance to see how much information is best displayed on the homepage and various types of subpage templates. Wireframing is a highly interactive iterative process, and is our Designing phase’s first opportunity for your staff to visualize (and participate in!) the usability and accessibility improvements the CivicLive team will make to your website.

The Wireframing process culminates with the following critical deliverable: ***the Finalized Wireframes.***



## THE ITERATIVE INTERFACE DESIGN PROCESS

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In this stage, our Design Team adds color and depth to the website's design wireframes to bring the site to life and ensure that it will build a strong, positive image for your Village.

We want it to become an effective web marketing asset just as much as it will become an eGovernment web services asset to your community, which is why this completely iterative process only ends when your project team is completely satisfied with the work we've done.

### This is where we create the website's Look and Feel.

We believe that the look and aesthetic of a website contributes a lot to its success. [www.orland-park.il.us](http://www.orland-park.il.us)'s look-and-feel will convey the image and appeal of Orland Park. A strong design theme will also aid with site navigation and entice users to return in the future.

Here are some examples of design elements we address during this process:

#### ■ PROPER LOGOS & UNIFYING HEADERS/FOOTERS

Consistent use of the Village's logo and headers to merge appropriately with the homepage and all subpages.

#### ■ STANDARD NAVIGATION & SEARCH

Standard, simple, easy-to-use navigation features such as breadcrumb hyperlinks will tell users where they are, where they've been and where they can go, while a helpful, accurate search option will be on every page to provide an alternative content discovery option.

#### ■ DIFFERENT TYPES OF NAVIGATION ELEMENTS

A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.

#### ■ TONE & COLORATION

Contrasting tones will be used between text and background images to reduce eyestrain, while the background shall be comprised of muted tones that are subtle and never overpowering.

#### ■ CONSISTENT DESIGN THEME & BRANDING

Consistent look and feel throughout the site will prevent users from getting overwhelmed and lost within the site. This is facilitated through the use of Subpage Template design(s).

## THE TECHNICAL IMPLEMENTATION & PAGE TEMPLATE CREATION PROCESS

Once the interface design, wireframes and information architecture have been approved by your project team, we will begin applying those design deliverables to a selection of responsive-designed webpage templates in SitePublish. These pages are what the CivicLive Analyst will use for configuring the numerous SitePublish eGovernment modules your Village website will feature in the Developing phase.

Our team also uses this final stage of the Designing phase to address numerous user accessibility requirements – many of which are mandatory for public sector websites – and search engine optimization requirements. Addressing these requirements at the page template level allows us to make sure that Orland Park staff don't have to worry about managing them, although our Training phase will give them the knowledge to do so.

### ■ USING HTML, JAVASCRIPT, AND CASCADING STYLE SHEETS (CSS)

Style sheets are the primary method we use to ensure a consistent look and feel throughout the website. The design team utilizes HTML, JavaScript and CSS to give the user the best possible online experience and improve the look-and-feel of a site as it is viewed across multiple browsers and devices.


### ■ PAGE-LEVEL SEARCH ENGINE OPTIMIZATION CONFIGURATION MAKES THE WEBSITE SEARCHABLE

While great search engine optimization (SEO) is maintained with content management best practices, the foundation of SEO is in the page-level details. Making the site authoritative, available and readable to both humans and search engines is a key process that includes content & source code optimization, navigation and internal links optimization; meta-tag creation/adjustments, and XML sitemap creation – all of which your users can be trained on in order to effectively manage SEO over the long term.

### ■ CROSS-BROWSER COMPATIBILITY TESTING

CivicLive's team conducts rigorous cross-browser compatibility and consistency testing using both traditional PCs and Macs as well as mobile devices such as smartphones and tablets. Our industry-standard range of supported and tested web browsers includes:

- ✓ Internet Explorer ver. 11+
- ✓ Google Chrome ver. 60+
- ✓ Apple Safari 10+
- ✓ Mozilla Firefox 52+
- ✓ Microsoft Edge 14+



**Potential tourists and investors who cannot find the information they need will not convert into revenue sources.**

### ■ NETWORK & CONNECTION ACCESSIBILITY

We can design your CivicLive website to accommodate varying network connection speeds that users in your Village may have. Our Design Team can employ smaller file sizes for images and other multimedia, and conduct page load time testing to ensure webpages load within desired limitations on slower Internet connections.



## ADA AND W3C GUIDELINES AND STANDARDS COMPLIANCE FOR USERS WITH SPECIAL NEEDS

We are committed to maintaining eGovernment website accessibility for all users, which is why the websites we build are designed to conform to W3C and ADA guidelines at multiple levels. During the technical implementation & page template creation process, the CivicLive Design Team will use numerous accessibility-building resources and options that will help your user groups, such as:

### ✓ Visually-Impaired Users

Text-only page versions can be created that allow screen reader applications to easily create an audio playback of the webpage's content, ensuring visually-impaired users don't miss desired content on your website, and allowing for easy site navigation.

### ✓ Users with Reduced Eyesight

We provide page template elements such as larger and legible headers and text, and text size increase/decrease buttons to assist users with reduced eyesight.

### ✓ Hearing-Impaired Users

For hearing-impaired users, we can embed transcripts of spoken audio clips and video players that provide a subtitle option.

### ✓ Users with Alternative Preferred Languages

We can leverage many language tools to offer users access to your website's information in their preferred language, such as:

- Using a **Google Translate** dropdown menu as part of all of your webpage templates so users always have the option to switch language on every page.
- **Landing pages** that prompt users to select their preferred language from a list, or press a button corresponding to their language that then serves each page the user navigates to in the correct language. These translation choices can also be bookmarkable so that users can bypass language choice pages and go straight to what they want the next time they're on the website.

**The successful completion of the Designing phase results in the following critical project deliverables:**

- Finalized Website Information Architecture
- Finalized Responsive Website Interface Design
- Finalized Website Design Wireframes
- Finalized Responsive Webpage Templates





## THE CONFIGURING PHASE

The Configuring phase is where the CivicLive team fully configures your eGovernment software solution – a custom deployment of CivicLive SitePublish’s many modules and tools that Orland Park staff will use for everything from day-to-day content management to delivering online services to your community.

This phase houses the bulk of our technical implementation process and requires minimal input from Orland Park staff. Our team of Analysts completes this phase using a simple 4-step approach that covers everything from setting up the technical staging environment to integrating external software applications.

1

### PROVISIONING THE ENVIRONMENT

CivicLive Analysts create the server environment that is used from this phase right up to the end of the stabilizing phase.

2

### SITEPUBLISH BASE INSTALLATION

A CivicLive Analyst installs the SitePublish CMS with out-of-the-box functionality on the environment and conducts a preliminary round of testing.

3

### SITEPUBLISH TECHNICAL CONFIGURATION

Once SitePublish’s out-of-the-box testing and installation process is complete, our Analysts begin configuring SitePublish modules based on the technical specifications outlined in the Planning phase.

4

### 3<sup>RD</sup> PARTY SOFTWARE & SOCIAL MEDIA INTEGRATION

Once the SitePublish modules are fully-configured, external applications that were part of your technical specifications (such as Language Translation tools, GIS tools, Social Media accounts and feeds, Analytics, and E-Commerce applications) are all integrated with SitePublish.

**The deliverables of the Configuring phase are all software-related, and include:**

- Provisioned Environment
- Installed and Configured SitePublish CMS
- Integration of Any Desired 3<sup>rd</sup> Party Software



## THE TRAINING PHASE

While our SitePublish CMS is incredibly easy to learn and use, we still want to ensure your staff have everything they need to effectively manage your Village's website over the long-term. That's why we dedicate an entire phase of our project implementation methodology to training the staff that will use our software based on the type of roles they will fulfill.

Our training plan will include sessions that are tailored to the unique needs of your staff, many of which may fall under one of the four general training session types:

### ■ WEB ADMINISTRATOR TRAINING SESSION

Training for system administrators on the solution's backend. Focuses on imparting top-level technical knowledge of how SitePublish works. These users will become your highest-tier webmasters and primary points-of-contact for the CivicLive team throughout the lifetime of your partnership with us.

### ■ POWER USERS SESSION

Training for standard tool power users such as Content Managers. Focuses on detailed skills building to enable effective and efficient use of all of SitePublish's modules and tools.

### ■ DEVELOPER TRAINING SESSION

In-depth background training on SitePublish; suitable for staff who will enhance or develop the code base or extend the software in house. This training is only required for clients with IT Administrators who wish to conduct in-house custom development using our software or take advantage of web services and APIs to integrate with third party applications.

### ■ TRAIN-THE-TRAINER SESSION

Advanced training, focusing on promoting the skills and knowledge needed to train new users on the system. Participants in this course should have already taken the administrator or power user courses.

**Our Training phase marks a critical milestone in the SmartWork Implementation Methodology, and ends with these two deliverables:**

- Fully-trained Orland Park staff ready to conduct Content Migration and User Acceptance Testing
- Training documents and multimedia such as user manuals and how-to videos for specific SitePublish modules



## THE MIGRATING PHASE

The goal of our Migrating phase is to transfer your existing content from [www.orland-park.il.us](http://www.orland-park.il.us) to the corresponding webpage based on your CivicLive website's new information architecture. Content Migration is included in the CivicLive service offering and **carries no additional cost**.

Before beginning the migration process, the CivicLive team will guide Orland Park's team in reviewing the content on Village's existing website. Using web content best practices, we will assist your team in identifying which content should be migrated over to your new CivicLive site, and what should be reformatted or deleted entirely. We will work specifically with your content authors to define guidelines for writing for the web and support your team in developing a clear content strategy for engaging with key audiences. These guidelines will include:

- ✓ Reader scannability
- ✓ Editing web content
- ✓ Social sharing tools
- ✓ File naming
- ✓ Referencing links to external sites
- ✓ User-driven content
- ✓ Promotion of pages on the website
- ✓ Use of images
- ✓ Use of pdfs & hyperlinks

The Content Migration process is accomplished through two processes that typically occur simultaneously:

### ■ **WEBPAGE CONTENT MIGRATION & OPTIMIZATION**

The CivicLive Content Migration conduct manual page content migration; optimizing and transferring desired web content from your live website to pages where that content is needed based on the IA developed in the Designing phase.

### ■ **AUTOMATED & MANUAL DOCUMENT MIGRATION**

For high volume document and file migration, the CivicLive Project Manager may opt to implement an automated document migration process. However, this process can be handled manually by the CivicLive Content Migration Specialist and members of your project team for most projects.

Our meticulous migration process ensures that your pages are formatted correctly and that someone's eyes are on every page. Once content migration is complete, a CivicLive Analyst reviews the completed migration against the site's information hierarchy, and will check for inaccessible documents or other errors that would affect site usability before giving your site administrators the go-ahead to conduct their own acceptance testing. By manually examining the webpages, our Analyst verifies the overall quality of the content and assures that formatting errors from your existing site are not carried over to your new CivicLive website. Additionally, the CivicLive Content Migration Specialist works in close collaboration with your team during our acceptance testing and validation stage to ensure migrated content meets your staff's expectations.

**The Migrating step in the CivicLive Implementation Process results in the following deliverables:**

- Internally-Launched Beta Website
- Orland Park Staff-Approved Web Content



## THE STABILIZING PHASE

We firmly believe that testing and QA is best done prior to a website’s launch. This is why we dedicate an entire phase for two different critical types of testing:

### CIVICLIVE QUALITY ASSURANCE (QA) PROCESS

The CivicLive Quality Assurance Specialists conduct our stringent QA process that is designed to discover problems before the site goes live to the public. These issues can range from content errors such as typos or blank pages to potential problems with code used on page templates. Examples of QA tasks include:

- ✓ Verifying Page Consistency
- ✓ Verification of all Website Links
- ✓ Testing to Ensure All Scripting Works
- ✓ Webpage Content Print Testing
- ✓ Final Cross-Browser Compatibility Testing

#### Key deliverables of the Stabilizing phase are:

- Fully QA’d Website Ready to Go Live
- QA Testing Documentation

### ORLAND PARK STAFF USER ACCEPTANCE TESTING PERIOD

We also use the Stabilizing phase as a chance for your Village staff to get familiar with their new eGovernment website, explore its content, and provide any final feedback that may affect the website before it goes live.

As part of our research-driven approach to user testing, we encourage the Village to invite community members to participate in our proposed usability testing exercises, where participants matching the defined user personas are asked to navigate their new website to complete persona-specific tasks. The CivicLive team utilizes **heat maps** and **session recording** tools to review the users’ interaction with Village’s new website.

Although we recommend setting a time limit on this testing period, it can last as long as your staff want it to in order to feel completely satisfied that the website meets their expectations.





## THE DEPLOYING PHASE

In this final phase of our SmartWork Project Methodology, we launch your new CivicLive-powered [www.orland-park.il.us](http://www.orland-park.il.us) to the public. Our team performs any remaining knowledge transfer with Orland Park staff and conducts a final quality assurance process as the website goes live in order to ensure the launch goes smoothly. At this time, Orland Park staff will also be introduced to our top notch customer support team, and meet with their dedicated Account Manager who will support the long-term success of your new CivicLive site.

We can also provide post-deployment services such as tracking citizen engagement with analytics and conducting stakeholder satisfaction surveys if desired.




### Key deliverables of the Deploying phase are:

- A Live Website!
- Introduction to the CivicLive Technical Support Team



# Estimated SmartWork Project Timeline

The following table provides an estimated project timeline and highlights project milestones using our SmartWork Project Implementation Methodology. Please note that our team completes many of these tasks concurrently, and we do not anticipate any problems meeting your desired go-live date of quarter three, 2018. We will develop and commit to a more detailed timeline in the Planning Phase of this project.

Website Design, Hosting, Support, Maintenance Project Timeline	Est. Duration
 <b>THE ENVISIONING PHASE</b> Project Kick-Off Meeting	1 Day
 <b>THE PLANNING PHASE</b> Draft Master Project Plan & Charter Client Reviews Project Plan & Project Charter <b>Finalized Project Plan &amp; Charter Documents</b>	
 <b>THE DESIGNING PHASE</b> Conduct Vision & Requirements-Gathering Process Conduct Iterative Information Architecture Process Conduct Iterative Wireframing Process Conduct Iterative Interface Design Process <b>Finalized Website Design</b> Implement Responsive Webpage Templates in CMS	25 Days

*timeline continues on the following page >*

Website Design, Hosting, Support, Maintenance Project Timeline [cont'd]	Est. Duration
✂ <b>THE CONFIGURING PHASE</b>	30 Days
Provision Staging Environment	
Install SitePublish on Staging Environment	
Configure SitePublish Modules	
Integrate 3rd Party Software	
<b>Fully-Configured SitePublish CMS Technical Solution</b>	
🎧 <b>THE TRAINING PHASE</b>	3 Days
Conduct Training Sessions	
<b>Fully-Trained Orland Park Staff</b>	
📁 <b>THE MIGRATING PHASE</b>	15 Days
Collaborative Web Content Migration	
Collaborative Document & File Migration	
<b>Internal Beta Website Launch</b>	
👍 <b>THE STABILIZING PHASE</b>	20 Days
CivicLive Quality Assurance [QA] Process	
Orland Park Staff User Acceptance Testing [UAT] Period	
🚀 <b>THE DEPLOYING PHASE</b>	1 Day
<b>Website Launch!</b>	

# PROPOSED FEE

The following section outlines the One-Time and Annual fixed fee structure we've proposed to meet your Website Design, Hosting, Support, Maintenance project's requirements. Please contact us if you have any questions about our fixed fee-based pricing model for CivicLive web solutions.

<b>One-Time Implementation Fee</b>	<b>\$27,300.00</b>
------------------------------------	--------------------

Our One-Time Implementation Fee covers costs associated with designing, developing and implementing your new website using our SmartWork Methodology. Key deliverables per SmartWork phase include:

<b>Envisioning &amp; Planning Phase</b> <input type="checkbox"/> Kick-Off Meeting <input type="checkbox"/> Finalized Project Plan <input type="checkbox"/> Project Charter	<b>Designing Phase</b> <input type="checkbox"/> A Completely New Responsive Website Design for www.orland-park.il.us with our 100% Design Satisfaction Guarantee <input type="checkbox"/> Intranet Design based on Pre-set Layout
<b>Configuring Phase</b> <input type="checkbox"/> Complete SitePublish CMS Software Configuration <input type="checkbox"/> Integration of 3 <sup>rd</sup> Party Software	<b>Training Phase</b> <input type="checkbox"/> Completion of Training Sessions <input type="checkbox"/> User Manuals, Videos, and Access to Online Resources
<b>Migrating Phase</b> <input type="checkbox"/> Completion of Desired Website Content Migration	<b>Stabilizing Phase</b> <input type="checkbox"/> A Stable Internal Beta Launch of www.orland-park.il.us <input type="checkbox"/> Completed CivicLive QA and Orland Park Staff User Acceptance Period
<b>Deploying Phase</b> <input type="checkbox"/> www.orland-park.il.us Goes Live! <input type="checkbox"/> Finalized Project Documents	

<b>Annual Software-as-a-Service Fee</b>	<b>\$6,825.00</b> <i>This fee is not charged in Contract Year #1!</i>
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CivicLive's Annual Software-as-a-Service [SaaS] Fee Includes the following services:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Enterprise-grade Data Protection and Unlimited-Bandwidth Website Hosting Services for www.orland-park.il.us</li> <li><input type="checkbox"/> SitePublish CMS Software Version Upgrades &amp; Maintenance</li> <li><input type="checkbox"/> Unlimited, 24x7x365 Access to Technical Support</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Unlimited-User SitePublish CMS Software License</li> <li><input type="checkbox"/> A Design Refresh of www.orland-park.il.us at the End of Contract Year #4 [if desired]</li> </ul> <p><b>PLEASE NOTE: There is <u>no Annual SaaS Fee charged</u> in Contract Year #1!</b></p> |
|--|---|



**PROPOSAL SUMMARY SHEET**  
**RFP # 18-009**  
**Website Design, Hosting, Support, Maintenance**

IN WITNESS WHEREOF, the parties hereto have executed this proposal as of date shown below.

Organization Name: West Interactive Services Corporation

Street Address: 100 Enterprise Way, Suite 300-A

City, State, Zip: Scotts Valley, CA 95066

Contact Name: Michael Goulet, CivicLive Sales Manager

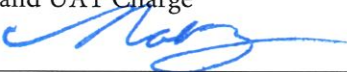
Phone: 800-450-5450 ext. 638 Fax: 866-204-6147

E-Mail address: MGoulet@west.com

CMS Software Cost	\$ <u>Included</u>
Website Design Services Cost	\$ <u>8,190.00</u>
Installation Services Cost	\$ <u>6,825.00</u>
Training Services Cost	\$ <u>2,730.00</u>
Hosting Services Cost	\$ <u>Included in Annual SaaS Cost</u>
Project Management Cost	\$ <u>9,555.00*</u>
<b>Proposal Total</b>	<b>\$ <u>27,300.00</u></b>
Annual Maintenance Cost Year 1	\$ <u>Not Charged in Year 1</u>
Annual Maintenance Cost Year 2	\$ <u>6,825.00</u>
Annual Maintenance Cost Year 3	\$ <u>6,825.00</u>

% increase of annual maintenance  
In subsequent years N/A

\*Includes Content Migration and UAT Charge

Signature of Authorized Signee: 

Title: President

Date: 22nd February 2018

ACCEPTANCE: This proposal is valid for ninety (90) calendar days from the date of submittal.

# Optional Add-On: Mass Notification Solution

## FOR RAPID DELIVERY OF VOICE, TEXT, SOCIAL MEDIA & EMAIL MESSAGES

To keep your citizens informed and engaged on-the-go, we are pleased to offer you a highly reliable mass communication solution.

Whether you want to remind your residents of important dates, seek community feedback in a survey, call in volunteers, or get the word out quickly in an emergency, CivicLive Mass Notification Solution can help you reach your audience anytime, anywhere.

Built on a rock-solid infrastructure that delivers over **130 million** messages per month to citizens and staff members across North America

## MUNICIPALITIES USE OUR MASS NOTIFICATION SOLUTION FOR:

- ✓ Event Invitations
- ✓ E-newsletters
- ✓ Customer Service feedback
- ✓ Opinion Polls and Surveys
- ✓ City/County Meeting Reminders
- ✓ Schedule changes/updates
- ✓ Public Safety Announcements
- ✓ Missing Person and Amber Alerts
- ✓ Utility and Service Interruption Notices
- ✓ Staffing and Volunteer Appeals
- ✓ Parking Ticket Reminders
- ✓ Public Information Hotlines
- ✓ First Responder Alerts
- ✓ Severe Weather Warnings
- ✓ Municipal Payment Reminders
- ✓ Interdepartmental Coordination

With the CivicLive Mass Notification Solution, there are no limits on how many messages you can send so you can truly engage with your citizens at the right time and in the right format. Unlimited messaging, massive capacity, robust reporting, prompt technical support and our proven track record are just some of the reasons why municipalities across trust our Notification Solution for their [citizen engagement](#), [staff notification](#) and [emergency communication](#) needs.

## PRICING FOR THE OPTIONAL MASS NOTIFICATION SOLUTION

OPTIONAL  
ADD-ON

Annual Mass Notification Solution Fee

\$8,850.00

With the CivicLive Mass Notification Solution, you will receive these services for up to 5,900 contacts:

- Unlimited Voice, SMS text and email
- Social media publishing (Facebook/Twitter)
- Surveys through phone and web with unlimited questions
- Configurable RSS widget to post messages automatically
- Instant translation to 50+ languages with reverse translation quality assurance
- Recipient portal mobile app; manage preferences & review prior messages
- Unlimited self-updating groups/lists (dynamically change based on source data)
- Dashboard offers at-a-glance views into overall messaging activity
- User Training, and Unlimited 24x7x365 Support

Please note that our robust notifications service is not included in our one-time website development and annual web hosting fees that are outlined on pg. 74.

# PROPOSED ALTERNATIVE LANGUAGE

It is our intention to negotiate a mutually-agreeable contract with the Village of Orland Park. As such, we have included some language that we request be included in a contract signed between West Interactive Services Corporation and the Village of Orland Park. We are open to discussing contract terms in greater detail; our included terms are simply a starting point.

***Request to substitute re: Exhibit A Sample Orland Park Contract>Section 3: Assignment:***

CONSULTANT shall not assign the duties and obligations involved in the performance of the WORK which is the subject matter of this Contract without the written consent of the VILLAGE.

***And replace with the following:***

Assignment. This Agreement and Orders may not be assigned or transferred by a party thereto without the prior written consent of the other party thereto, which consent shall not be unreasonably withheld. Notwithstanding the foregoing, Provider may freely assign this Agreement and Orders to an Affiliate or to an acquirer of all or part of Provider's business or assets, whether by merger or acquisition.

***Request to substitute re: Exhibit A Sample Orland Park Contract>Section 5: Indemnification and Insurance:***

The CONSULTANT shall indemnify and hold harmless the VILLAGE, its trustees, officers, directors, agents, employees and representatives and assigns, from lawsuits, actions, costs (including attorneys' fees), claims or liability of any character, incurred due to the alleged negligence of the CONSULTANT, brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said CONSULTANT, its officers, agents and/or employees arising out of, or in performance of any of the provisions of the CONTRACT DOCUMENTS, including any claims or amounts recovered for any infringements of patent, trademark or copyright; or from any claims or amounts arising or recovered under the "Worker's Compensation Act" or any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, the VILLAGE, its trustees, officers, directors, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The CONSULTANT shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or liabilities.

The CONSULTANT shall not make any settlement or compromise of a lawsuit or claim, or fail to pursue any available avenue of appeal of any adverse judgment, without the approval of the Village and any other indemnified party. The Village or any other indemnified party, in its or their sole discretion, shall have the option of being represented by its or their own counsel. If this option is exercised, then the consultant shall promptly reimburse the Village or other indemnified party, upon written demand, for any expenses, including but not limited to court costs, reasonable attorneys' and witnesses' fees and other expenses of litigation incurred by the Village or other indemnified party in connection therewith.

The indemnification obligation under this paragraph shall not be limited in any way by any limitations on the amount or type of damages, compensation or benefits payable by or for the benefit of Subcontractor or any indemnities under any Worker's Compensation Act, Occupational Disease Act, Disability Benefits Act, or any other employee benefits act. The Subcontractor further agrees to waive any and all liability limitations based upon the Worker's Compensation Act court interpretations or otherwise.

Execution of this Contract by the VILLAGE is contingent upon receipt of Insurance Certificates provided by the CONSULTANT in compliance with the CONTRACT DOCUMENTS.

***And replace with the following:***

General Indemnity. Client shall indemnify, defend and hold Provider, its Affiliates and their officers, directors, employees and agents harmless from and against any and all third party claims of loss, damages, liability, costs, and expenses (including reasonable attorneys' fees and expenses) arising out of or resulting from: (a) a breach by Client of any term of this Agreement or an Order; (b) the Client Systems and Materials; (c) a claim relating to any defect in any product or service offered by Client, its Affiliates or any of their agents or Clients ; or (d) all liabilities, demands, damages, expenses, or losses arising out of or resulting from any usage of the Licensed Materials.

Provider Intellectual Property Indemnity. Provider will have the obligation and right at the entire expense of Provider to defend any claim, suit or proceeding brought against Client its Affiliates or their officers, directors, employees or agents so far as it is based on a third party claim that the Services supplied by Provider infringe a United States copyright or a United States patent issued as of the effective date of the applicable Order, provided that Provider will have no indemnity obligation or other liability hereunder arising from: (1) Client's willful, reckless, wanton, wrongful, or otherwise negligent acts; (2) breach of the Agreement or an Order or alteration of the Services as provided by Provider; (3) the Client Systems and Materials or Services that are based upon the Client Systems and Materials, or information, design, specifications, directions, instruction, software, data, or material not furnished by Provider; (4) combination of the Services with the Client Systems and Materials or any materials, products or services not provided by Provider; or any (5) third party products or services. Notwithstanding the foregoing, in order to be indemnified to the extent stated, the Client must operate the Licensed Materials within the instructions and technical limits provided or approved by the Provider. If such a claim is or is likely to be made, Provider will, at its own expense and sole discretion, exercise one or the following remedies: (1) obtain for Client the right to continue to use, the Services consistent with this Agreement; (2) modify the Services so they are non-infringing and in compliance with this Agreement; (3) terminate the applicable Services without liability for such termination other than the ongoing indemnity obligation hereunder. The foregoing states the entire obligation of Provider and its suppliers, and the exclusive remedy of Client, with respect to infringement of proprietary rights.

Indemnification Procedure. The party claiming indemnification shall: (a) provide prompt written notice to the indemnifying party of any claim in respect of which the indemnity may apply; (b) relinquish control of the defense of the claim to the indemnifying party; and (c) provide the indemnifying party with all assistance reasonably requested in defense of the claim. The indemnifying party shall be entitled to settle any claim without the written consent of the indemnified party so long as such settlement only involves the payment of money by the indemnifying party and in no way affects any rights of the indemnified party. The indemnities set forth herein shall not apply to the willfulness on the part of the indemnified party or negligence of the indemnified party

***Request to include the following relicense and Content:***

6.1. Subject to Client's compliance with the terms and conditions of this Agreement, Provider hereby grants Client a non-exclusive license during the applicable Order Term to use the Services set forth in the applicable Order. Except as specifically set forth herein, Provider or its suppliers retain all right, title, and interest, including all intellectual property rights, relating to or embodied in the Services, including without limitation all technology, telephone numbers, web addresses, software, or systems relating to the Services. Client agrees not to reverse engineer, decompile, disassemble, translate, or attempt to learn the source code of any software related to the Services. Other than using the Services for Client's internal business purposes, Client may not resell the Services or otherwise generate income from the Services.

6.2. Client is solely responsible for the information or content submitted, posted, transmitted or made available through its use of the Services ("Content"). Client may use the Services to transmit Content or direct Provider to make contacts via any channel (in either case "Messages") to, or with, recipients (the "Recipients"). Client is responsible for maintaining the confidentiality of its accounts and owner numbers and necessary codes, passwords and personal identification numbers used in conjunction with the Services and for all uses of the Services in association with its accounts whether or not authorized by it including unintended usage due to holidays, daylight savings, computer clock errors or similar circumstances. Client acknowledges and agrees that Provider does not control nor monitor the Content nor guarantee the accuracy, integrity, security or quality of such Content. Use of recording or taping any use of the Services may subject Client to laws or regulations and Client is solely responsible for and obligated to provide any required notification to those being recorded or taped.

6.3. Client represents and warrants that: (a) it has the legal right to use all Content and send all Messages to the Recipients (including obtaining any required consents from the Recipients) and the content, timing and purpose of all Messages, campaigns and programs are in compliance with all applicable laws, rules and regulations; (b) it is the transmitter of all Content and Messages and Provider is merely acting at Client's direction as a technology conduit for the transmission of the Content and the Messages; (c) Provider's use of the Content shall not violate the rights of any third party or any law, rule or regulation and (d) it will not transmit or allow to be transmitted any Content or Messages that: (i) it does not have a right to make available under any law or under contractual or fiduciary relationship; (ii) are false, inaccurate, misleading, unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable; harmful to minors in any way; (iii) infringe any patent, trademark, trade secret, copyright, or other proprietary rights or rights of publicity or privacy of any party; (iv) utilize any unsolicited or unauthorized advertising, promotional materials, "junk mail", "spam", or any other forms of solicitation; or (v) interfere with or disrupts the Services or servers or network operator networks.

6.4. Client further represents and warrants that: (a) it has obtained prior express consent to contact each wireless phone number delivered by Client to Provider in connection with the provision of any Services delivering a prerecorded message or text, ("Notification Services") and that the intended contact recipient is the current subscriber to, or the non-subscriber customary user of, the wireless phone number; (b) it (1) has incorporated an interactive opt-out mechanism as part of any program relating to any Notification Services or (2) the contacts that are the subject of such Notification Services are not initiated to induce the purchase of goods or services or to solicit a charitable contribution ("Solicitations"), and (c) it has obtained from the recipient of any Solicitation an express written agreement that meets the requirements set forth in Section 310.4(b)(1)(v)(A) of the FTC's Telemarketing Sales Rule.

6.5. Client acknowledges and agrees that where Provider reasonably believes that Client may not have complied with all laws, rules and regulations applicable to the performance of Notification Services, Provider may, at its option: (i) scrub all numbers against any appropriate data base deemed necessary to remove all wireless phone numbers; (ii) insert an interactive opt-out mechanism and pass the resulting data to client, or (iii) not provide any Notification Services.

6.6. Client shall indemnify, defend and hold Provider, its affiliates and their officers, directors, employees and agents harmless from and against any and all claims of loss, damages, liability, costs, and expenses (including reasonable attorneys' fees and expenses) arising out of or resulting from Provider following Client's instructions in sending the Messages or Client's breach of any representation and warranty set forth in Sections 6.2 – 6.6.

***Request to include the following re: Limited Warranty and Limitation of Liability:***

10. Limited Warranty and Limitation of Liability.

10.1. EXCEPT AS EXPRESSLY PROVIDED HEREIN, PROVIDER MAKES NO EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES, AND PROVIDER EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. PROVIDER EXPRESSLY DENIES ANY REPRESENTATION OR WARRANTY ABOUT THE ACCURACY OR CONDITION OF DATA OR THAT THE SERVICES OR RELATED SYSTEMS WILL OPERATE UNINTERRUPTED OR ERROR-FREE.

10.2. NO CAUSE OR ACTION WHICH ACCRUED MORE THAN TWO (2) YEARS PRIOR TO THE FILING OF A SUIT ALLEGING SUCH CAUSE OF ACTION MAY BE ASSERTED UNDER THIS AGREEMENT BY EITHER PARTY.

10.3. EXCEPT FOR THE PARTIES' PAYMENT OBLIGATIONS, NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE, CONSEQUENTIAL, OR INCIDENTAL DAMAGES OR LOSS OF GOODWILL, DATA OR PROFITS, OR COST OF COVER. THE TOTAL LIABILITY OF PROVIDER FOR ANY REASON, SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID TO PROVIDER BY CLIENT UNDER THE AGREEMENT APPLICABLE TO THE EVENT GIVING RISE TO SUCH ACTION DURING THE SIX (6) MONTH PERIOD PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY. THE LIMITS ON LIABILITY IN THIS SECTION SHALL APPLY IN ALL CASES INCLUDING IF THE APPLICABLE CLAIM ARISES OUT OF BREACH OF EXPRESS OR IMPLIED WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), OR STRICT PRODUCT LIABILITY, AND EVEN IF THE PARTY HAS BEEN ADVISED THAT SUCH DAMAGES ARE POSSIBLE OR FORESEEABLE.



INSURANCE REQUIREMENTS

Please submit a policy Specimen Certificate of Insurance showing bidder's current coverage's

WORKERS COMPENSATION & EMPLOYER LIABILITY

\$1,000,000 – Each Accident \$1,000,000 – Policy Limit  
\$1,000,000 – Each Employee  
Waiver of Subrogation in favor of the Village of Orland Park

AUTOMOBILE LIABILITY

\$1,000,000 – Combined Single Limit  
Additional Insured Endorsement in favor of the Village of Orland Park

GENERAL LIABILITY (Occurrence basis)

\$1,000,000 – Each Occurrence \$2,000,000 – General Aggregate Limit  
\$1,000,000 – Personal & Advertising Injury  
\$2,000,000 – Products/Completed Operations Aggregate  
Additional Insured Endorsement & Waiver of Subrogation in favor of the Village of Orland Park

EXCESS LIABILITY (Umbrella-Follow Form Policy)

\$2,000,000 – Each Occurrence \$2,000,000 – Aggregate  
**EXCESS MUST COVER:** General Liability, Automobile Liability, Workers Compensation

Any insurance policies providing the coverages required of the Contractor shall be specifically endorsed to identify "The Village of Orland Park, and their respective officers, trustees, directors, employees and agents as Additional Insureds on a primary/non-contributory basis with respect to all claims arising out of operations by or on behalf of the named insured." If the named insureds have other applicable insurance coverage, that coverage shall be deemed to be on an excess or contingent basis. The policies shall also contain a Waiver of Subrogation in favor of the Additional Insureds in regards to General Liability and Workers Compensation coverage's. The certificate of insurance shall also state this information on its face. Any insurance company providing coverage must hold an A VII rating according to Best's Key Rating Guide. Permitting the contractor, or any subcontractor, to proceed with any work prior to our receipt of the foregoing certificate and endorsement however, shall not be a waiver of the contractor's obligation to provide all of the above insurance.

The proposer agrees that if they are the selected contractor, within ten days after the date of notice of the award of the contract and prior to the commencement of any work, you will furnish evidence of Insurance coverage providing for at minimum the coverages and limits described above directly to the Village of Orland Park, Denise Domalewski, Contract Administrator, 14700 S. Ravinia Avenue, Orland Park, IL 60462. Failure to provide this evidence in the time frame specified and prior to beginning of work may result in the termination of the Village's relationship with the selected proposer.

ACCEPTED & AGREED THIS 6th DAY OF March, 2018



Signature  
  
Nathaniel Brogan  
Printed Name & Title

Authorized to execute agreements for:  
  
West Interactive Services Corporation  
Name of Company



# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
02/22/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Central, Inc. Omaha NE Office 11213 Davenport Suite 201 Omaha NE 68154 USA	<b>CONTACT NAME:</b> PHONE (A/C. No. Ext): (402) 697-1400      FAX (A/C. No.): (402) 697-0017	
	<b>E-MAIL ADDRESS:</b>	
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> West Corporation 11808 Miracle Hills Drive Omaha NE 68154 USA	<b>INSURER A:</b> The Travelers Indemnity Co of America      25666	
	<b>INSURER B:</b> Travelers Property Cas Co of America      25674	
	<b>INSURER C:</b> The Phoenix Insurance Company      25623	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

Holder Identifier :

**COVERAGES**      **CERTIFICATE NUMBER:** 570070258075      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
C	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			6303K982061PHX	01/01/2018	01/01/2019	EACH OCCURRENCE	\$1,000,000	
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$300,000	
								MED EXP (Any one person)	\$5,000
								PERSONAL & ADV INJURY	\$1,000,000
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b>  <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			BA4K21687418CAG	01/01/2018	01/01/2019	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000	
							BODILY INJURY (Per person)		
								BODILY INJURY (Per accident)	
								PROPERTY DAMAGE (Per accident)	
B	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			CUP4K375793TIL	01/01/2018	01/01/2019	EACH OCCURRENCE	\$5,000,000	
							AGGREGATE	\$5,000,000	
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			TC2NUB117D5387	01/01/2018	01/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER		
							E.L. EACH ACCIDENT	\$1,000,000	
								E.L. DISEASE-EA EMPLOYEE	\$1,000,000
								E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570070258075

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Additional Insured, on a primary and non-contingent basis in favor of the Village of Orland Park and their respective officers, trustees, directors, employees and agents with respect to General Liability as required by written contract. Waiver of subrogation in favor of The Village of Orland Park, and their respective officers, trustees, directors, employees and agents with respect to General Liability and workers Compensation as required by written contract.

**CERTIFICATE HOLDER****CANCELLATION**

Village of Orland Park Denise Domalewski, Contract Administrator 14700 S. Ravinia Avenue Orland Park IL 60462 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b>  <i>Aon Risk Services Central, Inc.</i>







# ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Central, Inc.		NAMED INSURED West Corporation	
POLICY NUMBER See Certificate Number: 570070258075			
CARRIER See Certificate Number: 570070258075	NAIC CODE	EFFECTIVE DATE:	

**ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance**

Named Insured

West Corporation  
 911 ETC., Inc.  
 Callpointe.com, Inc.  
 Clienttell Lab, LLC  
 ClientTell, Inc.  
 Health Champion, LLC  
 MeetingConnect, LLC  
 Mirage Technology Holdings Limited  
 wellCall, Inc.  
 West Claims Recovery Services, LLC  
 West Cloud Contact Solutions Limited  
 West Command Systems, Inc.  
 West Facilities, LLC  
 West Health Advocate Solutions, Inc.  
 West Interactive Corporation  
 West Interactive Services Corporation  
 West International Corporation  
 West IP Communications, Inc.  
 West Professional Services, Inc.  
 West Receivable Services, Inc.  
 West Receivables Holdings, LLC  
 West Revenue Generation Services, LLC  
 West Safety Communications Inc.  
 West Safety Communications of Virginia Inc.  
 West Safety Services, Inc.  
 West Safety Solutions Corp  
 West Technology and Communication Services, Inc..  
 West Telecom Services Holdings, LLC  
 West Telecom Services, LLC  
 West Unified Communications Services, Inc.

## AFFIDAVIT OF COMPLIANCE

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The undersigned Nathaniel Brogan, as President  
*(Enter Name of Person Making Affidavit) (Enter Title of Person Making Affidavit)*  
and on behalf of West Interactive Services Corporation, certifies that:  
*(Enter Name of Business Organization)*

**1) BUSINESS ORGANIZATION:**

The Proposer is authorized to do business in Illinois: Yes  No

Federal Employer I.D. #: 63-1078197  
*(or Social Security # if a sole proprietor or individual)*

The form of business organization of the Proposer is (check one):

- Sole Proprietor
- Independent Contractor (Individual)
- Partnership
- LLC
- Corporation Delaware 29th February 2000  
*(State of Incorporation) (Date of Incorporation)*

**2) ELIGIBILITY TO ENTER INTO PUBLIC CONTRACTS: Yes  No**

The Proposer is eligible to enter into public contracts, and is not barred from contracting with any unit of state or local government as a result of a violation of either Section 33E-3, or 33E-4 of the Illinois Criminal Code, or of any similar offense of "Bid-rigging" or "Bid-rotating" of any state or of the United States.

**3) SEXUAL HARRASSMENT POLICY: Yes  No**

Please be advised that Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) has been amended to provide that every party to a public contract must have a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4) and includes, at a minimum, the following information: (I) the illegality of sexual harassment; (II) the definition of sexual harassment under State law; (III) a description of sexual harassment, utilizing examples; (IV) the vendor's internal complaint process including penalties; (V) the legal recourse, investigative and complaint process available through the Department of Human Rights (the "Department") and the Human Rights Commission (the "Commission"); (VI) directions on how to contact the Department and Commission; and (VII) protection against retaliation as provided by Section 6-101 of the Act. (Illinois Human Rights Act). (emphasis added). Pursuant to 775 ILCS 5/1-103 (M) (2002), a "public Contract" includes "...every contract to which the State, any of its political subdivisions or any municipal corporation is a party."

4) EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE: Yes  No

During the performance of this Project, Proposer agrees to comply with the "Illinois Human Rights Act", 775 ILCS Title 5 and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq. The

Proposer shall: (I) not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (II) examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization; (III) ensure all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service; (IV) send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations for Public Contract; (V) submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; (VI) permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts; and (VII) include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Agreement obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Proposer will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Proposer will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations. Subcontract" means any agreement, arrangement or understanding, written or otherwise, between the Proposer and any person under which any portion of the Proposer's obligations under one or more public contracts is performed, undertaken or assumed; the term "subcontract", however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a Proposer or other organization and its customers. In the event of the Proposer's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights the Proposer may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this agreement may be canceled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.


5) TAX CERTIFICATION:    Yes     No

Contractor is current in the payment of any tax administered by the Illinois Department of Revenue, or if it is not: (a) it is contesting its liability for the tax or the amount of tax in accordance with procedures established by the appropriate Revenue Act; or (b) it has entered into an agreement with the Department of Revenue for payment of all taxes due and is currently in compliance with that agreement.

6) AUTHORIZATION & SIGNATURE:

I certify that I am authorized to execute this Affidavit of Compliance on behalf of the Contractor set forth on the Proposal, that I have personal knowledge of all the information set forth herein and that all statements, representations, that the Proposal is genuine and not collusive, and information provided in or with this Affidavit are true and accurate. The undersigned, having become familiar with the Project specified, proposes to provide and furnish all of the labor, materials, necessary tools, expendable equipment and all utility and transportation services necessary to perform and complete in a workmanlike manner all of the work required for the Project.

ACKNOWLEDGED AND AGREED TO:

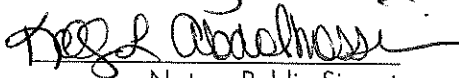
  
\_\_\_\_\_  
Signature of Authorized Officer

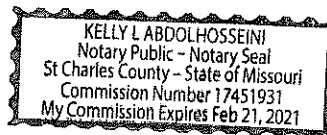
Nathaniel Brogan  
\_\_\_\_\_  
Name of Authorized Officer

President  
\_\_\_\_\_  
Title

22nd February 2018  
\_\_\_\_\_  
Date

Subscribed and Sworn To  
Before Me This 22 Day  
of February, 2018.

  
\_\_\_\_\_  
Notary Public Signature



( NOTARY SEAL)



# ORLAND PARK

Addendum A, dated February 27, 2018  
RFP # 18-009

*I read and hereby acknowledge this addendum as of the date shown below.*

Business Name: West Interactive Services Corporation

Name of Authorized Signee: Nathaniel Brogan

Signature of Authorized Signee: 

Title: President Date: 27th February 2018

**CIVICLIVE SERVICE LEVEL AGREEMENT**

This Service Level Agreement (SLA) for CivicLive’s Web Hosting Service is made by CivicLive in connection with, and is part of, the Customer’s CivicLive Service / Licensing Agreement, the terms of which are incorporated by reference into this SLA and vice versa.

CivicLive’s commitment to Customer is that their CivicLive-hosted website will be available for access at least 99.9% of the time, meaning that the outage percentage in any given month shall not be more than 0.1%, corresponding to a maximum of 43.20 total downtime minutes in any given month (the “Availability Commitment”).

An “Outage” means that CivicLive fails to provide network access to the Customer’s website at the outermost point of our hosting facility’s firewall (facing the public internet); provided, however, that an Outage shall not be deemed to have occurred if access or service is suspended or unavailable due to any of the exceptions noted below. If one or more Outages occur in a given month, the total duration of such Outages during such month, expressed as a percentage of the total time during such month, shall be the “Outage Percentage”.

If CivicLive fails to meet the Availability Commitment for a calendar month during the term of their service contract, the Customer will be entitled to collect a credit from CivicLive for the following percentages of the pro-rata monthly portion of the annual fees paid by Customer for the CivicLive web hosting service for the month at issue (i.e. the “Monthly Annual Fees”):

<b>Outage Percentage (in a given calendar month)</b>	<b>Credit Percentage (of the monthly annual fees)</b>
Less than or equal to 0.1%	None
Greater than 0.1% and less than or equal to 1.0%	3.5%
Greater than 1.0% and less than or equal to 2.0%	7%
Greater than 2.0% and less than or equal to 3.0%	14%
Greater than 3%	20%

In order to be entitled to a credit in any instance to which a credit may be collected above, Customer must inform CivicLive’s Technical Support Department by email (a “Credit Request”) within ten (10) days from the end of the month in which the Customer believes that CivicLive did not satisfy the Availability Commitment, in each instance, and the Credit Request must include a listing of the date(s), time(s) and duration of the downtime experienced during the applicable month. Failure to do so, in any instance, will forfeit Customer’s right to seek a credit from CivicLive for the failure to achieve the Availability Commitment during the month at issue.

Unless CivicLive disputes in good faith that its Availability Commitment was not met in the month at issue, in which event it shall explain to Customer the basis for its disagreement and share any related documentation in this regard, CivicLive will issue the appropriate credit to Customer to be used against a future invoice.

In the event of a dispute regarding whether an Outage occurred, or as to the duration of an Outage, the output of the monitoring tools utilized by CivicLive shall be conclusive and controlling.

Customer’s right to receive a credit for a failure to meet the Availability Commitment for a given month shall be Customer’s exclusive remedy in connection with the Outage(s) giving rise to the credit. The aggregate maximum value of credits to be issued by CivicLive to Customer for any and all Outages that occur in a single month will not exceed twenty percent (20%) of the Monthly Annual Fees.

As stated above, CivicLive guarantees that the system platform shall be available 99.9% of the time, excluding scheduled downtime for emergency maintenance and unscheduled emergency downtime. CivicLive will provide notice in advance of any maintenance and/or updates to the platform which may require an interruption of service and will undertake commercially reasonable efforts to schedule such downtime during off-peak hours.

In the event that access or use of the CivicLive-hosted site is not available (i.e. the site is “down”) due to any of the following exceptions, the associated downtime shall not be counted as or towards an Outage (i.e. the site shall be considered available in these instances), and Customer shall not be entitled to any credits or other remedies as described herein:

1. Outages due to factors outside of CivicLive’s control, including but not limited to natural acts of God, acts of any governmental body, unavailability of or interruption or delay in telecommunications or third party services, DOS / DDOS / virus attacks or hackers, failure of third party software or inability to obtain raw materials, supplies or power used in or equipment needed for provision of this SLA;
2. Outages caused by Customer’s failure to abide by the usage and licensing restrictions set forth in the Service Contract, or by other actions or inactions of the Customer;
3. Outages on a server during scheduled maintenance or during emergency maintenance events. CivicLive will provide notice in advance of any maintenance and/or updates to the platform which may require an interruption of service and will undertake commercially reasonable efforts to schedule such downtime during off-peak hours.

The parties by their authorized representatives and intending to be legally bound have entered into this Agreement upon execution by both parties, as below.

**West Interactive Services Corporation (CivicLive solutions)**

**CUSTOMER**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_