

Third Amendment to the Granicus Service Agreement between Granicus, LLC and Orland Park, IL

This Third Amendment to the Granicus, Inc. Service Agreement is effective on 6/1/2020 and entered into by and between Granicus, LLC, a Minnesota Limited Liability Company (hereinafter referred to as "Granicus"), and Orland Park, IL (hereinafter referred to as "Client"), with reference to the following:

WHEREAS, the Client and Granicus entered into an Agreement effective 5/5/2016 (the "Agreement"); and

WHEREAS, the Client and Granicus desire to assign the contract to Granicus, LLC; and

WHEREAS, in addition to Client's existing solution, Client wishes to add certain products and services as detailed in Q-99752, which is attached as Attachment A and incorporated herein by reference;

NOW, THEREFORE, in consideration of the premises, the parties intend that the Agreement be amended as follows:

1. Granicus, LLC accepts and assumes all rights, duties, benefits, and obligations of the Granicus Inc. Agreement, including all existing and future obligations to perform under the Agreement.
2. All references to Granicus, Inc. under the Agreement shall hereinafter be referred to as Granicus, LLC.
3. Compensation shall be amended to include the fees detailed in Attachment A. Attachment A is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of the Client to provide applicable exemption certificate(s).
4. Granicus Service Level Agreement is incorporated as Attachment B.
5. Granicus Communications Cloud Terms and Conditions are incorporated as Attachment C.
6. Except as amended by this Third Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.
7. In the event of any inconsistency between the provisions of this Third Amendment and the documents comprising the Agreement, the provisions of this Third Amendment shall prevail.
8. The invoice will include a credit equivalent to the price of one year of solutions marked by first year free. Upon renewal, products will be invoiced at the rates in the future year pricing table.
9. Credit provided is the equivalent of the annual charge. For agreements less than one year, the full credit amount will be applied to the first term's invoice.

IN WITNESS WHEREOF, the parties have caused this Third Amendment to be executed by their duly authorized representatives.

Agreement and Acceptance

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Orland Park, IL	Granicus
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

Attachment A

Granicus Proposal for Orland Park, IL

Granicus Contact

Name: Kathryn Rivard

Phone:

Email: kathryn.rivard@granicus.com

Proposal Details

Quote Number: Q-99752

Prepared On: 4/30/2020 Valid

Through: 5/31/2020 Tier: Up to

5000 Subscribers

Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

Currency: USD

Domains Included for the Communications Cloud

The subscription includes the following domain(s) and subdomain(s): <https://orlandpark.org/>

One-Time Fees

Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Active Directory Integration	Milestones - 40/20/20/20	1 Each	\$4,500.00
Advanced Package - Online Training	Up Front	1 Each	\$500.00
Advanced Package - Setup and Configuration	Up Front	1 Each	\$600.00
Communications Cloud - Online Training	Up Front	1 Each	\$500.00
Communications Cloud - Setup and Configuration	Up Front	1 Each	\$2,400.00
SUBTOTAL:			\$47,100.00

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
govAccess – Website Design and Implementation - Trailblazer	Milestones - 40/20/20/20	1 Each	\$38,600.00
SUBTOTAL:			\$47,100.00

Annual Fees for New Subscriptions					
Solution	Period of Performance	Billing Frequency	Quantity/Unit	Annual Fee	Prorated Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	6/1/2020 to 1/31/2021	Annual	1 Each	\$0.00 <i>*first year free</i>	\$0.00 <i>**Credit: - \$7,600.00</i>
Communications Cloud Advanced Package	6/1/2020 to 1/31/2021	Annual	1 Each	\$1,500.00	\$1,000.00
Communications Cloud	6/1/2020 to 1/31/2021	Annual	1 Each	\$6,000.00	\$4,000.00
SUBTOTAL:				\$7,500.00	\$5,000.00

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term and will begin on June 1, 2020. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages.

**The invoice will include a credit equivalent to the price of one year of solutions marked by first year free. Upon renewal, products will be invoiced at the rates in the future year pricing table.*

***Credit provided is the equivalent of the annual charge. For agreements less than one year, the full credit amount will be applied to the first term's invoice.*

Remaining Period(s)	
Solution(s)	2/1/2021 - 1/31/2022
govAccess - Maintenance, Hosting, & Licensing Fee - Core	\$7,600.00
Communications Cloud Advanced Package	\$1,545.00
Communications Cloud	\$6,180.00
SUBTOTAL:	\$15,325.00

Product Descriptions

Name	Description
Active Directory Integration	Includes integrating Active Directory (AD) with the govAccess CMS. This will let AD accounts log-in to the govAccess CMS backend and/or govAccess CMS Extranet. Client commitments required: AD currently in use server to install the govAccess AD web service from client provided sub-domain and SSL certificate.
Advanced Package - Online Training	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

Product Descriptions

Name	Description
Advanced Package - Setup and Configuration	Implementation includes: • Access to an implementation consultant for up to 90 days • Access to online training documentation around advanced account functions and capabilities • Up to 2 Web-hosted training sessions within 180 days of kickoff • Up to 5 hours of message template and integration development within 90 days of kickoff <i>The implementation process takes four to six weeks, on average, depending on the availability of stakeholders and/or current GovDelivery Communications Cloud experience.</i>
Communications Cloud - Online Training	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.
Communications Cloud - Setup and Configuration	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes: • The implementation consultant will be assigned to Recipient during the setup process for up to 90 days • Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics • Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff • Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff
govAccess - Maintenance, Hosting, & Licensing Fee - Core	The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. Services include the following: • Ongoing software updates • Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday) • Access to training webinars and on-demand video library • Access to best practice webinars and resources • Annual health check with research-based recommendations for website optimization • DDoS mitigation • Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)

Product Descriptions	
Name	Description
Communications Cloud Advanced Package	The Advanced Cloud Module gives government communicators better insight into the needs of citizens and improves their ability to enhance online transactions, promote behavior change through public awareness, and improve citizen engagement. The Advanced Cloud Module adds streamlined marketing capabilities that incorporate greater degrees of audience segmentation, personalization, message testing, and mobile engagement. The Advanced Cloud Module includes: • Dynamic segmentation around bulletins, engagement, and question (e.g. zip code) • Canned campaigns for re-engagement and new subscriber onboarding • Testing: Simple (A/B, 10/10/80) <i>A subscription for the Advanced Cloud Module is dependent on an active license for the GovDelivery Communications Cloud.</i>
Communications Cloud	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes: • Unlimited email sends with industry-leading delivery and management of all bounces • Support to upload and migrate existing email lists • Access to participate in the GovDelivery Network • Ability to send mass notifications to multiple devices • 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support • Text-to-subscribe functionality • Up to 2 Web-hosted training sessions annually • Up to 50 administrators • Up to 1 GovDelivery account(s) • Access to a complete archive of all data created by the client for 18 months (rolling) • Up to 3 hours of message template and integration development • Up to 100 subscription topics • Up to 100,000 SMS/text messages per year from a shared short code within the United States* *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.

Product Descriptions	
Name	Description
govAccess – Website Design and Implementation - Trailblazer	Website Design and Implementation - Trailblazer provides a citizen focused website and includes: • Advanced UX Consultation, which may include one (1) or more of the following: 1. One (1) site analytics report 2. One (1) heatmap analysis 3. One (1) internal stakeholder survey 4. One (1) community stakeholder survey 5. One (1) remote user testing of top tasks • Three(3)customerjourneys(toptasksorheavilyvisitedwebpages)identifiedfor optimization • Fully customized homepage wireframe • Fully responsive design • Custom mobile homepage or standard mobile responsive homepage • Video background or standard rotating image carousel (switchable at any time) • Three (3) specialty alternate homepages - Choose from Granicus' library including emergencies, election night, special events • Three (3) customer experience features - Choose from Granicus' library including service finder, geo finder, or data visualization banner • Programming/CMS implementation • Migrate up to 200 webpages • Ten (10) forms converted into the new CMS • Three (3) days of on-site consultation / training to be applied towards additional project management or training (two (2) of three (3) days must be consecutive)

Attachment B: Help Desk Services and Availability

Granicus will provide complete help desk support for administrators and customers of the Granicus Solutions. Regular support will be available during regular business hours, Monday-Friday, via email or toll-free telephone.

CUSTOMER SUPPORT CONTACT

Hours: 8:00am–10:00pm ET (9:30am–5:00pm Europe) Emergency
Support is available 24/7

Please submit support requests via:

- Portal: support.granicus.com
- Email: support@granicus.com
- Phone: 1-800-314-0147 USA, 0800 032 7764 Europe

Please submit govDelivery Communications Cloud subscriber support only requests to:

- Portal: subscriberhelp.granicus.com
- Email: subscriberhelp@granicus.com
- Phone: 1-800-439-1420 USA, 0808 234 7450 Europe

COMMUNICATION SERVICE LEVEL AGREEMENT

Granicus response to support and service requests will be based on four (4) Severity Levels:

Severity Level	Description	Examples	Initial Customer Response Time
Level 1	Emergency. Incident represents a total outage; the product is unavailable or not accessible for use	• govDelivery's admin.govdelivery.com is down or all sending is significantly delayed • govMeetings web server is running but the application is non-functional or SQL-server errors that are not related to hardware • govAccess website is unreachable by public users	Within one (1) hour of notification by the customer of occurrence
Level 2	Severely Impaired. Incident occurs when a major feature of the product is not working and there is no workaround available, or the workaround is not acceptable and impacts the primary usability of the product	• govDelivery PageWatch sending is delayed by more than 20-30 minutes, or sudden and significant deliverability issues or intermittent errors or low performance issues for some or many customers • Site operational but govMeetings modular functionality is non-operational • govAccess error, where there is no means of circumvention, that renders an essential component of the content management tool non-functioning that did not occur at the time of the website launch and usually requires debugging of programming code	Within four (4) hours of notification by the customer of occurrence

Level 3	Impaired. Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available – does not impact the basic usability of the product	- govDelivery system not connecting to social media, single customer app/feature help, or database requests - govMeetings system files won't upload, or text not rendering - govAccess website works but there are problems with presentation	Within one (1) business day of notification by the customer of occurrence
Level 4	Low Impact. Incident that has a limited business impact and requests can be scheduled.	- Programmatic change to back-end or front-end to improve efficiency - Distribution of all patches and upgrades	Within three (3) business days of notification of customer of occurrence

Resolution time will be based on the service or support request and regular follow-ups will be communicated with the customer on final resolution. Granicus shall use commercially reasonable efforts to resolve errors affecting non-essential components of Granicus Solutions, or errors that can be reasonably circumvented but errors that require debugging of programming code may need to be corrected during the next regular update cycle.

AVAILABILITY

Availability is defined as the ability of users to access the Granicus Solutions services via the internet. Granicus represents an up-time guarantee of 99% per calendar quarter for its hosted services. Notifications for Granicus Solutions of any system-wide outages will occur within one hour from the time the issues are first recognized by Granicus.

Downtime is defined as any time that the Granicus Solutions services are unavailable.

A **Site Outage** is defined as continuous Downtime, as determined through URL monitoring (HTTP). Downtime reporting is limited to a Site Outage. Site Outage monitoring is conducted by Granicus utilizing industry-standard monitoring tools. Reports of Site Outages will be provided on an as-requested basis up to once per calendar quarter.

A Site Outage does not include Downtime that falls into one or several of the exclusions below:

- Scheduled or routine maintenance
- Caused by force majeure (which shall include any circumstances beyond Granicus's reasonable control, including but not limited to, acts of God, labor strikes and other labor disturbances, power surges or failures).
- The first four (4) Site Outages in any given quarter that are corrected within fifteen (15) minutes of their start.
- The first five (5) minutes of any Site Outage is a grace period and will not be considered Downtime under any circumstances.
 - Example: A Site Outage of fourteen (14) minutes in duration that is one of the first four (4) such outages in a given quarter would not result in any Downtime, while a Site Outage of sixteen (16) minutes would result in eleven (11) minutes of Downtime. After four (4) Site Outages of between five (5) and fifteen (15) minutes in a quarter, all Site Outage time over five (5) minutes for any one instance will count as Downtime.

For **GovAccess**, Granicus is not responsible for errors associated with denial of service attacks, distributed denial of service attacks, or customer DNS.

SCHEDULED MAINTENANCE

govDelivery. Scheduled maintenance typically occurs every thirty(30) days with average Downtime required being less than thirty(30) minutes. Planned or routine maintenance is limited to two(2) hours per week. Total scheduled Downtime for the year will not typically exceed twenty (20) hours.

govMeetings. Scheduled maintenance will take place between 11:00pm–4:00am ET on Fridays. Granicus, will provide the customer with at least two (2) days' notice for any scheduled maintenance. All system maintenance will be performed during these times, except for emergency maintenance. In the case that emergency maintenance is required, the customer will be provided as much advance notice as possible. Granicus will clearly post that the site is down for maintenance and the expected duration of the maintenance.

govAccess. Scheduled maintenance will take place between 1:00 am – 4:00 am ET every Monday.

All Solutions. Notifications will be posted on status.granicusops.com. Email notifications for these products can be subscribed to from that page.

HARDWARE REPLACEMENT

For hardware issues requiring replacement (where applicable), Granicus shall respond to the request made by the customer within one (1) business day. Hardware service repair or replacement will occur within four (4) business days of the request by the customer, not including the time it takes for the part to ship and travel to the customer. The customer shall grant Granicus or its representatives access to the equipment for the purpose of repair or replacement at reasonable times. Granicus will keep the customer informed regarding the time frame and progress of the repairs or replacements.

ATTACHMENT C

3.2.5. Granicus Subscriber Information for Communications Cloud Suite only

3.2.5.1. Data Provided by Client. Data provided by Client and contact information gathered through Client's own web properties or activities will remain the property of Client ("Direct Subscriber"), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of Client, unless required by law.

3.2.5.2. Granicus shall not disclose the client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the client hereby grants to Granicus a perpetual, noncancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products and Services by the client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and Services and any other legitimate business purpose including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).

3.2.5.3. Data Obtained through the Granicus Advanced Network

3.2.5.3.1. Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendationsto subscribe to other Granicus Client's digital communication (the "Advanced Network"). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a "Network Subscriber" to the agency it subscribed to through the Advanced Network.

3.2.5.3.2. Access to the Advanced Network is a benefit of the GovDelivery Communications Cloud subscription with Granicus. Network Subscribers are available for use only on the GovDelivery Communications Cloud while Client is under an active GovDelivery Communications Cloud subscription. Network Subscribers will not transfer to Client upon termination of any Granicus Order, SOW or Exhibit. Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW or Exhibit placed under this Agreement. All information related to Network Subscribers must be destroyed by Client within 15 calendar days of the Order, SOW or Exhibit placed under this Agreement terminating.

3.2.5.3.3. Opt-In. During the last 10 calendar days of Client's Order Term for the terminating Order, SOW or Exhibit placed under this Agreement, Client may send an opt-in email to Network Subscribers that shall include an explanation of Client's relationship with Granicus terminating and that the Network Subscribers may visit Client's website to subscribe to further updates from Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to Client upon termination.

Payment Schedule for One Time Fees

Product	At contract signature	Milestone 1	Milestone 2	Milestone 3
govAccess Website design and implementation – Trailblazer	\$15,440	\$7,720	\$7,720	\$7,720
govAccess—Active Directory Integration	\$1,800	\$900	\$900	\$900
Communications Cloud – Setup and Configuration	\$2,400.00			
Communications Cloud – Online Training	\$500.00			
Advanced Package – Setup and Configuration	\$600.00			
Advanced Package—Online Training	\$500.00			
Total	\$21,240	\$8,620	\$8,620	\$8,620



ORLAND PARK

Scope of Work
Website Development

4/16/2020

TABLE OF CONTENTS

1.0	<u>DISCLAIMER</u>	4
2.0	<u>DEFINITIONS</u>	4
3.0	<u>INTRODUCTION</u>	4
4.0	<u>BACKGROUND</u>	4
5.0	<u>SCOPE OF WORK</u>	6
6.0	<u>PROPOSAL FORMAT</u>	7
6.1	<u>PROJECT TEAM ORGANIZATION</u>	7
6.2	<u>PROPOSED WEBSITE SOLUTION</u>	7
6.3	<u>THIRD PARTY PRODUCTS/OPTIONAL MODULES AND SOFTWARE</u>	8
6.4	<u>SYSTEM SECURITY</u>	8
6.5	<u>RESPONSES TO KEY REQUIREMENTS</u>	8
6.6	<u>PROJECT MANAGEMENT</u>	8
6.7	<u>IMPLEMENTATION PLAN</u>	8
6.8	<u>DATA MIGRATION PLAN</u>	9
6.9	<u>TRAINING PLAN</u>	9
6.10	<u>TECHNICAL / SYSTEM ADMINISTRATION TRAINING</u>	9
6.11	<u>MAINTENANCE AND SUPPORT PROGRAM</u>	9
6.12	<u>EXCEPTIONS TO THE RFP</u>	10
6.13	<u>SAMPLE DOCUMENTS</u>	10
6.14	<u>WARRANTY</u>	10
6.15	<u>ACCEPTANCE CRITERIA AND TEST PLAN</u>	11
6.16	<u>SCHEDULE OF DELIVERABLES</u>	11
6.17	<u>OWNERSHIP OF/UNRESTRICTED ACCESS TO SITE CONTENT</u>	11
7.0	<u>COST</u>	11
7.1	<u>PRICING INSTRUCTIONS</u>	11
<u>SUBMITTAL FORM A</u>		13
<u>VILLAGE OF ORLAND PARK REQUIREMENTS FORM</u>		13
<u>SUBMITTAL FORM B</u>		16
<u>A. TOTAL PROJECT COST SUMMARY FORM</u>		16
<u>SUBMITTAL FORM C</u>		17
<u>A. ADDITONAL CHARGES FOR REQUIREMENTS COST FORM</u>		17

1.0 DISCLAIMER

Document Distribution

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2.0 DEFINITIONS

- **API:** Application Programming Interface
- **CMS:** Web Content Management System
- **VOP:** Village of Orland Park
- **IT:** Village of Orland Park Department of Information Technology Staff
- **PaaS:** Platform as a Service
- **PWS:** Public Website Solution
- **RFP:** Village of Orland Park Public Website Development Request For Proposals
- **Vendor:** Website Design and Build Firm, Request For Proposals Respondent
- **WYSIWYG:** What You See Is What You Get

3.0 INTRODUCTION

The Village of Orland Park (VOP) is soliciting proposals from reputable and experienced firms capable of redesigning the Village of Orland Park's website (orlandpark.org) to better serve our customers and clients. Interested vendors must submit a design and build, turnkey project proposal for a hosted/cloud-based platform as a service (PaaS) public website solution (PWS) that includes: site hosting, web Content Management System (CMS), and project management, evaluation, assessment, design, installation, configuration, training, cutover, and post implementation support services. This solution will be referred to as the PWS. The PWS must be based on current technology, industry standards, scalable, and easily expandable. The VOP desires to award this project in May 2020, with completion of this project in the most cost effective and professional manner possible by December 1, 2020. As such, vendors must propose a complete solution that includes all software, hardware, implementation services, travel expenses, hosting services, managed support services and training for a fully functional PWS as outlined in this RFP.

The awarded vendor will be required to perform a usability review and analysis; current site content review; information architecture and taxonomy; web content data migration from the existing CMS to the future CMS; automated web governance workflow; CMS administrator/user training; ongoing support and maintenance; and creation of a strategy plan/roadmap for future site improvements, features, and widgets. The completed website will contain features and functionality that support the Project Vision Statement below:

Project Vision Statement:

To provide a secure and sustainable Village of Orland Park public website users will find useful, convenient, attractive, accessible, responsive, and easy to navigate when accessing Village of Orland Park services and information.

4.0 BACKGROUND

The Village of Orland Park is located 25 miles southwest of downtown Chicago. With three Metra train stations that provide access to the city, Orland Park provides big-city opportunity and the comforts and amenities of a suburban community. Its 57,767 residents and over 11 million square feet of commercial space are amidst 15,000 acres of lush forest preserves and over 740 acres of preserved open space and 60 parks. Orland Park is expected to reach 75,000 residents by 2030 and is consistently ranked as one of the Chicago region's premier communities within which to live.

Community & Neighborhood Data

Population (2010 Census)	56,767
Median Age	46.1
Median Household Income	\$80,920
Per Capita Income	\$40,023
Median Home Value	\$298,440
Homeownership Rate	86.3%
Unemployment Rate	5.2%
Bachelor's Degree or Higher	43.3%

4.1 Current Environment

The current orlandpark.org website has been hosted by CivicLive since 2019 and utilizes their proprietary CMS platform.

2019 ANNUAL WEBSITE STATISTICS

WEBSITE (orlandpark.org) INFORMATION	
Description	Data
Number of Active Web Pages	2,418
Number of Inactive Web Pages	0
Total Number of Active and Inactive Web Pages	2,418
CMS is proprietary to hosting company CivicLive	NA
2019 Site Visits	111,021
2019 Page Views	240,928
2019 Bounce Rate	53.76%
2019 New Users	271,154
2019 Returning Users	176,217
2019 Total Users	445,097
2019 Number of Sessions Per User	1.51
2019 Pages Per Session	2.50
2019 Average Session Duration (Minutes)	2:0

FEBRUARY 2020 WEBSITE (Orlandpark.org) STATISTICS

Description	
Number of Active Web Pages	2,418
Number of Inactive Web Pages	0
Total Number of Active and Inactive Web Pages	2,418
Websites with Unique URLs:	2,418
2020 Site Visits	110,539
2020 Page Views	225,119
2020 Bounce Rate	56.47%
2020 New Users	58,853
2020 Returning Users	18,128
2020 Total Users	65,070
2020 Number of Sessions Per User	1.48
2020 Pages Per Session	2.34 min.
2020 Average Session Duration (Minutes)	1:48 min.

TABLE B

CMS USER ACCESS INFORMATION	
Role	Users
Administrators	3
Contributors	10

5.0 SCOPE OF WORK

Vendor must propose a complete design and build, turnkey solution that includes all software licensing, hardware, hosting, project management, design, documentation, implementation, data migration and training services, and ongoing hosting and technical support services for a fully functional PWS as outlined in this RFP.

5.1 Required Features & Functionality

The Table in SUBMITTAL FORM A lists the requirements desired by the VOP. The Vendor must indicate proposed system compatibility, availability, and if a modification is required to achieve the desired function. If there is additional cost required for options, modifications, and customizations, indicate with a yes or no response in the appropriate column. Any additional costs associated with requirements must be identified by requirement number and description and included on SUBMITTAL FORM C Additional Charges for Requirements Cost Form. Vendor comments that detail more information about each of their proposed functional solutions are requested after the completed tables. Comments should be identified by the requirement number as indicated in the tables.

The VOP desires that the following features be incorporated into the design of the new website:

5.1.1 Convenient/Searchable/Navigation

The VOP is looking for advice and strategy on how to increase the user experience in finding information quickly and easily navigating throughout the website, as well as incorporating the following elements:

- 5.1.1.1 All Web Pages Have Consistent Look and Feel
- 5.1.1.2 Functional/Topic Based Design Navigation

5.1.2 Attractive

The VOP Project Team will work with the Vendor on developing updated colors, graphics, typography, and layouts. A focus of the updated design will be to support improvements to user experience (UX) strategies as described below.

- 5.1.2.1 Clean, Not Cluttered
- 5.1.2.2 Appropriate Use of Icons and Markers
- 5.1.2.3 Intuitive, Organized
- 5.1.2.4 Visually Attractive, Appealing

5.1.3 Accessible

The website must adhere to section 508 of the Rehabilitation Act as amended by Congress in 1998 (<http://www.access-board.gov/508.htm>) and to the "Priority 1" accessibility guidelines set by the W3C (<http://www.w3.org/TR/WCAG10/full-checklist.html>).

The VOP is committed to providing high accessibility to the information and functionality available on our website. Accessibility in this context encompasses design principles that accommodate site users with varying physical abilities, educational achievement, cultural backgrounds, technical knowledge and access to technology.

5.1.4 Responsive

The new website will employ a responsive design that will present the site's content in a style and layout that adapts to the capabilities and limitations of the user device (computer, tablet, smart phone, browser, etc.) being used to visit the site. Optimization of delivered content will be accomplished by employing design strategies such as progressive enhancement, fluid layouts, proportion-based grids, responsive images, and CSS3 media queries.

5.1.5 Useful/Relevant

The new website needs to prominently feature high-priority and the most popular content. It also needs to promote and feature the VOP's goals, identity, and brand.

5.1.6 Security/Privacy

The new website and CMS must provide access controls, defined user roles, workflows, plug-ins, tools, and other structural elements that are adequate to secure this system from current threats and vulnerabilities.

5.1.7 Sustainable

The vendor is required to provide a Website Strategic Plan which will provide a 2-year future roadmap and include the following elements:

- 5.1.7.1 Identify options for providing ongoing operational support for the new website
- 5.1.7.2 Implementing and maintaining industry best practices and standards
- 5.1.7.3 Develop and implement web governance which includes:
 - 5.1.7.3.1 Establish content publishing standards, style guide
 - 5.1.7.3.2 Staff roles and responsibilities for content
 - 5.1.7.3.3 Workflows for content approval and publishing processes
 - 5.1.7.3.4 Content and web page archival, retention, and maintenance
- 5.1.7.4 Roadmap for features, functionality, widgets, and design work in future releases

5.1.8 3rd-Party Application Integration/Compatibility

Several website functions are provided through the integration and use of third-party systems and services which are outlined in SUBMITTAL FORM A. These systems must be incorporated into the new website.

5.2 Deliverables

The Vendor will receive payments from the VOP based upon the delivery and acceptance of the following deliverables:

- 5.2.1 Project Plan
- 5.2.2 Project Gantt Chart
- 5.2.3 Usability Analysis
- 5.2.4 Website Wireframe Design
- 5.2.5 Website Draft #1
- 5.2.6 Website Draft #2
- 5.2.7 Data Migration
- 5.2.8 Final Completed CMS and Website
- 5.2.9 Leadership Website Presentation
- 5.2.10 CMS Administrator and User Training Options
- 5.2.11 Go Live Communication Plan
- 5.2.12 Website Go Live
- 5.2.13 Website Strategic Plan
- 5.2.14 Website Design Guide

6.0 PROPOSAL FORMAT

6.1 PROJECT TEAM ORGANIZATION

Provide a description of the members of the project team, including VOP involvement. Required VOP involvement should identify the type of skills required. Provide information on the Consultant(s) and/or sub-contractors handling this project, listing pertinent experience and technical qualifications. The format of individual resumes for project personnel should be as follows:

- A. Name and position title
- B. Total years' experience with current firm and others
- C. Education (degree, major, institution, year)
- D. Summary of pertinent experience and qualifications
- E. Identify the number of installations involved in or completed by the Consultant(s) who will handle the VOP project.

6.2 PROPOSED WEBSITE SOLUTION

The Vendor must present a comprehensive summary of the features and capabilities of the proposed solution including the following:

- A. Required Features & Functionality: Vendor must address each provision in Section 5.1 and the requirements listed in **SUBMITTAL FORM A**. Vendor must describe how their solution will satisfy that provision.
- B. System Integration
- C. Common and Relational Database
- D. Hosting
- E. Technology / Programming Languages
- F. Backup / Disaster Recovery / Business Continuity
- G. Configuration
- H. Searching
- I. Workflow
- J. Provide a list and brief description of the standard reports available within the application.
- K. Archiving
- L. Web Enablement and E- Commerce Capabilities
- M. The current release/version of the application and how long has the current version been on the market.
- N. Describe any history of the solution and list its release dates.

- O. Frequency for major and minor upgrades.
- P. Plans for the next release of the application.
- Q. Identify any third-party software packages that are included with the PWS solution, either through an Original Equipment Manufacturer (OEM) relationship, or an extension of standard functionality.
- R. Identify the typical ongoing customer technical support and administration requirements, and weekly average hours of support required for the proposed solution after it has been implemented.
- S. Vendor may provide information regarding additional functionality not identified or requested in this RFP, but that would support the requirements and vision of the VOP Website Design Project.

6.3 THIRD PARTY PRODUCTS/OPTIONAL MODULES AND SOFTWARE

The Vendor shall explicitly state the name and purpose of any third-party products that are part of the proposed solution. For each third-party product there shall be a statement about whether the Vendor's contract will encompass the third-party product and/or whether the VOP will have to contract on its own for the product.

The Vendor shall include a description of any products, features or other value-added components available for use with the proposed System that have not been specifically requested in this RFP, but would benefit the VOP. The Vendor shall also provide proof they can provide long-term support for any third-party software components of the proposed System.

6.4 SYSTEM SECURITY

The Vendor shall include a detailed description of the security features **of all** components of the proposed website solution. The application must provide security controls to prevent unauthorized use

6.5 RESPONSES TO KEY REQUIREMENTS

Responses to all the requirements included as SUBMITTAL FORM A (Requirements Form) of this RFP must be provided in this section of the proposal. Vendors **MUST** use the format provided and add explanatory details as necessary. If any customization / modification is required to meet the desired functionality, the cost **MUST** be provided in SUBMITTAL FORM B (Total Project Cost Summary Form) and SUBMITTAL FORM C (Additional Charges For Requirements Cost Form). Failure of Vendor to complete this table will result in disqualification.

6.6 PROJECT MANAGEMENT

Vendors must describe their Firm's standards for project documentation, project reporting, change management, issue definition and resolution, and acceptance testing. Vendors should include all proprietary tools to be used by their firm for the VOP project. The awarded Vendor will be required to submit documentation in electronic form using Microsoft Office 2016 Professional. Vendors shall submit in their proposal an anticipated detailed project schedule with an estimated start date of **May 5, 2020**. **The project schedule must be in Gantt chart format detailing the work to be done on the project including time lines, internal and external resources identified, and the hours needed for each person.** The VOP's standard project management tool is Microsoft Project 2016.

It is the expectation of the VOP that once the project commences the awarded Vendor will prepare and submit weekly status reports to the VOP Project Manager. The weekly typed report will address the following topics:

- A. Tasks Completed
- B. Tasks Pending
- C. Status of Deliverables
- D. Summary of Project Issues
- E. Change Order Requests
- F. Risks
- G. Updated Project Schedule and Gantt Chart
- H. Budget and Invoicing

6.7 IMPLEMENTATION PLAN

The Vendor shall submit in their proposal a detailed plan for implementing the proposed system, by sub-task, for providing implementation, training, and ongoing support. This information must include at a minimum:

- A. Project organization chart (i.e. Vendor and VOP staff).
- B. Overview of Implementation Methodology.
- C. Any of the implementation services sub-contracted to third-party providers.

- D. The estimated duration for an implementation similar to the VOP's from signing of a contract to completion of the implementation.
- E. Implementation Plan. The Plan must include the following:
1. Develop a final project plan, in collaboration with VOP staff.
 2. Identifying what responsibilities, tasks, work packages will be the responsibility of the Vendor's staff and those that will be the responsibility of VOP staff. Each item must have a time estimate, and expectations of use of VOP staff.
 3. These plans should detail the Vendor's estimated start date, timelines, milestones, critical path, test schedules, and deliverables. The Vendor must include the level of involvement by VOP staff; i.e. the number of hours, job title, start and end dates)
 4. Develop the final production Implementation Plan and review this plan with the VOP Project Team.
 5. Insure that all outstanding issues are addressed, and submitted, for approval by the VOP, a completion document, signifying VOP acceptance of project deliverables.
 6. Conduct regular project meetings as required by the VOP. These meetings may not all have to be on site and may be conducted via conference call.

6.8 DATA MIGRATION PLAN

The Vendor shall submit in their proposal a detailed plan for migrating existing data from the VOP's current CivicLive website to the vendor proposed CMS. Vendors must include cost in SUBMITTAL FORM B.

6.9 TRAINING PLAN

Vendors must include sufficient training to ensure that the VOP can effectively implement, maintain and use the proposed solution. Vendors are to provide CMS user and technical/system administration training. Vendors are to describe, in detail, how they will provide the training that will meet the requirements.

The Vendor must describe what end-user training options are available. As an option to the VOP, if the Vendor has online Computer Based Training (CBT) available for on-going and/or follow-up training, Vendors should describe their training approach that allows content editors to learn basic system functions, commands, and screen workings, without the constant assistance of a trainer. Costs should be listed separately in the cost proposal. Vendors should also include any detailed information such as whether online training can be used concurrently.

Vendors are to include in the cost in SUBMITTAL FORM B, a cost for the number of users requiring training (10 content editors, 3 administrators).

6.10 TECHNICAL / SYSTEM ADMINISTRATION TRAINING

Vendors must describe how they would provide technical/system administration training to those individuals responsible for maintaining and controlling the system. The following is a representative, although not inclusive list of the topics that must be addressed:

- A. Reboot/Restart procedures for web server and CMS.
- B. User administration and assigning of rights and privileges.
- C. Creating web pages and sites.
- D. Uploading new content.
- E. Diagnostic tools for software.
- F. Data file backup and recovery procedures.
- G. Using standard reports and creating custom reports.
- H. Toll free number/e-mail for Vendor support.
- I. Procedures for data recovery.
- J. Workflow setup and configuration.
- K. Form and template development and deployment.
- L. Technical skills and certifications are required to administer the application.

6.11 MAINTENANCE AND SUPPORT PROGRAM

The VOP requires 24 hours by 7 days a week by 365 days a year support for the technology submitted in the Vendor's proposal. A Vendor shall specify the nature of post-implementation and ongoing support provided by them including:

- A. Post Implementation support (i.e. number of months of on-site support after go-live date).
- B. Vendor is required to estimate the number of internal Client staff hours (weekly, monthly, and annual basis) required to administer and maintain the proposed system.
- C. Special plans defining level of support (i.e. gold, silver).
- D. Delivery methods of future upgrades and product enhancements including historical frequency of upgrades.
- E. Availability of user groups.
- F. The guaranteed response time, in hours, for problem escalation and resolution. The problem reporting and resolution procedures.
- G. Availability and media used for bug fixes and patches.
- H. Other support (i.e. on-site, remote access).
- I. Describe the application maintenance program and pricing, including upgrades and technical support.
- J. Describe the process for issuing maintenance releases, patches and upgrades.
- K. Provide the location of the technical support group. Identify how technical support is provided to clients (phone, Internet, etc.).
- L. Provide the support hours of operation, including any limits as to how many support incidents a customer can submit.
- M. Identify current support for previous releases of the application, as well as how long the Vendor continues to support previous releases.

Vendors are to delineate the cost for a software maintenance agreement in the Cost proposal, which includes all software supplied in the performance of this contract. Costs should include all system upgrades/enhancements and help desk support. Vendors must ensure that annual software licensing and support costs will remain fixed for three (3) years after system acceptance. **Note: It is a requirement of this RFP that all software come with a one-year warranty that will not commence until after system acceptance.**

Vendors must include a copy of their support agreement, license agreement, and Vendor services agreement in their response. The support agreement is to include the provision that the VOP will define the level of urgency at the time of first contact, and the Vendor and the VOP will mutually agree on the appropriate level of urgency at the time that the Vendor responds to the contact. The agreement must include a procedure for resolving urgency level disagreements.

Vendors must indicate their ability to comply with the above requirements.

6.12 EXCEPTIONS TO THE RFP

If the Vendor takes exception to any requirement in this SOW, such exceptions must be listed in their proposal. All exceptions shall be clearly identified in this section by reference to section and page number of the RFP and written explanation shall include the scope of the exceptions, the ramifications to the VOP and the description of the advantages or disadvantages to the VOP as a result of these exceptions. The VOP, in its sole discretion, may accept or reject any exceptions or specifications within the proposal.

6.13 SAMPLE DOCUMENTS

Vendors shall include sample copies of the following documents in both hard copy and electronic formats:

- A. Sample software licensing agreement.
- B. Sample standard reports.
- C. Sample support contract.
- D. Sample hosting services contract.
- E. Sample consultant services agreement.

6.14 WARRANTY

A warranty is required for the software and implementation services and the System. Vendors shall indicate compliance with the Warranty requirements.

- A. **Software** - The CMS software license must warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in the RFP. That is, the detailed requirements as stated in this RFP will become part of the software license agreement and will be

warranted as such. The selected Vendor must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional and technical requirements as included in this RFP.

- B. **Implementation Services** - The VOP also requires warranty for implementation services (i.e. work products, developed modifications, and system configuration), for a minimum of 12 months after the system acceptance date of the complete system.
- C. **System** - The System must be fully functional for at least one year following final acceptance.

6.15 ACCEPTANCE CRITERIA AND TEST PLAN

Specific mutually agreeable criteria (the Acceptance Criteria) for successful System operation will be established during the contract negotiation process, considering the VOP's functional and technical specifications and the Vendor's proposal. The selected Vendor will be required to prepare an Acceptance Test Plan, for the VOP's review and approval, based on the Acceptance Criteria. The selected Vendor will also be required to actively participate with appropriate VOP personnel in testing the functionality and performance of the proposed System to ascertain conformance with the Acceptance Criteria before the System will be accepted by the VOP. Vendors must indicate their compliance with the Acceptance Criteria and Test Plan requirements.

6.16 SCHEDULE OF DELIVERABLES

The Vendor will receive payments from the VOP based upon the Schedule of Deliverables. Based upon the proposed project schedule and Vendor's project methodology, the Vendor shall provide a schedule of deliverables, with corresponding established payments, which will be dependent upon the completion and acceptance of each deliverable.

6.17 OWNERSHIP OF/UNRESTRICTED ACCESS TO SITE CONTENT

Vendor's PWS must explicitly acknowledge the VOP's intellectual ownership of the new website's data, content, including textual content, images, design elements, navigational structure, information architecture, and the contents of the database(s) which store the site's content. The Vendor must describe in detail the limitations it would impose on access to any of these categories of content and data, explaining the reason for imposing such limitations and how the Vendor would accommodate a request for access to the content and data.

The Vendor's PWS must have the capability for the VOP to export all its content and data out into an open standard format that can be migrated into another CMS.

7.0 COST

The Vendor shall include the costs for the items listed below in their Cost Proposal. Please see the TOTAL PROJECT COST SUMMARY FORM in **SUBMITTAL FORM B**, and the ADDITIONAL CHARGES FOR REQUIREMENTS COST FORM in **SUBMITTAL FORM C**.

- CMS software to include all base system modules
- Implementation Services such as design, project management, implementation, and Go Live support
- Onsite travel expenses
- Data Migration
- Training for users and administrators
- Annual Support/Maintenance
- Hosting
- Additional charges for modules and custom modifications

Additional charges for modules and custom modifications must be itemized in SUBMITTAL FORM C, with the total cost for all additional charges carried to SUBMITTAL FORM B TOTAL PROJECT COST FORM.

Vendors are to provide a firm fixed fee for each of these categories. Vendors shall NOT use "TBD" (to be determined) or similar annotations in the cells for costs.

***** Vendors are responsible for the mathematical accuracy of their cost proposals.**

7.1 PRICING INSTRUCTIONS

This project will require firm fixed pricing for implementation services, travel expenses, training, and software (i.e. license fees, maintenance and support cost schedules for the first three years at firm fixed prices). Vendor pricing shall be valid for a minimum of twelve (12) months after proposal submission to the VOP. In addition, items such as costs, hours, system warranty, implementation systems warranty, the utilization of payments based on milestone/deliverables and retainage, maintenance and support fees, and other items are expected to be negotiated before final award. This procurement involves negotiated software and professional services contracts. As such, the VOP will negotiate with Vendors throughout the procurement to get the best price and business terms. The Vendor's total cost for the proposed application and services shall incorporate all software, training, and related services necessary to

provide the required functionality and system performance required by the VOP. The VOP reserves the right to reduce items or to delete items if necessary to keep this procurement within the availability of present funds. **This is a not-to-exceed award.**

SUBMITTAL FORM A
VILLAGE OF ORLAND PARK REQUIREMENTS FORM

Requirements	100% Capable	Partially Capable	Not Capable	Additional Software/Custom Modification Required (Explain)	Additional Cost Yes/No
CMS:					
REQ.CMS-01: Spell Check	Y				N
REQ.CMS-02: Custom Dictionary	Y				N
REQ.CMS-03: Context Sensitive Help	Y				N
REQ.CMS-04: Searchable Help	Y				N
REQ.CMS-05: Online Training Tutorials	Y				N
REQ.CMS-06: Print A Page Preview	Y				N
REQ.CMS-07: Print A Page	Y				N
REQ.CMS-08: Web Page Preview	Y				N
REQ.CMS-09: Content Scheduling: Publishes/Expires Content	Y				N
REQ.CMS-10: Embedding: User Interface for Video Feeds/Dynamic Content	Y				N
REQ.CMS-11: Email Alerts	Y				N
REQ.CMS-12: Link-Checker: To Prevent 404 Errors	Y				N
REQ.CMS-13: Image/Document Library	Y				N
REQ.CMS-14: Recycle Bin: Recover Deleted Content	Y				N
REQ.CMS-15: Web Page Design Templates	Y				N
REQ.CMS-16: Web Page Versioning	Y				N
REQ.CMS-17: Web Page Rollback to Previous Version	Y				N
REQ.CMS-18: Accessibility Testing to Validate Content	Y			Advanced WCAG 2.0 testing available with a siteimprove license and our CMS plugin	N
REQ.CMS-19: Web Site Analytics Reporting	Y				N
REQ.CMS-20: Content/Web Page Archiving	Y				N
REQ.CMS-21: System and Web Page Performance Testing	Y				N
REQ.CMS-22: Search	Y				N
REQ.CMS-23: Advanced Search	Y				N
REQ.CMS-24: Site Map	Y				N
REQ.CMS-25: Workflows	Y				N
REQ.CMS-26: Electronic Forms	Y				N
REQ.CMS-27: Web Page Metadata Tagging	Y				N
REQ.CMS-28: Cut Data	Y				N
REQ.CMS-29: Paste Data	Y				N
REQ.CMS-30: Copy Data	Y				N
REQ.CMS-31: Drag and Drop Data	Y				N
REQ.CMS-32: Multiple Client Windows Opened Simultaneously	Y				N
REQ.CMS-33: Create & Embed Links to Websites for Reference	Y				N
REQ.CMS-34: Breadcrumbs for Backtracking	Y				N
REQ.CMS-35: Style Guide	Y				N
REQ.CMS-36: Web Site Consolidation: Multiple URLs Assigned to One CMS	Y				N
REQ.CMS-37: CSS3 Cascading Style Sheets	Y				N
REQ.CMS-38: ADA, Section 508 Accessibility	Y				N
REQ.CMS-39: Simple Language	Y				N
REQ.CMS-40: Multi-Language Content Translation	Y				N
REQ.CMS-41: WAI Website Accessibility Initiative	Y				N
REQ.CMS-42: Mobile Device Responsive Design	Y				N
REQ.CMS-43: HTML 5	Y				N
REQ.CMS-44: Multi-Browser Compatibility (IE, Edge, Chrome, Safari, Fire Fox)	Y				N

Requirements	100% Capable	Partially Capable	Not Capable	Additional Software/Custom Modification Required (Explain)	Additional Cost Yes/No
REQ.CMS-45: WYSIWYG HTML Authoring/Editing Tool	Y				N
REQ.CMS-46: CMS Open API	Y				N
REQ.CMS-47: URL Page Aliasing	Y				N
CMS:					
REQ.CMS-48: URL Page Redirection	Y				N
REQ.CMS-49: Data Export to .CSV File Format	Y				N
REQ.CMS-50: Data Export to Excel (.xlsx) File Format			X		N
REQ.CMS-51: Data Import		Y		Data import is available in some areas of the solution and will need to be scoped on a case by case basis.	N
REQ.CMS-52: Content Import		Y			N
REQ.CMS-53: Content Export	Y				N
REQ.CMS-54: Data Export to CSV File Format	Y				N
REQ.CMS-55: CMS Standard Reports (Included)	Y				N
REQ.CMS-56: Javascript Update Tool/Interface	Y				N
REQ.CMS-57: Dynamic Content Capability	Y				N
REQ.CMS-58: Rotating Images	Y				N
REQ.CMS-59: Web Page Preview Prior to Save/Commit	Y				N
REQ.CMS-60: Exclude Pages/Content From Search Results	Y				N
REQ.CMS-61: Graphical Display of Website Structure	Y				N
Security:					
REQ.S-1: Microsoft Active Directory Integration	Y				Y
REQ.S-2: SSL Encryption	Y				N
REQ.S-3: CMS User Audit/Transaction Logging	Y				N
REQ.S-4: User Role-Based Security	Y				N
REQ.S-5: Hosted SaaS Platform	Y				N
REQ.S-6: CMS 2-Factor Authentication			X		N
REQ.S-7: Intrusion Prevention Features and Plug-ins	Y				N
3rd Party Integration/Compatibility:					
REQ.IC-1: Credit Card Payment Transactions (Vendor)	Y				N
REQ.IC-2: Tyler EnerGov Enterprise Asset Mgmt. 311	Y			Through iFrame/Link	N
REQ.IC-3: BidNet Direct Bid and RFP Procurements	Y			Through iFrame/Link	N
REQ.IC-4: Adobe DC Fillable Forms	Y				N
REQ.IC-5: Adobe DC PDF Documents	Y				N
REQ.IC-6: Microsoft Office 2016 ProPlus Documents (Excel, Word, PowerPoint)	Y				N
REQ.IC-7: Social Media-Facebook	Y				N
REQ.IC-8: Social Media-Twitter	Y				N
REQ.IC-9: Social Media-YouTube	Y				N
REQ.IC-10: Social Media-LinkedIn	Y				N
REQ.IC-11: Constant Contact	Y				N
REQ.IC-12: Google Analytics	Y				N
REQ.IC-13: Granicus/Legistar	Y				N
REQ.IC-14: Harris Innoprise ERP				Need to scope further	
REQ.IC-15: iCIMS				Need to scope further	
REQ.IC-16: ESRI GIS Online (Geographic Information System)	Y			Through iFrame/Link or custom development scope needed	Y for custom dev
REQ.IC-17: Tyler EnerGov Online Permits & Inspections	Y			Through iFrame/Link	N
Website Feature and Functionality Requirements:					
REQ.WF-1: Calendar	Y				N
REQ.WF-2: Facility Information	Y				N
REQ.WF-3: Search Engine Optimization (SEO)	Y				N

Requirements	100% Capable	Partially Capable	Not Capable	Additional Software/Custom Modification Required (Explain)	Additional Cost Yes/No
REQ.WF-4: Frequently Asked Questions (FAQs)	Y				N
REQ.WF-5: News and Events	Y				N
REQ.WF-6: Online Fillable Forms	Y				N
REQ.WF-7: Surveys	Y				N
REQ.WF-8: Polls	Y				N
REQ.WF-9: Prominently Feature High-Priority/Most Popular Content	Y				N
REQ.WF-10: Online Payments	Y				N
REQ.WF-11: Online Employment Applications	Y				N
REQ.WF-12: Online Chat	Y			Through 3 rd Party purchased by City	N
REQ.WF-13: Online FOIA Requests	Y				N
Website Feature and Functionality Requirements:					
REQ.WF-14: Online Inquiries	Y				N
REQ.WF-15: Job Postings	Y				N
REQ.WF-16: Emergency Alert Notifications	Y			For website notifications not SMS/Email Push	N
REQ.WF-17: Secured Employee Portal	Y				N
REQ.WF-18: Job Interview Scheduling			X	Granicus' govService tool can accomplish this outside of the CMS	Y
REQ.WF-19: Online Client Appointment Scheduling			X	Granicus' govService tool can accomplish this outside of the CMS	Y
REQ.WF-20: Website User Cookies for Analytics	Y				N

SUBMITTAL FORM B

(SUBMITTAL FORM B AND FORM C ARE TO BE SUBMITTED IN A SEPARATE, SEALED ENVELOPE).

A. TOTAL PROJECT COST SUMMARY FORM

For the materials and services specified herein:

1)	Software Licensing:	\$
___	Included _____	
2)	Implementation Services:	\$
___	42,600 _____	
3)	Travel Expenses:	\$
___	Included _____	
4)	Data Migration Services:	\$
___	200 pages Included _____	
5)	Professional Services: Training (10 Users):	\$
___	Included _____	
6)	Professional Services: Training (3 System Admins.):	\$
___	Included _____	
7)	1-Year Maintenance and Support:	\$
7,500	yr1 -- 15,475 yr 2 _____	
8)	1-Year Hosting Charges:	\$
___	Included _____	
9)	Additional Charges (SUBMITTAL FORM D Total):	\$
___	4500.00 _____	
Total Cost:		\$

For detailed pricing see the Granicus pricing page that breaks down costs per year per product.

SUBMITTAL FORM C

A. ADDITIONAL CHARGES FOR REQUIREMENTS COST FORM

Additional Charges For Requirements:			
REQUIREMENT # & DESCRIPTION	QTY. /HRS.	UNITCOST	SUB-TOTAL COST
1) AD Intergration	1	\$4500.00	\$4500.00
2) All other items require custom scope		\$	\$
3)		\$	\$
4)		\$	\$
5)		\$	\$
6)		\$	\$
7)		\$	\$
8)		\$	\$
9)		\$	\$
10)		\$	\$
11)		\$	\$
12)		\$	\$
13)		\$	\$
14)		\$	\$
15)		\$	\$
16)		\$	\$
17)		\$	\$
18)		\$	\$
19)		\$	\$
20)		\$	\$
21)		\$	\$
22)		\$	\$
Total Costs: (List on Line #9 in Submittal Form B)			\$4500.00

UAT

The purpose of UAT is to look at your new website's functionality and design. We need ensure that the site matches the specifications you signed off on during the **wireframe** and **graphic design** phases.

What constitutes an issue? What am I looking for?

1. **Design issues**

An aspect of the site that displays differently than what was signed off on in the wireframe and final graphic design (ex. link colors not matching with what was in the design comps, buttons overlap in mobile view, table cells overlap in mobile view, interior page widget colors, line breaks in the middle of words, etc.)

2. **Functional issues**

An aspect of the site that is broken (ex. The weather widget doesn't pull the correct temperature or displays the wrong date, links are not clickable, etc.)

3. **Mobile issues**

Please test for mobile issues on a mobile device or tablet—you can replicate some issues in a browser, but not all of them.

Do I have to check every single page on the website?

Definitely not! Bugs found on one page will be found throughout the site. UAT is an audit of the website design and functionality, so it's more important to look at a variety of pages for all possible bugs, rather than a large number of the same type of pages.

What are **not** issues?

- **Homepage links**

These will need to be set up when you get access to the CMS after training. Our team set up the functionality, now your team will need to tell them where to go.

- **Content-related items**

Such as button titles, top navigation links (top of the page), footer phone numbers or address, interior page content, etc. are not a part of UAT—these fall under the purview of your team when you start updating content.

- **Zooming in or out**

Anything found while zooming in or out on the page are not issues. There is an infinite number of combinations for inconsistencies that can be found in different resolutions and they are not always compatible with the intended viewing resolution of 100%.

- **Hover while in mobile/responsive view**

The responsive view is for phone/tablet users, and hover is not possible with touch screens. For that reason we don't code a hover action and is out of the scope of UAT.

Do I need to be logged in?

No. In fact, you **must be logged out** for front-end bugs, otherwise the website will display differently than intended. In order to mimic your users' experience, access the site in incognito mode in Chrome, private browsing in Firefox, or InPrivate mode in Internet Explorer.

HOW TO DO UAT

- **Homepage:** Compare homepage side by side with the comps to make sure they match in appearance. Check if the fonts match the comps, as well as the colors, main navigation hover activity, link color and hover action, etc.

- **Interior pages:** Same as the homepage. You also want to look at the widget formatting (like news widget, directory widgets, etc.), the formatting of the tables, hover state of the side navigation menu and tables, do the tools work (i.e. print view, increasing font size, sharing, bookmarking, etc.)
- **Mobile view:** Access the mobile site (both homepage and interior pages) by shrinking your window at various break points (tablet, large phone, smaller phone, etc.)—does anything look out of place, or not function properly? Is there too much spacing between homepage widgets? On interior pages is there too much spacing between the content area and the footer?
- **Functionality:** Does the site behave how it is supposed to/as per your expectations? This part will be less in depth since you won't have access to the back-end of the CMS until after training—but any bugs found after that point will be addressed if they are critical functional issues.

GAANT Chart

Trailblazer Implementation Timeline

