

**RESOLUTION 2012 - 152**

**A RESOLUTION AUTHORIZING  
APPROVAL OF A SERVICE CONTRACT  
WITH ICON ENTERPRISES INC. DBA  
CIVICPLUS FOR WEBSITE RE-DESIGN  
AND CONTENT MANAGEMENT  
SERVICES FOR THE VILLAGE OF  
VERNON HILLS, IL**

WHEREAS, the Board of Trustees has determined that the Village's website and related information found therein is in need of updating at this time; and

WHEREAS, the Village staff has interviewed various firms and reviewed four proposals regarding website re-design and content management services and recommends that the low bidder, Icon Enterprises Inc. dba CivicPlus be retained by the Village; and

WHEREAS, the Village Board has determined that Icon Enterprises Inc. dba CivicPlus is well suited to provide website re-design and content management services to the Village; and

WHEREAS, the Village Board has further determined that a four (4) year agreement will allow for payments to be made at a reduced amount annually and will result in a long term cost savings when compared to making a lump sum payment upon completion of the work.

**NOW THEREFORE BE IT RESOLVED BY THE VILLAGE PRESIDENT  
AND BOARD OF TRUSTEES OF THE VILLAGE OF VERNON HILLS, LAKE  
COUNTY, ILLINOIS:**

That the Village Manager is authorized to:

1. Execute a four (4) year contract to commit the Village to make payments to Icon Enterprises Inc. dba CivicPlus for the services related to performance of a Website Re-design and Implementation of a Web Content Management System, consistent with the proposal attached in Exhibit A which provides for annual payments for each of the first three years of the contract of \$16,109 and in Year 4, the payment will be \$5,668 for a total of \$53,995; and
2. To make additional payments of \$2,900 for contingency work related to this project.

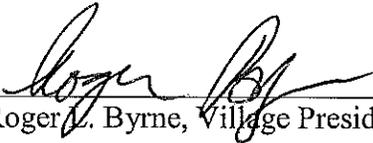
Dated the 18th of September, 2012

**Exhibit A**

Proposal from  
CivicPlus  
Website Re-design and Implementation of a Web Content Management System  
The Village of Vernon Hills, IL  
Dated August 8, 2012

Adopted by roll call vote as follows:

AYES: 6 – Koch, Marquardt, Schultz, Schwartz, Williams, Hebda  
NAYS: 0 - None  
ABSENT AND NOT VOTING: 0 - None

  
\_\_\_\_\_  
Roger L. Byrne, Village President

PASSED: 9/18/2012  
APPROVED: 9/18/2012  
ATTEST: 9/19/2012

  
\_\_\_\_\_  
Michael S. Allison, Village Clerk





**CIVICPLUS™**  
HELPING COMMUNITIES ENGAGE & INTERACT



## Website Re-design and Implementation of a Web Content Management System

The Village of Vernon Hills, IL • August 8, 2012



+ CONNECTING PEOPLE

DEVELOPED BY Bryan Hahlbeck  
Regional Sales Manager  
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888.228.2233 x314 + **DIRECT** 785.323.4734  
**FAX** 785.587.8951 + [Hahlbeck@CivicPlus.com](mailto:Hahlbeck@CivicPlus.com)

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Serving more than **1,200 clients** in 49 states, Canada and Australia,  
we partner with governments to create **award-winning websites**.

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Dear Lisa and John:

Thank you for considering CivicPlus as a partner for Vernon Hills' website redevelopment. I am excited to present a solution to your challenges in creating a navigationally friendly, easy-to-update and visually appealing website.

Of the proposals you review, all should offer a good website design and navigation solution; however, the best solution should also include the latest innovations in government functionality.

CivicPlus is the unique provider of the Government Content Management System – and one of the most innovative, knowledgeable sources for engaging eGovernment websites. Our expertise lies in our ability to deliver a comprehensive solution that considers administrative ease and collaboration, end-user empowerment ... all housed within a sophisticated design that resonates with your community – and all with citizen engagement in mind.

Now in our second decade, CivicPlus has created eGovernment solutions for more than 1,200 towns, cities and counties serving more than 32 million people in 49 states, Canada and Australia, including Bensenville, Buffalo Grove, Des Plaines, Elgin, Elmhurst, Highland Park, Lombard, and Oak Brook. These communities are using CivicPlus technology to connect in more engaging ways with their residents, visitors and businesses.

In addition to a solution-centric website, CivicPlus provides unrivaled service, support, automatic upgrades and enhancements at no additional charge – guaranteed. Our relentless pursuit of government innovations ensures that our clients' websites, regardless of where they begin on our Community Engagement Scale™ (see page 4), continues to move upward today and tomorrow.

The following proposal details how the CivicPlus solution will reduce your staff's workload, respect budget constraints and, most importantly, provide your community with a powerful online resource that promotes open and transparent access to your municipal offices and becomes an engaging communication hub for your community.

I sincerely welcome the opportunity to elaborate further on our proposal answer additional questions you may have about partnering with CivicPlus.

We look forward to working with Vernon Hills!

Respectfully,

Bryan Hahlbeck • Regional Sales Manager • Direct Line 785-323-4734 • Hahlbeck@CivicPlus.com



## The CivicPlus Proven Development Approach

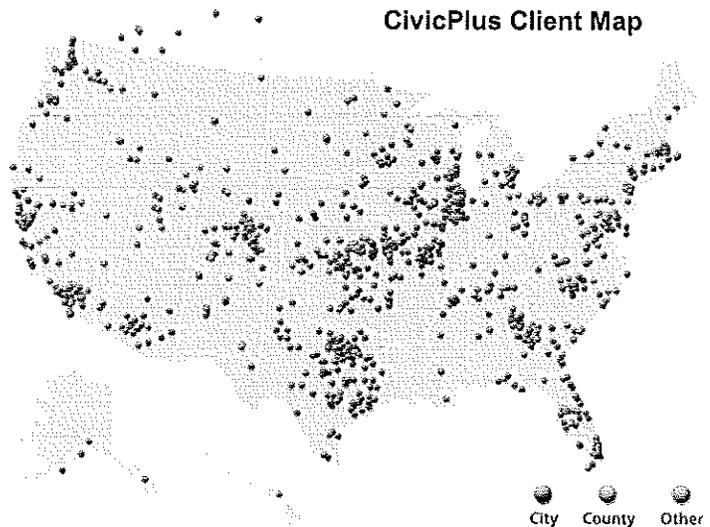
CivicPlus provides our eGovernment communication solution to more than 1,000 municipalities – cities and counties of every size across the United States, Canada and Australia – serving more than 32 million citizens. For more than a decade, CivicPlus has focused on government clients, giving our customers access to the latest in next-generation applications that meet and exceed their needs. Those needs include:

- A unique and customized website design
- Intuitive navigation and page layout with unlimited submenus and subpages
- Interactive functionality through our Government Content Management System (GCMS)
- Continuously updated, cutting-edge solutions designed by eGovernment experts for governments
- A per-project, customized pricing model with comprehensive training and unlimited support always included

### Why are Hundreds of Cities and Counties Upgrading to CivicPlus Each Year?

It's simple: CivicPlus knows municipal government.

- No one else can offer the CivicPlus Government Content Management System (GCMS).
- No one can match our interactive suite of tools that enable governments to better engage and communicate with their citizens.
- No one can match the CivicPlus development process and the depth of our implementations designed by experts who know local government – its people and its processes.
- No one can match our track record – period.



### System Ownership

Under our standard operating model, our clients own all data and software associated with the website – the design, the page content, all module content, all importable / exportable data, all archived information and the GCMS. This allows them the peace-of-mind of remaining in total control of all website content and functionality. While hosted and maintained with CivicPlus, this data is never shared, and CivicPlus retains tight controls over our hosting operations, allowing for daily site backups, redundant power and internet systems, site redundancy and emergency recovery procedures.

If the contract between your organization and CivicPlus were to be canceled due to the wishes of the client, our Support Department would work with you to transfer all associated data and software in order to make a smooth transition to the client's new hosting arrangement and, if necessary, management platform.

In the highly unlikely event that CivicPlus were to cease support for the software due to bankruptcy, acquisition, a change in business operations or other circumstances, you would also receive full and complete control of all website data and software.

Under either circumstance, provision of the core code, all associated modules and functionality would allow the client to move the entire website to an alternative hosting location without altering the management tools or modifying operation of the website in any way.

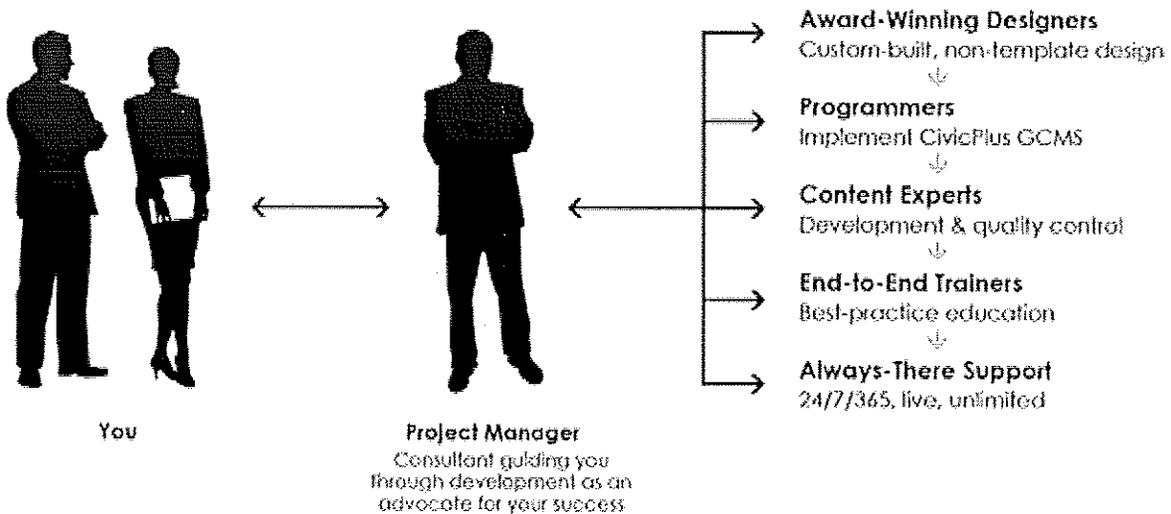


## Let Our Experts Be Your Trusted Advisors

Only CivicPlus offers the depth and breadth of staff for next-generation eGovernment communication projects. Dependent on the size of and duration of your project and whether you utilize our creative, branding, and advisory consulting teams, we will engage between six to 11 experienced staff members.

Utilizing his strong technology background, your dedicated Regional Sales Manager, Bryan Hahlbeck, initially works with you to determine the best solutions for your administrative users and website visitors.

A member of our seasoned project management team oversees the inter-departmental and client interactions, assuring that your project will be developed in a timely manner by professional website experts. Using their knowledge of effective online citizen engagement techniques – with specific case studies and examples – they will ensure the process transitions smoothly from phase to phase. After the completion of each phase, you will be encouraged to fill out a survey rating the project process and the CivicPlus personnel. The CEO receives the surveys and is personally accountable for your satisfaction, which we guarantee, or we'll refund your money.



### A Process Dedicated to Helping You Succeed

Upon completion of a custom design, setup of the website, development of modules, content development and quality control review, your trainer works to ensure your staff masters the simple Government Content Management System and learns basic website usability concepts. Your new site is then launched and your support calls are handled by our Client Care department.

#### Your Role

Your role during the project will be to answer questions and provide input, gain your staff's feedback to complete worksheets and provide necessary information so CivicPlus can develop recommendations for your design, navigation and content. Your project manager will explain the work required to achieve your goals. Pre-project on-site strategic planning sessions can be added to the project at an additional cost.

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*"A company is created by its people. The CivicPlus staff is phenomenal. CivicPlus is going to understand what your town means to you and your residents and how you want your town or city to appear. They are just as passionate about promoting your area as you are."*

*-Karen McGrath, Castle Rock, Colorado*

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## What Is Community Engagement?

At its core, Community Engagement is expectation.

More than 75 percent of U.S. residents are connected online. They bank online. They pay bills online. They chat, they opine, they find love ... all via the Internet. The web has become the first resource for the vast majority of people when they need to find an answer to a question, locate a service, file a complaint or conduct business.

The expectation is that local government should be conducting business online as well.

Community Engagement is going beyond the basics of the web. Community Engagement is:

- **Transparency** - Removing the veil from local government by providing citizens with open access to government through citizen-centric technologies and information structures.
- **Citizen Sourcing** - Encouraging citizens to get active, get involved and take ownership of local issues, all through an easily available communication method that they're likely to use.
- **MicroVoting** – Allowing citizens' voices to be heard, and making that voice resonate with government leaders in ways that allow for a finger to be placed on the pulse of the citizen's wants and needs.

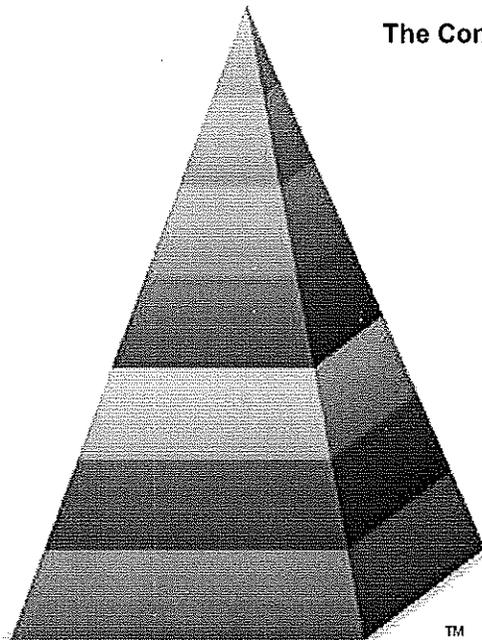
Local governments provide so much service, infrastructure and support to our communities, but too often, those efforts go unnoticed and unappreciated. Community Engagement is a two-way street – it's letting your citizens have a voice, and it's letting them know why government matters.

### Where You Rank on the Community Engagement Scale™

Governments across the nation find themselves in various stages on the Community Engagement Scale™. Some may inhabit multiple stages, and others may be reluctant to engage more deeply due to concerns of openness and the criticism that may accompany it.

Where does Vernon Hills fit on the Community Engagement scale?  
What does each stage look like?  
What will it take to reach the top?

Only CivicPlus can provide these answers, because CivicPlus is the only government website provider focused on equipping communities to better engage and interact with their citizens through digital means.



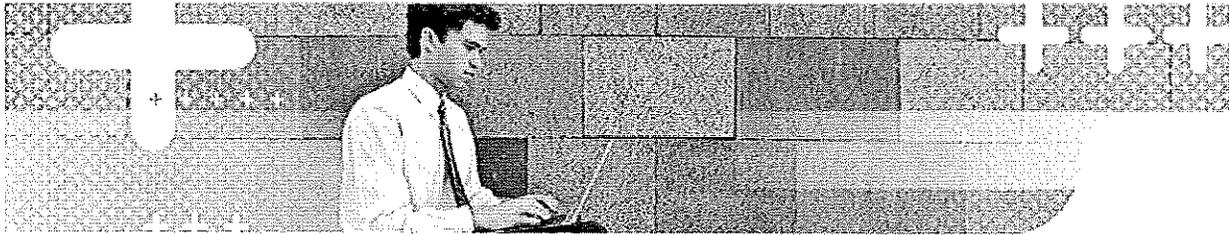
### The Community Engagement Scale™

- Virtual Governance
- Voices & Choices
- Getting Social
- Lifting the Veil
- Pushing Forward
- Covering the Basics
- Bare Bones

### How Can CivicPlus Take You Higher?

All of our modules and features are designed to help improve interaction with citizens and users on your website, but here are a few that help take community engagement to the next level:

- Citizen Request Tracker™
- Community Voice™
- Alert Center
- Calendar
- Facilities & Reservations
- Form Center
- Media Center
- News Flash
- ePayment



## CivicPlus Product Roadmap

Internet trends and technology change at a rapid pace. At CivicPlus, we're committed to helping our customers keep up-to-date with the latest and greatest in online tools for governments. That's why, as a Software as a Service (SaaS) provider, we offer our clients nearly half-a-million dollars worth of software upgrades and maintenance each year...just for being part of the CivicPlus Community. Here's a look at where we're headed...

- **Pages Live Edit** – *Available spring 2012*

We're taking the amazing capabilities of our Live Edit Functionality within our modules and carrying that over to page creation. Your administrators will be able to build, publish, and edit pages of content right from the public-facing side of your website!

- **Parks & Recreation Suite**

This interactive suite of modules will give you Parks & Recreation Department a direct way to better communicate and engage with your citizens by offering ways to complete registrations or make reservations online, saving time, effort and money all around! This suite of modules will include:

- **Facilities & Reservations Redesign** – *Available spring 2012*

We're upgrading our current Facilities & Reservations module to streamline the reservation process and incorporate ePayments and Google mapping into the process, while giving the module a visual facelift.

- **Sports Module** – *Available fall 2012*

Allow your residents to sign up teams for different sports – from little league baseball to adult league volleyball – and also allow residents to join teams that aren't full. Manage team rosters from an administrative standpoint as well.

- **Classes Module** – *Available late fall 2012*

Allow your residents to sign up for and pay for various classes and programs that your Parks & Rec Department offers. Manage class rosters from an administrative standpoint as well.

- **Activities Module** – *TBD*

- **Newsletter Module** – *Available late summer 2012*

Create feature-rich newsletters online without the need for third-party tools and send completed newsletters automatically to your subscribers via email and text message.

- **Citizen Request Tracker Upgrades** – *Available late summer 2012*

Available late summer 2012 In an effort to continually increase citizen interaction and engagement within our current module offerings, the CRT Module will receive an upgrade to not only utilize our new Forms Center Module, but also add in increased reporting and statistical analysis capabilities and enhanced user experience functions.

- **Procurement Module** – *Available late 2012*

We're taking our current Bids Module and pumping it up...big time. In addition to posting bids, RFP, RFQs, and the like, this module will allow for vendor registration management, bid detail management, and better document tracking.



## Technical, Support & Hosting Specifications

We realize that you want to be a good steward of taxpayer dollars, and that means minimizing the total cost of ownership of your new website. Our clients are reassured by our proven commitment to customer service, exhibited by the following technical and supportive services:

### Automatic CivicPlus Software & Module Updates

All CivicPlus customers receive the benefits of new features and upgrades that we add to our ever-growing content management system. The core of the CivicPlus product offering grows with you and your community, ensuring that your site never grows stale and that your website is truly an investment.

### Around-the-Clock Technical Support

Our support personnel are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicPlus, our knowledgeable staff is available from 7:00 am to 7:00 pm CST to field your calls and emails, and emergency services are available after regular hours with our staff on-call 24-hours a day.

In addition to fielding support requests, CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity and the Internet in general, our personnel often identify and correct issues before they even affect our clients' websites. Our expertise in website management provides assurance to our clients that their site is in good hands.

Annual Maintenance & Support Includes:	
Support	Maintenance of CivicPlus Application & Modules
7-7 (CST) Mon-Fri (excluding holidays)	Install Service Patches for OS
24/7 Emergency Support	Upgrades
Dedicated Support Personnel	Fixes
2-hour Response During Normal Hours	Improvements
Usability Improvements	Integration
Integration New & Upgraded Services	Testing
Proactive Support for Updates & Fixes	Development
Online Training Manuals	Usage License
Monthly Newsletters	
Phone Consulting	
CivicPlus Connection & CivicPlus University	

### Supported Browsers

Websites built by CivicPlus are viewable in all common browsers; however, they are optimized for administrative use with Windows 2000+ and supported in the following: **Internet Explorer 7.0+, Firefox 3.5+, Chrome, Safari 4+**

### Mobile Website Detection & Browsing

Mobile browsing is automatically available with a CivicPlus-developed website, meaning your residents can easily access and refresh your site and its important content from any mobile platform, like iPhone, Android, Blackberry, etc. For more information, see the Features & Functionality section.

### Automated Programming Interfaces (APIs)

We have nearly a dozen Automated Programming Interfaces (APIs) scattered throughout the system, and continue to build more to make integrations with the GCMS and disparate applications as straightforward as possible. It's this "open architecture" approach that allows your IT staff and programmers to spend time creating applications and systems that are specific to your community's needs and tie them into the site, using the site itself as a sturdy platform on which to build. Maintaining the site's base code will fall on CivicPlus' shoulders, saving you time, effort, and most importantly, money.



### Hosting & Security Features

CivicPlus' Network Operations Center – based in Kansas City, MO – is set up specifically for website hosting and administration. Redundant power sources and Internet access ensure consistent and stable connections, and regular hardware upgrades make certain that CivicPlus-hosted sites are maintained on up-to-date, reliable equipment.

Hosting with CivicPlus Includes:	
<ul style="list-style-type: none"> <li>• Shared Web/SQL Server</li> <li>• DNS Consulting &amp; Maintenance</li> <li>• Monitor Bandwidth-Router Traffic</li> <li>• Redundant ISP</li> <li>• Redundant Cooling</li> </ul>	<ul style="list-style-type: none"> <li>• Natural Gas Powered Generator</li> <li>• Nightly Tape Backup</li> <li>• Intrusion Detection &amp; Prevention</li> <li>• Antivirus Protection</li> <li>• Hardware Upgrades</li> </ul>

- Physical Security**
  - Biometric access
  - Proximity card key system prevents unauthorized access to servers
  - High-res, closed circuit video with time lapse recording covering secured areas
  - All visitors require a full-time escort within hosting area
  - Redundant cooling systems
- Power**
  - All systems fed by Uninterruptible Power Supplies (UPSs) with natural gas-powered generator backup
- Bandwidth**
  - 145Mbps of bandwidth for optimal speed – upgrading to 4GB of Internet capability
  - Multiple carriers to provide redundancy for continuous connectivity – including MCI/Verizon, Hurricane Electric and Cogent
  - AT&T: 45Mbps fiber optic network
  - Cox: 100Mbps fiber optic network
  - BGB Internet routing; continuously monitor and manually balance Internet load between carriers for optimal speed
  - Redundant Cisco routers
- Monitoring**
  - Round-the-clock (24/7/365) monitoring of all critical components, including: Internet connectivity, servers, routers, switches and power systems
- Backup**
  - Tape backup performed daily
  - Off-site tape archive
- Antivirus**
  - Continuously scan system
  - Signature files auto-updated every 4 hours from national registry
- Data Security**
  - Server operating systems applied as necessary
  - Router level port blocking and reporting
  - Router level packet filtering and reporting
  - Server level port blocking and logging
  - Ongoing security analysis by Cisco Security Specialist
- Data Redundancy**
  - RAID Level 5 data storage array
  - RAID 1 + 0
- Intrusion Detection**
  - Redundant Cisco ASA multi-service firewalls, combining intrusion detection and prevention
- Staff Certifications**
  - Full-time Electrical Engineers (EE)
  - Full-time Microsoft Certified Systems Engineers (MCSE)
  - Full-time Cisco Certified Network Associates (CCNA)
  - Full-time Cisco Certified Network Professionals (CCNP)



## CivicPlus Project Development Estimate

All Quotes are in US Dollars and Valid 60 days from August 8, 2012.

<b>Project Development</b>	<b>\$38,533</b>
<b>First Year's Annual Support, Maintenance &amp; Hosting</b> <i>Server Storage not to exceed 30 GB; Media Center Storage not to exceed 10 GB</i>	<b>Included</b>
<b>Total Fees Year 1</b>	<b>\$38,533</b>

With CivicPlus, you'll enjoy all the benefits of our Ultimate Service Plan – 24/7 support, software maintenance, unlimited upgrades, recurring training and access to the CivicPlus community. Protecting your investment is important, and our Ultimate Service Plan allows you to receive maximum benefit at minimal cost. Over the course of a year, you'll receive nearly \$500,000 in software upgrades, maintenance and optimization. Additionally, your staff will have full access to our support staff, ensuring that they're always up-to-date on our latest features and functionality.

With the Ultimate Service Plan, CivicPlus will handle the workload, with redundant hosting services, daily backups and extensive disaster recovery plans. And if the Ultimate Service Plan isn't right for you, the site and software are yours – our websites are as portable as they are powerful.

<b>Single Year Option – Year 2 and Beyond Annual Support, Maintenance &amp; Hosting</b> <i>Subject to annual 5% increase year 3 and beyond</i>	<b>\$5,141</b>
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### Optional Payment Plan – CivicPlus Advantage

CivicPlus Advantage offers local governments an alternative payment plan that eases the impact of a new website on your budget and spreads the one-time project development costs over a longer period of time.

Through a minimum three-year contract, CivicPlus Advantage dramatically lowers the one-time project development and start-up costs of launching a new website, **combining one-time and recurring fees and spreading them over the life of the contract**. And because we value our continuing relationships with our customers, those who extend their contract beyond the three-year minimum will receive a redesign at the end of their fourth year with CivicPlus – at no additional charge.

The CivicPlus Advantage Plan provides a fixed fee for an Agreement term of 36 months from the first date of billing. At 36 months, Client has the following options:

1. Terminate the CivicPlus Advantage Plan by providing written notice and contract for Annual Support, Maintenance & Hosting services. Base rate of \$5,668 is subject to 5% annual increase.
2. After forty-eight (48) months of continuous service, Client is entitled to a no-cost redesign. Redesigns that include additional features not available on the original website may be subject to additional charges. Additional features include, but are not limited to, additional modules, integration of third-party software or capabilities, additional design services beyond the standard website redesign and custom programming for new site modules or features.
3. Terminate services with CivicPlus.

<b>CivicPlus Advantage</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>4th Year</b>
Annual Recurring Fees	\$16,109	\$16,109	\$16,109	\$5,668



## The CivicPlus Redesign Option

At CivicPlus, we realize that over time, you might decide that you want to change up your design – give it a visual refresh, so to speak. On average, we see this happening about every four or five years in the life of a typical government website.

But instead of starting completely over from scratch with a new website rebuild, CivicPlus has an option that can not only help save you time and effort, but LOTS of money too!

With our CivicPlus Redesign Option, at the end of your fourth year of continuous service with us, you automatically get a website redesign, with no further out-of-pocket expense. The cost of the redesign is included in your annual fees each year, giving you the knowledge that your website design will never become stale with the times, and you'll never have to build your site from the ground up again!

### The CivicPlus Redesign Option Includes:

- New CP Advanced Redesign
- Redevelop banner
- Up to 3 graphic buttons to promote special services
- Redevelop navigation method (may choose top drop-down or other options)
- Select color scheme to match new graphics
- Design setup – wireframe
- Print this page option
- Email this page option
- Breadcrumbs
- Sitemap
- Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)
- Project Management
- Testing
- Review
- Content Migration – Includes retouching of all existing pages on the redesigned website to ensure proper formatting, menu structure, and application of new site styles. Note: Content will be rewritten or pages broken up (shortened or resectioned)
- Site styles and page layouts will be touched so all pages match the new design and migrate cleanly



**Project Development**

<b>Phase 1: Analysis and Timeline Development</b> <u>Deliverable:</u> Project Timeline and worksheets	<b>\$3,130</b>
<b>Phase 2: Website Design</b> <u>Deliverable:</u> Website Design Composition	<b>\$6,090</b>
<b>Phase 3: Navigation Architecture Development</b> <u>Deliverable:</u> Navigation structure optimized for your website	<b>\$2,170</b>
<b>Phase 4: Modules and Site Setup</b> <u>Deliverable:</u> Set up fully functional site, software that runs the site, and site's statistical analysis.	<b>\$3,229</b>
<b>Phase 5: Content Development of 200 standard pages and up to 1,000 supporting elements</b> <u>Deliverable:</u> Website content development and module content.	<b>\$9,259</b>
<b>Phase 6: Test and Review, Establish Future Expectations</b> <u>Deliverable:</u> List of items that need to be addressed	<b>\$3,052</b>
<b>Phase 7: 3 Days of On-Site Training for up to 10 employees</b> <i>Quote includes travel expenses</i> <u>Deliverable:</u> Train System Administrator(s) on GCMS Administration, permissions, setting up groups and users, module administration. Basic User training on pages, module entries, applying modules to pages. Applied use and usability consulting to result in effective communication through your website.	<b>\$6,200</b>
<b>Phase 8: Go-Live and Project Review</b> <u>Deliverable:</u> Final project review report	<b>\$2,108</b>
<b>Phase 9: Marketing</b> <u>Deliverable:</u> Registration of site with all major search engines	<b>\$495</b>
<b>Phase 10: Ongoing Consultation</b> <u>Deliverable:</u> Site review with recommendations for enhancements to improve visitor interaction; layout, design and content recommendations.	<b>Included</b>
<b>Additional Functionality</b>	
Google Translation Tool	<b>Included</b>
5 Additional Users - Citizen's Request Tracker	<b>Included</b>
Mobile Website Detection and Browsing	<b>Included</b>
<b>Gov 2.0 Upgrades</b>	
Blog	<b>Included</b>
Facebook Integration	<b>Included</b>
Share	<b>Included</b>
Twitter Integration	<b>Included</b>
<b>Options Included in One-Time Fee</b>	
<b>Pre-Implementation: On-Site Kick-Off Meeting</b> One day meeting with website committee to discuss design goals, review audience goals and meet with departments to kick-off with a project overview <i>Quote includes travel expenses.</i> <u>Deliverable:</u> A document summarizing the meetings, with analysis and recommendations. Design information gathered.	<b>\$2,800</b>
<b>Total Project Development Fee</b>	<b>\$38,533</b>
<b>First Year Annual Support, Maintenance and Hosting Fee</b> Server storage not to exceed 30 GB; Media Center storage not to exceed 10 GB	<b>Included</b>
<b>Total Fees Year 1 \$38,533</b>	



**Project Enhancement Options**

Options	One-Time Fee
<p><b>Pre-Implementation: On-Site Strategic Planning with Individual Departments</b> Two days of meetings (up to 12 departments) to interpret current processes and services, resulting in recommendation for website solutions. <i>Quote includes travel expenses.</i></p> <p><u>Deliverable:</u> A document summarizing the meetings, with analysis and recommendations. Design information gathered.</p>	<p>Optional-\$4,800 Add up to 6 departments per add'l day for \$2,000</p>
<p><b>Phase 3: Onsite Meeting for Individualized Content Planning</b> Two days (up to 12 Departments) to analyze call logs, review assignments, review individual sections' navigation, identify services/needs of departments, demonstrate best practices, review functionality and how it applies to individual sections. <i>Quote includes travel expenses.</i></p> <p><u>Deliverable:</u> Presentation on best practices, review worksheet assignments and review design composite.</p>	<p>Optional-\$4,800 Add up to 6 departments per add'l day for \$2,000</p>
<p><b>Phase 5: 50 Pages of Additional Content</b></p>	<p>\$1,450</p>
<p><b>Phase 7: 24 Hours Interactive Webinar Training</b> (up to 6 employees) <i>Quote includes free use of up to 6 webcams and headsets</i></p>	<p>Optional-\$3,840</p>
<p><b>Phase 7: One day On-Site Training/Consulting</b> Review website with department administrators and provide additional time for basic learners. Review website procedures. Must be held concurrently with original on-site training session.</p>	<p>Optional-\$2,800</p>
<p><b>Phase 7: Laptop Lab</b> Laptops for use in your CivicPlus training session.</p>	<p>Optional</p>
<p><b>Phase 8: Website Presentation</b> One day of on-site meetings to present website to stakeholders. <i>Quote includes travel expenses.</i></p>	<p>Optional-\$2,800</p>
<p><b>Post-Training: Three Month Checkup</b> Held three months after Go-Live, includes two days of additional consultation/training. <i>Quote includes travel expenses.</i></p>	<p>Optional-\$4,800</p>
<p><b>Post-Training: Three Day Annual Refresher</b> One day of consultation, two days refresher/advanced training. <i>Quote includes travel expenses.</i></p>	<p>Optional-\$6,800</p>
<p><b>Virtual Webmaster: CivicPlus performs 5 Hours of Content Updates</b> per month.</p>	<p>Optional (\$5,700 annual minimum)</p>
<p><b>Recurring Training: Training on new functionality and services</b></p> <ul style="list-style-type: none"> <li>• New User Training – 3 hour training for new users to learn basic features of the CMS.</li> <li>• Refresher Training / New Module Training – 3 hour session designed to refresh existing users as well as to train them on new modules.</li> <li>• New Feature Overview – 3 hour session designed to make users aware of recently released modules and features.</li> <li>• Website Review Consulting – 1 hour-long, in-depth review of the client website followed by a 2 hour session with client users.</li> </ul>	<p>Optional-\$2,000 annually</p>

Functionality Options	One-Time	Annual
<p>Department Header Package <i>(No annual fee in the first year; Annual fees starts in second year)</i></p>	<p>\$3,100</p>	<p>\$650</p>
<p>Forms – custom developed to client's specification</p>	<p>\$375/ea</p>	<p>n/a</p>
<p>Language Translation (hand translation, priced per single language)</p>	<p>\$125/page or \$1,000/10 pgs</p>	<p>n/a</p>
<p>LDAP Integration</p>	<p>\$1,200</p>	<p>\$300</p>
<p>New Logo Development</p>	<p>\$5,000</p>	<p>n/a</p>
<p>New Logo Development with Branding &amp; Graphics Development</p>	<p>\$7,000</p>	<p>n/a</p>
<p>Subsite <i>(No annual fee in the first year; Annual fees starts in second year)</i></p>	<p>\$8,000</p>	<p>\$1,575</p>



<b>Project Development Includes the Following:</b>	
<b>Modules</b>	<b>Functionality</b>
<ul style="list-style-type: none"> <li>• Agenda Center</li> <li>• Alerts Center &amp; Emergency Alert Notification</li> <li>• Archive Center</li> <li>• Bid Postings</li> <li>• Business/Resource Directory</li> <li>• Calendar</li> <li>• Carbon Calculator</li> <li>• Community Voice</li> <li>• Document Center</li> <li>• ePay</li> <li>• Facilities &amp; Reservations</li> <li>• FAQs</li> <li>• Featured Info Module</li> <li>• Forms Center</li> <li>• Healthy City Initiative</li> <li>• Intranet</li> <li>• Job Postings</li> <li>• Media Center</li> <li>• My Dashboard</li> <li>• NewsFlash</li> <li>• NotifyMe Email &amp; SMS Text Subscription</li> <li>• Online Job Application w/1 Generic Application</li> <li>• Opinion Poll</li> <li>• Permits &amp; Licensing</li> <li>• Photo Gallery</li> <li>• Postcard Module</li> <li>• Quick Links</li> <li>• Real Estate Locator</li> <li>• Request Tracker (5 users)</li> <li>• Staff Directory</li> </ul>	<ul style="list-style-type: none"> <li>• Action Items Queue</li> <li>• Audit Trail / History Log</li> <li>• Automated PDF Converter</li> <li>• Automatic Content Archiving</li> <li>• Content Library</li> <li>• Dynamic Breadcrumbs</li> <li>• Dynamic Sitemap</li> <li>• Expiring Items Library</li> <li>• Graphic Link Administration</li> <li>• Links Redirect and Broken Links Finder</li> <li>• Menu Management</li> <li>• Mouse-over Menu Structure</li> <li>• Online Editor for Editing and Page Creation (WYSIWYG)</li> <li>• Online Web Statistics (Only with CivicPlus Hosting)</li> <li>• Page Wizard w/Multiple Layouts</li> <li>• Printer Friendly/Email Page</li> <li>• Rotating Content</li> <li>• RSS</li> <li>• Search Engine Registration</li> <li>• Site Layout Options</li> <li>• Site Search &amp; Entry Log</li> <li>• Slideshow</li> <li>• User &amp; Group Administration Rights</li> <li>• Web Page Upload Utility</li> <li>• Website Administrative Log</li> </ul>

<b>Annual Support, Maintenance &amp; Hosting Service Include the Following:</b>		
<b>Support</b>	<b>Maintenance of CivicPlus Application &amp; Modules</b>	<b>Hosting</b>
7-7 (CST) Mon-Fri (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response during Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection CivicPlus University	Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Natural Gas Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware



## Conclusion

As your website committee narrows the search for a partner to create the website for Vernon Hills, CivicPlus would like to be your partner of choice.

Our experienced and knowledgeable professionals are committed to creating the communication infrastructure that Vernon Hills desires.

- Your Village will have access to the most experienced staff in the municipal website management market, and your project team will work with you to create a unique and engaging site that reflects your community.
- CivicPlus will remain a trusted advisor and support resource after the site launches –Vernon Hills will always have access to government communication experts.
- Your site will grow and change with you as industry trends and technology change. CivicPlus will ensure that your website is on the cutting edge – ALWAYS.

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We have the expertise to build  
award-winning eGovernment websites.

Our promise: We will work with you until you  
are 100-percent happy with the look, content  
and functionality of your website.

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## Sole Source Letter

To Whom It May Concern:

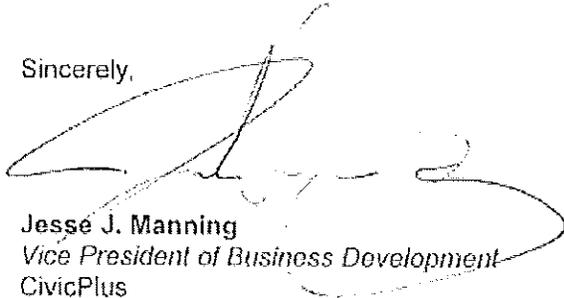
This letter serves to notify you that Icon Enterprises, Inc., d/b/a CivicPlus, is the sole provider of the Government Content Management System (GCMS) and associated product and service package that enables municipal website administrators to manage critical aspects of their online presence.

The CivicPlus GCMS differs from other content management software in that it has been optimized for use by government entities. Not only have many of the applications been developed specifically for use by municipal governments, but the GCMS is also hosted at a network operations center dedicated to serving local government websites.

Included in the standard CivicPlus development package are applications that are unique to the CivicPlus GCMS such as an online job application/profile builder and a citizen request management and mapping tool. Applications such as these may be available at a much higher cost from other vendors; however, CivicPlus is the sole provider of these applications as a part of an all-inclusive, standardized GCMS.

No other organization offers our unique product and service package, coupling our GCMS with some of the most useful web applications available to municipal governments.

Sincerely,



**Jesse J. Manning**

*Vice President of Business Development*  
CivicPlus

Main 888-228-2233 x262 • Direct 785-323-4762 • Fax 785-587-8951  
Manning@CivicPlus.com • www.CivicPlus.com

### Company Details

Icon Enterprises, Inc., d/b/a CivicPlus

Federal Tax ID 48-1202104  
GSA Contract # GS-35F-0124U  
DIR Contract # DIR SDD 1636  
Toll Free 888-228-2233



Service & License Agreement for Vernon Hills, IL

CivicPlus Advantage Contract

Organization Village of Vernon Hills URL <http://www.vernonhills.org/>

Street Address 290 Evergreen Drive

Address 2

City Vernon Hills State IL Postal Code 60061

CivicPlus provides telephone support for all trained clients from 7am - 7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone We will provide names

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

[Redacted]

Billing Contact John Kalmar E-Mail [johnk@vhills.org](mailto:johnk@vhills.org)

Phone 847-918-3550 Ext. Fax 847-918-3551

Billing Address 290 Evergreen Drive

Address 2

City Vernon Hills ST IL Postal Code 60061

Tax ID # 36-2689307 Sales Tax Exempt # E9989-1972-06

Billing Terms CPA Annual Account Rep Bryan Hahlbeck

Info Required on Invoice (PO or Job #) PO will be issued annually

[Redacted]

Contract Contact John Kalmar Email [johnk@vhills.org](mailto:johnk@vhills.org)

Phone 847-918-3550 Ext. Fax 847-918-3551

[Redacted]

Project Contact John Kalmar Email [johnk@vhills.org](mailto:johnk@vhills.org)

Phone 847-918-3550 Ext. Fax 847-918-3551

[Redacted]

Terms & Conditions

Client Deliverable

- 1. Icon Enterprises, Inc., d/b/a CivicPlus will create a unique website for Vernon Hills (Client) that includes all functionality as defined in Exhibit A - CivicPlus Project Deliverables, attached hereto.

Additional Services



## Service & License Agreement for Vernon Hills, IL

2. Client may contract with CivicPlus for additional Consulting, Website Design, Setup, Programming, and Training services (CivicPlus Project Deliverables) that exceed those defined in Exhibit A. CivicPlus will invoice Client for the additional services immediately prior to project Go-Live.
3. Client may contract with CivicPlus for additional Annual Support, Maintenance & Hosting services that exceed those defined in Exhibit A. CivicPlus will invoice Client for annual services immediately prior to project Go-Live.
4. Services that involve billable time beyond the contracted amount will be documented and invoiced. Written approval by the client is necessary before billable time is incurred.
5. Modules that incur additional usage fees may be purchased and activated at any time.
6. Acceptance of this Agreement signifies Client's approval of any billable time specifically related to training services as detailed in Exhibit A, wherein a stated number of attendees is specified. Coverage for additional attendees not covered under this agreement is billed at a per diem rate specified in Exhibit A.

### CivicPlus Advantage Billing & Payment Terms

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

7. Billing for the CivicPlus Advantage Plan begins upon contract signing.
8. The Client shall sign a project completion and acceptance form prior to Project Go-Live. All Parties agree that the website will not go-live until the project is accepted in writing by the Client.
9. The CivicPlus Advantage Plan provides a fixed fee for an Agreement term of 36 months from the first date of billing. At 36 months, Client has the following options:
  - a. Contract for 12 months of standard Annual Support, Maintenance & Hosting services with CivicPlus. Base rate of \$5,668 is subject to a technology investment and benefit fee of 5 percent (%) of the total Annual Support, Maintenance & Hosting costs.
    - i. After forty-eight (48) months of continuous service, Client is entitled to a no-cost redesign, details noted in Exhibit B. Redesigns that include additional features not available on the original website may be subject to additional charges. Additional features include, but are not limited to, additional modules and integration of third-party software.
  - b. Terminate services with CivicPlus by providing written notice as noted in Term 15.
10. Fees for the CivicPlus Advantage Plan are invoiced prior to the year of service. They are due by the first of the following month, but no sooner than 30 days from Invoice date.
11. Project development will be discontinued if payment is not made within 45 days after the invoice due date.
12. After project go-live, if the Client's account exceeds 60 days past due, Support will be discontinued until the Client's account is made current. If the Client's account exceeds 90 days past due, Annual Support, Maintenance & Hosting will be discontinued until the Client's account is made current. Client will be given 30 days notice prior to discontinuation of services for non-payment.
13. A finance charge of 2.9 percent (%) per month or \$5.00, whichever is greater, will be added to past due accounts. Payments received will be applied first to finance charges, then to the oldest outstanding invoice(s).
14. Provided the Client's account is current, at any time the Client may request an electronic copy of the website Customer Content (graphic designs, web content, page designs and banners). Client agrees to pay \$250 per completed request. Provided the Client's account is current, upon termination of services client may request a complimentary electronic copy of website Customer Content and Government Content Management System (GCMS) Software.

### Agreement Renewal

15. Either party may terminate this Agreement at the end of the contract term by providing the other party with 60 days written notice, prior to the contract renewal date. The Contract Renewal Date is forty-eight (48) months after the original contract was signed by the client. Renewal Options are listed in Term 9 of this Agreement. If neither party has given notice of termination, CivicPlus will invoice the Client for the next's year's Annual Support, Maintenance & Hosting, at which time the Village may choose to pay the invoice and continue as a CivicPlus client or may give notice of cancellation.



**Service & License Agreement for Vernon Hills, IL**

16. In the event of early termination of this Agreement by the client, full payment of the remainder of the contract is due within 15 days of termination.

**Support**

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

**Marketing**

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

**Intellectual Property, Ownership & Content Responsibility**

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

**Liabilities**

30. CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service of any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by the customer. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by customer or any entity other than CivicPlus that furnishes services, facilities or equipment used in connection with CivicPlus services or





Service & License Agreement for Vernon Hills, IL

Exhibit A - CivicPlus Project Deliverables

All Quotes are in US Dollars and Valid for 30 Days from September 19, 2012.

Project Development	\$38,533
First Year's Annual Support, Maintenance & Hosting <i>Server Storage not to exceed 30 GB; Media Center Storage not to exceed 10 GB</i>	Included
<b>Total Fees Year 1</b>	<b>\$38,533</b>

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

CivicPlus Advantage Project Development & Annual Maintenance, Support & Hosting	
Year One	\$ 16,109
Year Two	\$ 16,109
Year Three <small>(Client may terminate contract at the end of 36 months or select from options available in Term 9 of the Terms &amp; Conditions)</small>	\$ 16,109

Year 4 and Beyond Annual Support, Maintenance & Hosting <i>Subject to annual 5% increase year 5 and beyond</i>	\$5,668
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## Service &amp; License Agreement for Vernon Hills, IL

## Project Development

Phase 1: Analysis and Timeline Development <u>Deliverable:</u> Project Timeline and worksheets	\$3,130
Phase 2: Website Design <u>Deliverable:</u> Website Design Composition	\$6,090
Phase 3: Navigation Architecture Development <u>Deliverable:</u> Navigation structure optimized for your website	\$2,170
Phase 4: Modules and Site Setup <u>Deliverable:</u> Set up fully functional site, software that runs the site, and site's statistical analysis.	\$3,229
Phase 5: Content Development up to 200 standard pages and up to 1,000 supporting elements. <u>Deliverable:</u> Website content development and module content.	\$9,259
Phase 6: Test and Review, Establish Future Expectations <u>Deliverable:</u> List of items that need to be addressed	\$3,052
Phase 7: 3 Days of On-Site Training for up to 12 employees <i>Quote includes travel expenses (\$80 per person per day for the 13th attendee and beyond)</i> <u>Deliverable:</u> Train System Administrator(s) on GCMS Administration, permissions, setting up groups and users, module administration. Basic User training on pages, module entries, applying modules to pages. Applied use and usability consulting to result in effective communication through your website.	\$6,200
Phase 8: Go-Live and Project Review <u>Deliverable:</u> Final project review report	\$2,108
Phase 9: Marketing <u>Deliverable:</u> Registration of site with all major search engines	\$495
Phase 10: Ongoing Consultation <u>Deliverable:</u> Site review with recommendations for enhancements to improve visitor interaction; layout, design and content recommendations.	Included
<b>Additional Functionality</b>	
Google Translation Tool	Included
5 Additional Users - Citizen's Request Tracker	Included
Mobile Website Detection and Browsing	Included
<b>Gov 2.0 Upgrades</b>	
Blog Share	Included
Facebook Integration Twitter Integration	Included
<b>Options Included in One-Time Fee</b>	
Pre-Implementation: On-Site Kick-Off Meeting One day meeting with website committee to discuss design goals, review audience goals and meet with departments to kick-off with a project overview <i>Quote includes travel expenses.</i> <u>Deliverable:</u> A document summarizing the meetings, with analysis and recommendations. Design information gathered	\$2,800
<b>Total Project Development Fee</b>	<b>\$38,533</b>
First Year Annual Support, Maintenance and Hosting Fee determine if this should be deleted Server storage not to exceed 30 GB; Media Center storage not to exceed 10 GB	Included
<b>Total Fees Year 1</b>	<b>\$38,533</b>

Exhibit A 2 of 3



Service & License Agreement for Vernon Hills, IL

Exhibit A 3 of 3



Service & License Agreement for Vernon Hills, IL

Exhibit A 4 of 3

CivicPlus • 317 Houston St., Suite E • Manhattan, KS 66502 • [www.CivicPlus.com](http://www.CivicPlus.com)  
Toll Free 888-228-2233 • Accounting Ext. 291 • Support Ext. 307 • Fax 785-587-8951



Service & License Agreement for Vernon Hills, IL

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

Annual Support, Maintenance & Hosting Service Include the Following:		
Support	Maintenance of CivicPlus Application & Modules	Hosting
7-7 (CST) Mon-Fri (excluding holidays)	Install Service Patches for OS	Shared Web/SQL Server
24/7 Emergency Support	Upgrades	DNS Consulting & Maintenance
Dedicated Support Personnel	Fixes	Monitor Bandwidth-Router Traffic
2-hour Response during Normal Hours	Improvements	Redundant ISP

Exhibit A 5 of 3



Service & License Agreement for Vernon Hills, IL

Usability Improvements	Integration	Redundant Cooling
Integration New & Upgraded Services	Testing	Natural Gas Powered Generator
Proactive Support for Updates & Fixes	Development	Daily Tape Backup
Online Training Manuals	Usage License	Intrusion Detection & Prevention
Monthly Newsletters		Antivirus Protection
Phone Consulting		Upgrade Hardware
CivicPlus Connection		
CivicPlus University		

Exhibit B -- Basic Redesign of Website

<b>CivicPlus Project Development Services &amp; Scope of Services for GP Standard Redesign</b>
<ul style="list-style-type: none"><li>• New design</li><li>• Redevelop banner</li><li>• Redevelop navigation method (may choose top drop-down or other options)</li><li>• Design setup - wireframe</li><li>• Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)</li><li>• Project Management</li><li>• Testing</li><li>• Review</li><li>• Content Migration – Includes retouching of all existing published pages to ensure proper formatting, menu structure, and application of new site styles. Note: Content will be formatted or pages broken up (shortened or re-sectioned)</li><li>• Site styles and page layouts will be touched so all pages match the new design and migrate cleanly</li><li>• Spelling and broken links will be checked and reported if unable to correct</li></ul>

Exhibit A 6 of 3