MEETING DATE: 12/17/2024   **DEPARTMENT:** Administration/Finance

AGENDA ITEM: Resolution 1432, Agreement with Revize for the City's Website Design and Hosting Services

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REQUESTED BOARD ACTION:
A motion to approve Resolution 1432, authorizing and directing the Mayor to enter into an agreement with Revize for the City's website design and hosting.

SUMMARY:
The current contract with Municipal CMS expires May 15, 2025. In November, a Request for Qualifications was distributed for Website Design and Hosting Services. The City received 14 responses. The City's current provider did not submit a proposal.

A staff committee included a representative from each department for the review submitted proposals and interviewed three companies.

The committee was comprised of the following staff:
- Gina Pate, Assistant City Administrator
- Jason Lockridge, Chief of Police
- Linda Drummond, City Clerk
- Mayra Toothman, Assistant to the Public Works Director
- Brandi Schuerger, Permit Technician/Assistant City Clerk
- Alex Threlkeld, Recreation Manager
- Beth Stevens, Finance Specialist II
- Amy Alexander, Senior Services Coordinator

When evaluating the proposals, the review committee evaluated the following areas:
- Proposer qualifications, experience, and demonstrated ability.
- References from previous clients.
- Thoroughness and quality of the proposal.
- Ongoing education and training

When evaluating interviews, the review committee considered the best proposal to enhance the City's content management services and customer service. Staff recommends awarding the bid to Revize.

Revize services include the following features:

Citizen's Communication Center Apps	Sliding Feature Bar
Citizen's Engagement Center Apps	Language Translator
Staff Productivity Apps	Citizen Request Center with Captcha
Site Administration and Security Features	Curated "Smart Search"
Mobile Device and Accessibility Features	Online Bill Pay
Notification Center with Text/Email Alerts	RSS Feed
Bid Posting	Agenda Posting Center
Document Center	Job Posting App
Email Notify	Image Manager

FAQs	iCal Integration
Job Posting	Intranet
Multi-use Business Directory	Link Checker
News Center with Facebook/Twitter Integration	Menu Manager
Online Forms	Online Form Builder
Photo Gallery	Staff Directory
Quick Link Buttons	Website Content Archiving
Revize Web Calendar	Website Content Scheduling
"Share This" Social Media Flyout App	Audit Trail
Auto Site Map Generator	Web Statistics and Analytics
History Log	Workflows by Department
URL Redirect Setup	Font Size Adjustment
Roles and Permission-based Security Mode	Alt-Tags
Secure Site Gateway	Responsive Website Design (RWD)
Unique Login/Password for each Content Editor	

Revize will provide website design and hosting services as outlined in the scope of services included in the agreement. Staff was able to negotiate a cost savings of $3,500 for implementation costs. The initial cost is $18,600. After 6-months, the City will be charged $2,950 for the agenda builder, if it is determined this is a module we wish to keep.

The ongoing annual cost for the website services will be $9,250. The annual website cost will be funded by both the General Fund and Combined Water and Wastewater Fund in future budgets.

The proposed agreement is an ongoing agreement that will renew annually after year four of the contract, the agreement includes a website redesign during the fourth year. The annual services price will increase one time after year four and will not increase for an additional four years.

PREVIOUS ACTION:
N/A

POLICY ISSUE:
Customer Service

FINANCIAL CONSIDERATIONS:
The FY2025 General Fund expenditure budget included $10,000 for a website upgrade. Staff is recommending a budget amendment of $10,000 in the Combined Water and Wastewater Fund for the remaining website upgrade costs since this is a city-wide service. These funds would cover any additional design that is required during the first year of implementation after the website is approved for Go Live.

If approved, there would be an ongoing annual cost of support and services of $9,250 that will be split between the General Fund and the Combined Water and Wastewater Fund for the duration of the agreement.

ATTACHMENTS:

☐ Ordinance   ☐ Contract
☒ Resolution   ☐ Plans
☐ Staff Report   ☐ Minutes
☒ Other: Agreement

RESOLUTION 1432

A RESOLUTION AUTHORIZING AND DIRECTING THE MAYOR TO ENTER INTO AN AGREEMENT WITH REVIZE FOR THE CITY'S WEBSITE DESIGN AND HOSTING

WHEREAS, the City wishes to enter into an agreement with Revize for the City's website design and hosting; and

WHEREAS, Revize provided the best evaluated response to provide services; and

WHEREAS, the Scope of Work to be provided by Revize is outlined in the Agreement; and

WHEREAS, the Board of Aldermen find that it is in the best interest of the citizens of the City of Smithville that the City enter into a five-year agreement with Revize for the City's website design and hosting support and services.

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF ALDERMEN OF THE CITY OF SMITHVILLE, MISSOURI, AS FOLLOWS:

THAT the Agreement by and between the City of Smithville, Missouri and Revize is hereby authorized and approved.

PASSED AND ADOPTED by the Board of Aldermen and **APPROVED** by the Mayor of the City of Smithville, Missouri, the 17th day of December 2024.

_____
Damien Boley, Mayor

ATTEST:

_____
Linda Drummond, City Clerk

Revize Web Services Sales Agreement

This Sales Agreement is between ___The City of Smithville, Missouri___ ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 12-10-2024

CLIENT INFORMATION:	**REVIZE LLC:**
Company Name: City of Smithville	**Revize Software Systems**
Company Address: 107 W Main Street	**150 Kirts Blvd.**
Company City/State/Zip: Smithville, MO 64089	**Troy, MI 48084**
Contact Name: Linda Drummond 816.532.3897	**248-269-9263**
Billing Dept. Contact: Ldrummond@smithvillemo.org	
CLIENT Website Address: www.smithvillemo.org	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

Quantity	Description	Price
1	**Phase 1: Kickoff Meeting and Discovery/Project Planning, onetime fee:**	$500.00
1	**Phase 2 – Design Mockups/Wireframes, onetime fee:** • 1 mockup with unlimited rounds of changes • Home page template and inner page design and layout. • Department landing page with unlimited revision	$2,500.00
1	**Phase 3 & 4 – HTML Development & Revize CMS Integration, onetime fee:** • Set-up all CMS modules listed in this agreement • Integration with all 3rd party web applications	$4,300.00
1	**Phase 5 – Quality Assurance Testing, onetime fee:**	$1,900.00
1	**Phase 6 – Sitemap Development & Content Migration, onetime fee:** • Site map development and content migration from old website including spell checking and style corrections – up to 500 webpages & documents	$3,700.00
1	**Phase 7 –Content Editing Training, onetime fee:**	$900.00
1	**Phase 8 – Go Live:**	Included
1	**New Client Partner Discount[1]**	($1,500.00)
1	Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, Unlimited Users, 30GB website storage, 100GB/Month Bandwidth, SSL Certificate pre-paid annual fee:	$3,900.00
1	Revize AI Chatbot, pre-paid annual fee:	$2,400.00
1	**Grand Total (Website Buildout, Annual Fee, & AI ChatBot)**	**$18,600.00**
1	Agenda Builder Platform[2]	$2,000.00

[1]With approval of this agreement on or before 12/31/2024 will provide this $1,500 discount.
[2]With approval of this agreement on or before 12/31/2024 Revize will waive setup fee of the Agenda Builder platform and provide 6 months of usage at no additional charge. Annual fee for Agenda builder moving forward will be billed annually at $2,950 per year.

Payment Schedule

Payment Amount	Payment Date	Includes
$ 13,950.00	1/15/2025	75% 1st Year Project Costs
$ 4,650.00	4/15/2025	25% 1st Year Project Costs
$ 2,950.00	7/15/2025	Agenda Builder Annual Fee
$ 6,300.00	5/15/2026	Year 2 of Annual Hosting & Maintenance + AI Chatbot
$ 2,950.00	7/15/2026	Agenda Builder Annual Fee
$ 6,300.00	5/15/2027	Year 3 of Annual Hosting & Maintenance + AI Chatbot
$ 2,950.00	7/15/2027	Agenda Builder Annual Fee
$ 6,300.00	5/15/2028	Year 4 of Annual Hosting & Maintenance + AI Chatbot (Includes Redesign)
$ 2,950.00	7/15/2028	Agenda Builder Annual Fee
$ 6,900.00*	5/15/2029	Year 5 of Annual Hosting & Maintenance + AI Chatbot (Optional)
$ 3,250.00*	7/15/2029	Agenda Builder Annual Fee (Optional)
$ 6,900.00*	5/15/2030	Year 6 of Annual Hosting & Maintenance + AI Chatbot (Optional)
$ 3,250.00*	7/15/2030	Agenda Builder Annual Fee (Optional)
$ 6,900.00*	5/15/2031	Year 7 of Annual Hosting & Maintenance + AI Chatbot (Optional)
$ 3,250.00*	7/15/2031	Agenda Builder Annual Fee (Optional)

*after year 4, annual services price will increase one time according to the payment schedule above and will not increase for an additional 4 years

AGREED TO BY:	*CLIENT*	*REVIZE*
Signature of Authorized Person:		
Name of Authorized Person:	Damien Boley	*Thomas Jean*
Title of Authorized Person	Mayor	*Project Manager*
Date:	12/17/2024	

Please sign and return to: Thomas@revize.com   Fax 1-866-346-8880

Terms:

1. Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.

2. Revize requires a check for the amount listed above to start this project.

3. Additional content migration, if requested, is available for $3 per web page or document.

4. Additional bandwidth is available at $360 per year for each additional 50GB per month.

5. Additional website storage is available at $500 per year for each additional 10GB website storage.

6. This agreement is the only legal document governing this sale & Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Michigan.

7. Both parties must agree in writing to any changes or additions to this Sales Agreement.

8. CLIENT understands that project completion date is highly dependent on their timely communication with Revize. CLIENT also agrees and understands that;

    a. The primary communication tool for this project and future tech support is the Revize customer portal found at https://support.revize.com.

    b. During the project, CLIENT will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.

    c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.

9. Four-year contract. CLIENT may terminate this agreement upon 60 day written notice to Revize before annual service renewal date listed within payment schedule on page 2 of this agreement. Revize will provide a free redesign of the website in year 4 of the agreement. This assumes the CLIENT agrees to 4 consecutive years of annual software subscription, tech support, CMS updates, and hosting.

    a. After year four, annual services will automatically renew according to payment schedule listed on page 2.

10. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.

11. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout.

12. Storage is limited only to relevant website data. Unreasonably large folders of documents or images are not permitted. Examples include, but are not limited to, plat/property maps, tax records, GIS data, etc.

13. After content migration, CLIENT is responsible for any additional content cleanup. This includes, but is not limited to, resizing photos, reformatting text, replacing photos/icons, consolidating unwanted content, adding future calendar events, and general prep of the site before go live. CLIENT will also have the ability to add new photos, content, and pages.

14. CLIENT agrees and understands that the Revize ChatBot provides responses to user inputs using the content CLIENT has trained to the ChatBot. If content trained does not contain relevant information, the ChatBot will not output an accurate or complete response. CLIENT agrees and understands inaccurate/incomplete responses may be common with current chat bot technologies even if trained content is relevant.

Project Timeline Statement of Understanding

Revize and CLIENT agree and understand that the timeline provided is an estimate of our expected timeline for this project. It is not a guarantee. Revize intends to adhere as closely to the proposed timeline expectation as reasonable. CLIENT is expected to take an active role in this project including, but not limited to, participating in meetings with Revize, providing design feedback and approval, providing sitemap feedback and approval, scheduling and participating in user training, etc. Revize expects to complete phase 7 (training) of this project according to timeline provided. Upon completion of phase 7 it is the CLIENT's responsibility to decide when to go live with the website. CLIENT decision to delay go-live for any reason, unrelated to a functional defect making site inoperable, does not constitute breach of contract on the part of Revize. CLIENT understands that it is incumbent upon the CLIENT to respond to Revize requests in a timely manner. CLIENT further agrees that any timeline delays due to their lack of timely communication do not constitute a breach of contract on the part of Revize. CLIENT also acknowledges that satisfaction related to visual and experiential services like that of a website design project can be subjective. The parties agree that this project is a collaborative project and agree to work in good faith to "fine-tune" final deliverables in preparation for go live of new website. Parties further agree that generalized dissatisfaction related to the aesthetic aspects or services previously approved by the CLIENT does not constitute a breach of contract unless Revize fails to cure the functional defect with the website. The CLIENT may also elect to postpone or delay certain deliverables in favor of earlier go-live date of the website.

Enterprise Revize CMS License

As part of this agreement Revize LLC. will provide full usage access to our Enterprise Revize CMS Software, hosted in our cloud servers. This software is a proprietary software built and maintained by Revize LLC. and is intended to allow the CLIENT to easily update the content of their website. CLIENT agrees that this software access will only be used to maintain the websites included in this agreement. Sharing of the access, by the CLIENT, with other entities not identified in this agreement is prohibited.

Revize will maintain, update, and host the Revize CMS in our cloud server during the contract period. In the event that the contract is terminated, for any reason, Revize will halt CLIENT access to the Revize CMS, and will provide website content to the client, provided all payments for the entire length of the contract are fully paid. Notice of termination must be in writing and given to the non-terminating party at least 60 days prior to the effective date of termination.

Revize will integrate the following web applications into your website

The Following Applications & Features will be integrated into Your Website:
In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for municipalities. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

Citizen's Communication Center Apps

- Notification Center with Text/Email Alerts
- Bid Posting
- Document Center
- Email Notify
- FAQs
- Job Posting
- Multi-use Business Directory
- News Center with Facebook/Twitter Integration
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator

Citizen's Engagement Center Apps

- AI ChatBot
- Citizen Request Center with Captcha
- Curated "Smart" Search
- Online Interactive Forms with Bookables
- Public Service Request App
- Citizen Connect (Community Blog)
- RSS Feed

Staff Productivity Apps

- Agenda Builder
- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Intranet
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Auto Site Map Generator
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics
- Workflows by Department

Mobile Device and Accessibility Features

- Font Size Adjustment
- Alt-Tags
- Responsive Website Design (RWD)