



500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA ITEM



Date: August 25, 2021

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Assistant City Manager
Lisa Burnham, Controller
Gert Paraskevin, Information Technology Director
Stephanie Fleischer, Marketing Coordinator (City)
Alyssa Firth, Marketing Coordinator (Recreation)
Jenna Fillmore, Marketing Coordinator (Library)
Emily Frontera, Purchasing Manager

Subject: Contract Amendment - Website Design Services

History

In 2015, the City Manager's Office began an effort to rebrand the City. In May of 2016, the City began the process of redesigning and modernizing the City's website. After an RFP process the website contract was awarded to Revize of Troy, MI. (Resolution #2016-08-141). The City is currently at the five-year anniversary of the website redesign.

The contract with Revize includes a website revamp for the City, Recreation, and Troy Public Library sites. The contract includes updating the website calendar, language translator, news center social media integration, and more, as detailed in the attached agreement.

In order to further improve the end user experience, the City is requesting an amendment to the agreement to add desirable features. Recreation and Library want to update site maps so customers can easily find information they need. All three websites will include Interactive Fillable forms integrated with our Point and Pay online payment system.

Purchasing

Pricing to implement new features and updates to the Library, Recreation and City websites has been secured from *Revize of Troy, MI* as detailed below:

One-time cost for added features	
Website site map update - Library	\$1,750
Website site map update - Recreation	1,120
Interactive Fillable Forms Feature	<u>4,500</u>
Total one-time fee	\$7,370
Annual fee for added feature:	
Forms Technical Support and Hosting	\$1,500
Annual Fee Under Existing Agreement	
Software Subscription, Tech Support, CMS Updates, Website Hosting	<u>\$8,900</u>
Total annual fees	\$10,400



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Financial

Funds are budgeted and available in the General Fund and Library Fund operating accounts.

Recommendation

City management recommends amending the contract with *Revize of Troy, MI* to include the interactive fillable forms feature as well as the site map updates for a one-time estimated cost of \$7,370 and ongoing maintenance, support, updates and web hosting for an estimated annual cost of \$10,400.

Revize Web Services Sales Agreement

This Sales Agreement is between City of Troy, Michigan ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179
Date: 7-21-2021

CLIENT INFORMATION:		REVIZE LLC:
Company Name:	<u>City of Troy</u>	Revize Software Systems
Company Address:	<u>510 W. Big Beaver</u>	150 Kirts Blvd.
Company City/State/Zip:	<u>Troy, MI 48084</u>	Troy, MI 48084
Contact Name:	<u>Stephanie Fleischer 248-802-7571</u> <u>Stephanie.Fleischer@troymi.gov</u>	248-269-9263
Billing Dept. Contact:	<u>Emily Frontera 248-680-7291</u> <u>E.frontera@troymi.gov</u>	
CLIENT Website Address:	<u>www.troypl.org , https://troymi.gov/</u> <u>https://rec.troymi.gov/</u>	

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

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	Revize Template Development, redesign for all 3 Troy websites: City Site, Library site - <i>includes integration of Library Market Calendar and Polaris Catalog Management (Book River home page integration), and Recreation Site:</i>	Included
1	Library Migration and Sitemap Development – Sitemap Development and Content Migration Up to 350 Webpages and Documents (number on current site) onetime fee:	\$1,750
1	Recreation Site Migration and Sitemap Development – Sitemap Development and Content Migration Up to 224 Webpages and Documents (number on current site) onetime fee:	\$1,120
1	City Site Migration and Sitemap Development – ‘As Is’ (The current main navigation of your website will remain the same and will be moved over “as is” including all interior left navigations. The main navigation is also referred to as your top navigation. There will be no rearrangement of links/menus. You can easily edit the menu headings to say whatever you like)	Included
1	Revize Interactive Fillable Forms Feature, Includes Form setup, payment system integration, training and initial development of up to 3 Forms	\$4,500
1	Forms Technical Support and Hosting	\$1,500/year
1	Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, annual fee:	\$8,900
1	Grand Total First Year	\$17,770.00

AGREED TO BY:

CLIENT

REVIZE

Signature of Authorized Person:

Name of Authorized Person:

Dylan Johnston

Title of Authorized Person

Project Manager

Date:

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 \$8,870 to start this project.
3. Additional content migration, if requested, is available for \$3 per web page or document.
4. Revize will provide unlimited Storage and Bandwidth for all 3 sites
5. 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.
6. Both parties must agree in writing to any changes or additions to this Sales Agreement.
7. 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.
8. 4 year agreement with 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.
9. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.
10. 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.
11. 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.
12. 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.

13. This contract includes up to three (3) rounds of changes to the homepage and inner page mockup during phase 2 of the project. Client may purchase unlimited rounds of changes for an additional, one-time fee of \$500. Any design changes that occur after phase 2 that require changes to the code will be billed at \$125/hour, subject to the approval of CLIENT

Revize will integrate the following web applications into your website

Citizen's Communication Center Apps

- Document Center
- Email Notify
- FAQs
- Job Posting
- 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

- Citizen Request Center with Captcha
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- 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)