

Project Development

Organization	Jackson County, MO	URL	www.jacksongov.org		
Street Address	415 E 12 th Street				
Address 2					
City	Kansas City	State	MO	Postal Code	64106
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	Joe Loudon (816) 682-5783				
Emergency Contact & Mobile Phone	Ken Larson (816) 307-6462				
Emergency Contact & Mobile Phone					
Billing Contact	Michael Ohlson	E-Mail	mohlson@jacksongov.org		
Phone	(816) 881-3151	Ext.		Fax	
Billing Address	415 E. 12 th Street				
Address 2	Room G8				
City	Kansas City	ST	MO	Postal Code	64106
Tax ID #	XX			Sales Tax Exempt #	XX
Billing Terms	XX			Account Rep	XX
Info Required on Invoice (PO or Job #)	XX				
Contract Contact	Michael Ohlson	Email	mohlson@jacksongov.org		
Phone	(816) 881-3151	Ext.		Fax	
Project Contact	Joe Loudon	Email	jloudon@jacksongov.org		
Phone	(816) 881-4337	Ext.		Fax	

FILED
 MAR 16 2015
 MARY JO SPINO
 COUNTY CLERK

Terms & Conditions

Invoicing & Payment Terms

1. As detailed in Exhibit A.1 – Project Development Scope of Work, one half of the total First Year Fee will be invoiced at the completion of the following phases:
 - a. Phase 2: Website Layout – one half of the Total Fees Year 1.
 - b. Phase 4: Customized Website Training - the remaining half of the Total Fees Year 1.
2. Year 2 Annual Services will be invoiced one (1) year from contract signing.
3. Each year this Agreement is in effect, a technology investment, not to exceed, 5 percent (%) of the total Annual Services costs will be applied.
4. Payment is due 30 days from date of invoice. Unless otherwise limited by law, 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).
5. Client allows CivicPlus to display a "Government Websites 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.

Agreement Renewal

6. This Agreement shall remain in effect for a period of one year (12 months) from signing. By mutual agreement of the parties, this agreement may be renewed for an additional agreement term on an annual basis prior to the end of the initial or any subsequent term. After 48 consecutive months under the terms of this contract and associated pricing, Client will be fully eligible for a CivicPlus Basic Redesign at no additional cost.
7. Either party may terminate the agreement at the end of the contract term by providing the other party with 60 days written notice prior to the contract renewal date.
8. In the event of early termination of this Agreement by the Client, Client forfeits eligibility for the CP Basic Redesign and payment of services rendered is due within 15 days of termination.
9. This Agreement may be extended to any municipality in the State of Missouri to purchase at Agreement prices in accordance with the terms stated herein.

Ownership & Content Responsibility

10. Upon full and complete payment of submitted invoices for the Project Development and launch of the website, Client will own the Customer Content (defined as website graphic designs, the page content, all module content, all importable/exportable data, and all archived information).
11. Upon completion of the development of the site, Client will assume full responsibility for website 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.

Intellectual Property

12. Intellectual Property of the CivicPlus Government Content Management System (GCMS®) will remain the property of CivicPlus.
13. Client shall not (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the GCMS® software in any way; (ii) modify or make derivative works based upon the GCMS® software; (iii) create Internet "links" to the GCMS® software or "frame" or "mirror" any GCMS® administrative access on any other server or wireless or Internet-based device; or (iv) reverse engineer or access the GCMS® 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 GCMS® software. The CivicPlus name, the CivicPlus logo, and the product and module names associated with the GCMS® software are trademarks of CivicPlus, and no right or license is granted to use them.

Liabilities

- 14. 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 Client.
- 15. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by Client or any entity employed/contracted on the Client's behalf.
- 16. Client agrees that it is solely responsible for any solicitation, collection, storage, or other use of end-users' Personal Data on the website. Client further agrees that CivicPlus has no responsibility for the use or storage of end-users' Personal Data in connection with the website or the consequences of the solicitation, collection, storage, or other use by Client or by any third party of Personal Data

Entire Agreement

- 17. This project development agreement, together with the client's Request for Proposal (RFP) 62-14 and CivicPlus' response to RFP 62014, dated October 14, 2014, and updated January 18, 2015, shall constitute the entire and complete agreement of the parties.
- 18. In the event of a conflict among the provisions of any of these documents, the provision of the document listed first in the following order shall prevail: 1. Project Development Agreement, 2. CivicPlus' respond to RFP 62-14, and 3. RFP 62-14.

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.




Client **Q. Troy Thomas, Director of Finance and Purchasing**



Date



CivicPlus



Date

Sign and e-mail or Fax this Copy Attn: Contract Manager Email: salespecialists@CivicPlus.com Fax: 785-587-8951	And – Mail Two (2) Signed Originals CivicPlus Contract Manager 302 S. 4 th Street, Suite 500 Manhattan, KS 66502
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We will e-mail or fax a counter-signed copy of the contract back to you so we can begin your project. Upon receipt of two signed originals, we will counter-sign and return one copy for your files.

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1000

APPROVED AS TO FORM:

By 
W. Stephen Nixon
County Counselor

ATTEST BY:


Mary Jo Spino
Clerk of the County Legislature

REVENUE CERTIFICATE

I hereby certify that there is a balance otherwise unencumbered to the credit of the appropriation to which this contract is chargeable, and a cash balance otherwise unencumbered in the treasury from which payment is to be made, each sufficient to meet the obligation of \$134,228.00 which is hereby authorized.

March 13, 2015
Date


Director of Finance and Purchasing

Account #	001-1305-56661	\$ 48,330
	002-1305-56661	\$ 2,228
	003-1305-56661	\$ 7,334
	004-1305-56661	\$ 16,334
	042-1305-56661	\$ 18,334
	045-1305-56661	\$ 18,334
	300-1305-56661	\$ 23,334
		<u>\$ 134,228</u>

CT #13052015001

Exhibit A - CivicPlus Project Deliverables

All Quotes are in US Dollars and Valid for 30 Days from February 10, 2015.

Project Development and Deployment	
<i>Initial GCMS® upgrades, maintenance, support and hosting – no additional cost</i>	\$149,733
<i>Server Storage not to exceed 130 GB</i>	
Additional Project Enhancements	
CivicSend (\$4,495-Included in total price)	
<i>Key features include:</i> unlimited subscribers, unlimited email messages, unlimited lists; visually rich, mobile responsive templates; centralized, single point-of-access via GCMS integration; access to multiple communication channels, including: email, SMS/text, Facebook and Twitter; robust tracking analytics; multiple list selection; content auto-posts to your website	
5 Subsites with all content migrated	
<ul style="list-style-type: none"> • Prosecutor • Sheriff • Parks and Recreation • Combat • Intranet 	Included
<i>CivicSend - Key features include:</i> unlimited subscribers, unlimited email messages, unlimited lists; visually rich, mobile responsive templates; centralized, single point-of-access via GCMS integration; access to multiple communication channels, including: email, SMS/text, Facebook and Twitter; robust tracking analytics; multiple list selection; content auto-posts to your website	
Media Center Module – includes 10 GB of storage	
CivicMobile Custom Mobile App (iOS & Android)	
Unlimited Citizen Request Track Users	
Promotional Discount	-\$20,000
Total Fees Year 1	
\$134,228	

Annual Services (Continuing GCMS® System Enhancements , Maintenance, Support and Hosting)	\$30,961
<i>Billed 12 months from contract signing; subject to annual 5% increase year 3 and beyond</i>	

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Exhibit A.1 Project Development Scope of Work

<p>Kick-Off Meeting</p> <p><u>Deliverable:</u> Project Timeline, training jump start and worksheets</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • assign a project manager to this project • conduct a Project kickoff to review awarded contract • establish communication plan for the duration of the project effort • work with the County to identify all key internal and external project stakeholders • develop project plan and timeline • provide Project Management and Support 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • review and approve of project plan within 5 business days • if modifications are required after the review of the initial project plan, the County has 10 business days to address the modifications and come to a consensus. • approve the project plan (limited to two reviews) prior to proceeding with the project. • complete the following prior to Phase 1: Functionality and Design Form, Web Team Form and Content Form • update the current primary live website content and delete any pages from the website that are no longer wanted or needed.
<p>Phase 1: Website Optimization</p> <p><u>Deliverable:</u> Needs assessment, best practices and worksheets</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • provide communication support to the County, key stakeholders and personnel via status reports emails or phone calls as needed • review the goals and expectations submitted on the forms the County completed to ensure the County's needs are clearly understood • conduct a presentation of findings and recommendations to key project stakeholders 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • gather statistics from the current website from the past 12 months and provide to CivicPlus • collect pictures to be used in the overall design of the new website and provide to CivicPlus • provide a MS Word document template that features your branding/logo and provide to CivicPlus. • compile a list of all divisions and/or departments within the organization and provide to CivicPlus • submit a list of third-party and in-house developed applications presently being utilized on the current website and provide to CivicPlus • pull a site map or outline of the current website's navigational structure and provide to CivicPlus • a list of any content on the current primary website that must remain as is (verbatim) because of legal requirements
<p>Phase 2: Website Layout</p> <p><u>Deliverable:</u> Website layout and mood board will be presented for your approval</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • present one custom layout and one mood board based on the goals determined in the previous phase. The presented layout will show the placement of the navigation and functionality. The mood board will reflect the color and imagery that will represent the tone of the design • begin development of the website design upon layout and mood board approval 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • approve one layout and the mood board • review marketing packet material and guidelines • will provide CivicPlus will all the necessary DNS items identified for the website • 1st billing milestone approved



<p>Phase 3: Website Reveal</p> <p><u>Deliverable:</u> Completed website design and navigation structure will be presented. You will be able to propose changes at this time.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • present a fully functional website • migrate all content pages from www.jacksongov.org to the new website. • After the County approves the design, content and functionality CivicPlus will conduct a review of the website to ensure the statement of work is met • work with the County to prepare for training • migrate current plus the past three years Agendas & Minutes in Microsoft Word.DOC or Adobe PDF format 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • evaluate the website design and content and provide CivicPlus with feedback • collaborate with CivicPlus on proposed changes • revise the design as many times as deemed necessary, up to the deadline set by the County and CivicPlus during the Kick-off meeting • If design changes are requested after the set date, the project's go live will be adjusted
<p>Phase 4: 5 Days of Customized On-Site Implementation Training for up to 24 employees</p> <p><i>Quote includes travel expenses (\$80 per person per day for the 13th attendee and beyond)</i></p> <p><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.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • provided training to the County before the website goes live • train up to 12 County staff members based on internal daily task and workflow • train staff members on how to use the GCMS®, update content pages and modules • provide access to training online training manuals and videos for the County staff 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • provide a location for training in the County with internet access • provide computers for staff to be trained on • 2nd billing milestone approved
<p>Phase 5: Go Live</p> <p><u>Deliverable:</u> Custom website launched to the public.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • fix system issues and bugs that the County finds • CivicPlus' Quality Control team will complete a final spelling and links check • redirect the domain name to the newly developed website when the County signs off on the project 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • have about three weeks to test and update the final site • notify CivicPlus on any system issues or bugs that CivicPlus needs to fix
<p>Project Enhancements:</p> <p>CivicSend</p> <p><u>Key features include:</u> unlimited subscribers, unlimited email messages, unlimited lists; visually rich, mobile responsive templates; centralized, single point-of-access via GCMS integration; access to multiple communication channels, including: email, SMS/text, Facebook and Twitter; robust tracking analytics; multiple list selection; content auto-posts to your website</p> <p>5 Subsites with all content migrated</p> <ul style="list-style-type: none"> • Prosecutor • Sheriff • Parks and Recreation • Combat • Intranet <p>Media Center Module – includes 10 GB of storage</p> <p>CivicMobile Custom Mobile App (iOS & Android)</p> <p>Unlimited Citizen Request Track Users</p>	

Project Development and Deployment Includes the Following:

Modules		Functionality
<ul style="list-style-type: none"> • Agenda Center • Alerts Center & Emergency Alert Notification • Archive Center • Bid Postings • Blog • Business/Resource Directory • Calendar • Citizen Request Tracker™ (5 users) • Community Connection • Community Voice™ • Document Center • ePayment Center • Facilities & Reservations • Frequently Asked Questions • Forms Center • Intranet • Job Postings • My Dashboard • News Flash • Notify Me® email and 500 SMS subscribers • Photo Gallery • Quick Links • Spotlight • Staff Directory 	<ul style="list-style-type: none"> • Action Items Queue • Audit Trail / History Log • Automated PDF Converter • Automatic Content Archiving • Dynamic Breadcrumbs • Dynamic Sitemap • Expiring Items Library • Graphic Link Administration • Links Redirect • Menu Management • Mouse-over Menu Structure • Online Editor for Editing and Page Creation (WYSIWYG) • Online Web Statistics • Printer Friendly/Email Page • RSS • Site Layout Options • Site Search & Entry Log • Slideshow • Social Media Integration (Facebook, Share and Twitter) • User & Group Administration Rights • Web Page Upload Utility • Website Administrative Log 	
Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response During Normal Hours Usability Improvements Integration of System Enhancements Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Routine Follow-up Check-ins CivicPlus Connection	Install Service Patches for OS System Enhancements Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Diesel Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware

Exhibit B – Redesign Details

CivicPlus Project Development Services & Scope of Services for CP Basic Redesign

- New design
- Redevelop banner
- Redevelop navigation method (may choose top drop-down or other options)
- Design setup - wireframe
- Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)
- Project Management
- Testing
- Review
- Content Migration – Includes retouching of all existing published pages to ensure proper formatting, menu structure, and application of new site styles. Note: Content will **not** be rewritten, reformatted or pages broken up (shortened or re-sectioned)
- Site styles and page layouts will be touched so all pages match the new design and migrate cleanly
- Spelling and broken links will be checked and reported if unable to correct



Full Service Website Design Services

Jackson County, MO • October 14, 2014



Serving more than **1,700 clients** in the United States, Canada and Australia,
we partner with governments to create **a website people will use.**

Dear Joe Loudoun and Selection Committee

Thank you for considering CivicPlus as a partner for this exciting project in Jackson County. I've carefully reviewed your RFP and am excited to present a scalable solution that will grow with the county. Specifically, we are proposing a solution that will satisfy all of your project elements and optional requests. You will notice that the proposed scope of work differs slightly from the scope of work proposed for the previous proposal. Since we have had the opportunity to attend the pre-bid meeting and read the scope of the RFP, I have added two essential project enhancements: 5 days of content consulting and a total of 5 subsites instead of department header packages as quoted in the previous proposal. These important project enhancements will not only increase the County's satisfaction with the project, but it will help improve the overall content of the website allowing for an overall outstanding site visitor experience.

In addition to offering a solution to solve the needs communicated within the RFP, we are also excited to present an optional enhancement: CivicSend. CivicSend is a revolutionary e-Communication tool that seamlessly integrates into your new platform. Additionally, we offer custom programming to meet the County's "outside the box" needs.

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 pain-saving government functionality, tailored to Jackson County.

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 making government work better in mind.

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 continue 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. Our company leadership is extremely passionate about our mission to make government better, and we continue to see examples where we're building more than just a website – we're building trust between government and citizens and giving them both a better future state.

I sincerely welcome the opportunity to elaborate further on our proposal answer additional questions you may have about partnering with CivicPlus. Our entire company is fueled by the drive to make government work better. Our consultants and project managers are experts at this and we can't wait to share their expertise with Jackson County.

Respectfully,



Proposal for Jackson County, MO

Robert Disberger

Robert Disberger • Regional Sales Manager • Direct Line 785-556-0110 • Disberger@CivicPlus.com



Proposal for Jackson County, MO

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General Background

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

Since our inception, CivicPlus has been capturing the passion our customers have for their communities and their residents with high-quality, next-generation websites. We consider it a privilege to partner with municipalities to provide the individuals, families and organizations in your community a website that serves as a primary, interactive communication tool. In turn, more communities are using CivicPlus technology to connect in more engaging ways with their residents, visitors and businesses.

Today, under the leadership of founder Ward Morgan, CivicPlus has more than 165 staff members and continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 1,700 clients. Our commitment to setting the standard in website design, management and government communication has been instrumental in making CivicPlus a leader in web design, communication programming and hosting.

Why Jackson County should choose CivicPlus to redesign its municipal website.

- We are a performance based culture oriented towards our clients’ goals, not billings.
- We set the industry standard for helping local, county and state governments – large and small – better connect with citizens and constituents across the US, Canada and Australia.
- We will create a design specific to how your citizens use websites by collecting data that reveals what kind of page design will work best for them and what content they prize the most. We then align those findings with the information you most want them to know including organization, page titles and home page features making a site your citizens will understand and want to use.

Company & Contact Information

Contact Information	Robert Disberger	Primary Office	302 S. 4 th Street
	Regional Sales Manager		Suite 500
	Disberger@CivicPlus.com		Manhattan, KS 66502
	Toll Free 888-228-2233, Ext. 316		Toll Free 888-228-2233
	Cell 785-556-0110		Fax 785-587-8951
Incorporated In	State of Kansas	Company Website	www.CivicPlus.com



Proposal for Jackson County, MO

Legal Name	Icon Enterprises, Inc., d/b/a CivicPlus	Company Founder	Ward Morgan, President/CEO
GSA Contract	# GS-35F-0124U	DIR Contract	# DIR SDD 1636
CMAS Contract	# 3-13-70-2966A	TIPS/TAPS Contract	# 2092613

Financial Viability

We will be more than happy to provide additional financial documents, including internal financial statements, at the appropriate time. As a private company, such information, if released to our competitors, would be detrimental to our firm and will therefore only be provided on the understanding that it would be treated as confidential and not disclosed beyond Jackson County. Thank you for your understanding.



1010 WESTLOOP PLACE | 785 537 4000
MANHATTAN, KS 66502

May 6, 2013

Icon Enterprises, Inc.
D/B/A CivicPlus
317 Houston Street, Suite E
Manhattan, KS 66502

Re: CivicPlus

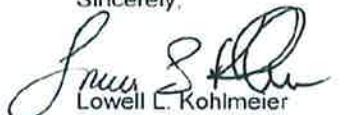
To Whom It May Concern:

Kansas State Bank of Manhattan is pleased to provide a Bank letter of Recommendation for our valued customers, Icon Enterprises, Inc, d/b/a CivicPlus. In addition to deposit accounts, we currently extend credit facilities to Icon Enterprises, Inc, d/b/a CivicPlus, aggregating in the mid-six figure proportions. All deposit and credit facilities have been handled in a very satisfactory manner.

The company's reported financial position is sound and supportive of current and "future" credit extensions. We enjoy a strong working relationship with Icon Enterprises, Inc. and are pleased to call them a valued customer.

If you have any questions or require additional information, (with Icon Enterprises, Inc. approval), please do not hesitate to contact us.

Sincerely,


Lowell L. Kohlmeier
Executive Vice President

LLK/aej

Experience and Qualifications

CivicPlus is uniquely suited to provide you with a solution that meets these goals and objectives with our 16 year history, expertise and proven results. Our dedication to government clients, custom development, website strategy and implementation process ensures that we will provide Jackson County with a technically sound website that attracts and “wows” its visitors. Our solutions are based on the latest in web coding technologies, which means they function across all major browsers, platforms (including mobile), and incorporate engaging features such as social media integration. As a result, users of sites created by CivicPlus are likely to view more content and engage with sites in ways that our clients hadn’t experienced before. Finally, our experience providing websites to more than 50 million citizens in 1,700 municipalities of every size means that we have invested thousands of hours developing capabilities to integrate websites, content management, third party software, numerous modules and social media to provide great satisfaction and a more fluid user experience.

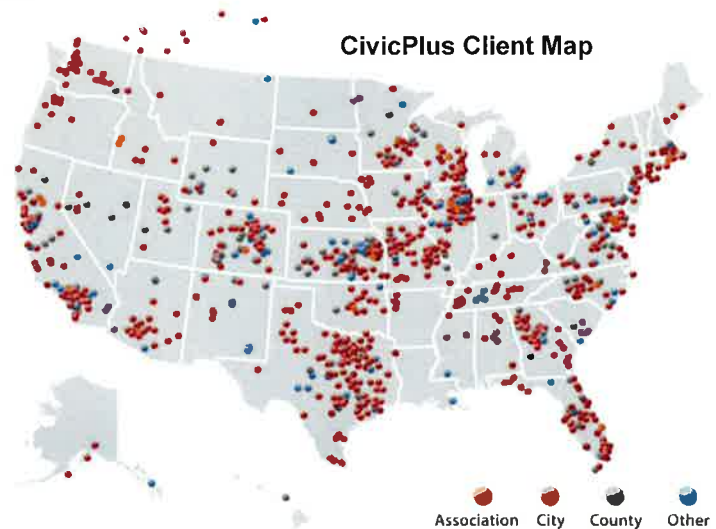
We believe effective websites start with a solid project implementation approach. Through an iterative proven process that combines a series of interviews with you, a detailed review of your current website and structured brainstorming, we will help you develop unique insights that will help you reach your target audience and entice them to engage with your new planned website. Taking the time to delve into your town’s personality and target audience will ensure that the story we tell with your new website will be significantly more compelling and attractive.

We’re excited by the opportunity to present our well suited capabilities for your project and hope to welcome you to our growing family of satisfied municipality websites benefiting from greater engagement, easier website administration and overall exceptional user experience. These recommendations for you were developed to address your defined needs. All estimates are negotiable based on your requests. We encourage you to schedule a 45-minute demonstration of the latest site developments and the administrative interface that allows non-technical users the ability to update the website as needed.

Hundreds of Cities & Counties Are Upgrading to CivicPlus Each Year

It’s simple: CivicPlus knows municipal government.

- No one else offers 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.

Staff Capabilities

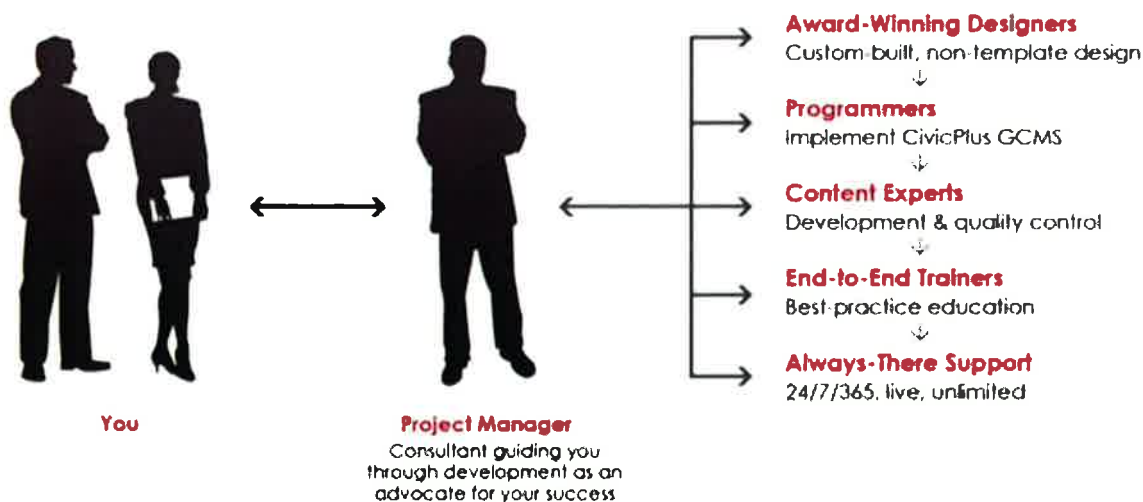
CivicPlus maintains a staff of dozens of personnel who excel in the development and support of government websites. From project management, design and development to training and support, our highly qualified staff ensures the success of your website throughout all phases of construction and beyond. Our expert project leaders (listed below) will match you and your needs to a team of highly qualified specialists who will work directly with you throughout your entire project. *If selected, your project team, including project manager, will be assigned upon contract signing.*

Robert Disberger – Regional Sales Manager

As your regional sales manager, I will initially work with you to determine the best solutions for your administrative users and website audience. With over 10 years of experience with strategic marketing and sales planning coupled with my extensive knowledge of our GCMS®, website usability expertise and client-driven philosophy will ensure that we arrive at the best solution for your budget. My professional background includes sales management and customer service.

Katrina Lewison – Manager of Project Administration

Katrina will assign a member of our seasoned project management team who will oversee 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. Katrina has over 9 years of experience in client needs analysis and account management, personal coaching and goal setting, policy implementation and leadership training.



Jessica Jones – Manager of Content Development

Jessica will assign a team of content developers to Jackson County’s project. She oversees the content quality management of the project and will ensure that projects remain on schedule and are completed in an excellent manner. Jessica has over 4 years of experience in customer service, customer support, content migrations and editing with a Bachelor of Arts degree in English Arts.

Tony Ridder – Manager of Creative Services

Tony will assign a senior designer to your project. The senior designer will assist the project manager in the direction of your project and will attend several meetings with you. Tony is the head of creative development and graphic representations and is responsible for each website overview and uniqueness. With a BA in Fine Art, Tony has over 20 years of graphic design, web design, computer and traditional illustration, photography and interactive media experience. In addition to design experience, he also has teaching, branding, logo, and media campaign expertise.

Quinton Randel – Manager of Training and Consulting

Quinton Randel will assign a trainer and/or consultant to the project. With over 5 years at CivicPlus, Quinton's experience in account management and customer service, technology sales, operation management and consulting has resulted in a team of trainers and consultants that will enhance your satisfaction with the project. Whether on-site or over the phone or webinar, your trainer will help teach you the skills necessary to effectively manage your website after go live. Adding consulting to your project will add dimension and insight on creating the best website for your community.

Amy Vikander – Director of Account Management

Upon launch of your website to the public, Amy will assign an account manager to PROSPECT. Your dedicated account manager will keep up on new CivicPlus products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website. Amy has over ten years of experience in customer service, team management, training, project management and managing customer relationships.

Robin Genschorck – Manager of Support

Our support team is available to assist your staff with technical questions. Robin's team is also proactive in identifying any potential issues before they occur. With Robin's experience in product engineering, her team is always current on the latest trends.

References



Springfield, MO www.springfieldmo.gov
(Pop. 159,400) Client since December 2013
Melissa Haase, Assistant Director of Public Information, 417-864-1003,
mhaase@springfieldmo.gov

Snohomish County, WA
www.snohomishcountywa.gov

(Pop. 713,000) Client since July 2013

Dave Strobel, Web Project Manager, 425-388-7020, david.strobel@snoco.org



Additional References

Contra Costa County, CA www.contracosta.ca.gov
(Pop. 1,041,300) Client since December 2007, Redesign September 2012
Betsy Burkhart, Public Information Officer, 925-313-1183, betsy.burkhart@contracostatv.org

Hillsborough County, FL www.hillsboroughcounty.org

(Pop. 1,195,317) Client since July 2011

Brian Roberts, Web Services Project Manager, 813-276-2188, robertsb@hillsboroughcounty.org

Bexar County, TX www.co.bexar.tx.us

(Pop. 1,714,700) Client since January 2014

Todd Alvis, Innovation Technology Manager, 210-335-0122, talvis@bexar.org

MBE/WBE Participation

CivicPlus does not anticipate using MBE/WBE contractors for this project.

Preliminary Plan of Action

Our Project Development Approach

Consulting, design, usability guidance, programming, secure hosting and dedicated training -- CivicPlus delivers all of this and more during the development of your new website.

Typical Project Timeline	Timeline
Phase 1 – Website Optimization Includes: Needs assessment, best practices, and takeaways assigned.	4-6 weeks
Phase 2 - Website Layout Includes: Layout presentation, mood board and main navigation review, design feedback meeting and approval and takeaways assigned.	3-5 weeks
Phase 3 – Website Reveal Includes: Presentation of a functional website based on goals, recommendations and combined vision; final approval and takeaways assigned.	3-5 weeks
Phase 4 – Customized Training Includes: Customized to give your staff the skills they need to maintain your website.	3-4 week
Phase 5 – Go Live	3-5 weeks
Website Launch	16 - 24 Weeks (On Average)

The timeline above is representative of a typical project; upon contract signing your project manager will work with you to create an ideal timeline for your project. Working together, we want to ensure a realistic timeline is available to meet your specific goals. Through the outline of our proven development model provided in this proposal, development timelines can be estimated based on the date of the project's initiation.

Kick-Off Meeting

During the initial kick-off meeting, you will meet your project manager to establish your project timeline, review the startup kit and discuss the takeaway items that need to be completed. Your project manager will discuss the implications of deadlines and the expectations required to keep the project on track.

Phase 1: Website Optimization

Review needs

We will review where you are now and discuss where you want to go.

Functionality, Design & Content

We will review how you want your website to look, feel and function.

Best Practices

We will discuss our CivicPlus content best practices and standards

Phase 2: Website Layout

Based on your results and goals outlined during the website optimization phase, your project team will collaborate to present the most effective user interface for your website, ensuring a flexible design optimized to display in any format now and in the future. Deliverables include:

Layout

You will be presented with a custom layout that showcases the placement of your navigation and key functionality. Very similar to the floor plan of a house, the layout will allow you to focus on where things are and if the function and proportion of the space is adequate.

Global Navigation

Simple navigation and consistent page layouts ensure that your visitors can easily find the information they seek. We'll provide you with a complete recommended navigation for your new website based on your community engagement goals and our prior experience in working with government entities.

Mood Board

Your Project Team will also present a custom mood board reflecting the color and imagery that will set the tone for your design. A mood board is a collection of colors, textures, images, graphics, text and descriptive words. These items will be applied to the floor plan you choose. Think of this as the paint that will be used on the canvas that you have chosen.

Phase 3: Website Reveal

Your Project Team will present a fully functional website based on your goals, our recommendations and our combined vision. The team will explain how its expertise has shaped your design and transformed your navigational structure. Your website is now 85 percent complete and is getting closer to launch!

Content Development

During the Kick-Off Meeting and Phase 1 your staff had the role of updating the content on your current primary site. While you are making design decisions, our content development team will optimize and reorganize your content based on CivicPlus best practices. Content from sites other than the primary site can be migrated to the new primary site for an additional fee.

The CivicPlus content usability experts research and establish their standards from the following resources: Jakob Nielsen, www.Usability.gov and www.HowTo.gov. We will format and reorganize your content so it is easy for visitors to quickly scan and retrieve desired information. There is no limit to the pages you can create after you have gone through training.

Design Review

You will have the opportunity to evaluate and collaborate with the Project Team on proposed changes. You can revise your design composition as many times as you deem necessary, up to the deadline that you and your project manager agree upon during the timeline meeting (the average client requests a total of three). After that deadline, your project's Go Live date will be adjusted.

Following design approval and functionality development, we conduct a review to ensure your expectations are met and website best practices are upheld. Custom designs are rarely produced in anticipation of a project. Copyright authorization and/or photography production are required unless you already have quality, usable photographs.

Accessibility Compliance

Our designers and programmers automatically implement all the accessibility features necessary to ensure your site is compliant with accessibility standards outlined within Section 508. We will make recommendations on best practices for keeping your content accessible and available for all users by ensuring that, among other things:

- All menu items are clickable
- Submenus display throughout the site
- Alt tags are used for images
- Site maps are dynamically generated
- Documents and links can be set to open in the same window

CivicPlus recognizes accessibility standards recommendations made by a variety of groups, including the World Wide Web Consortium (W3C) and the Web Accessibility Initiative (WAI) as written in the Web Content Accessibility Guidelines (WCAG). Through adherence to Section 508, CivicPlus is able to meet almost all Priority One, Two and Three guidelines set forth in the WCAG. Those left unmet do not need to be addressed in order to allow basic access to content; some of the more stringent requirements of the WCAG may limit design and content development options.

Phase 4: Customized Training

Our goal for training is to give your staff the skills and tools they need to quickly and easily keep your website current. Trainers will work with you to ensure your staff is correctly trained. Before your site is launched, CivicPlus provides in-person or online webinar training to equip your staff with the knowledge, tools and comfort level needed to maintain the site's integrity upon Go Live. Regardless of technical ability, we will help your staff gain the confidence to effectively maintain your website.

Website Best-Practice & Usability Consultation

Based on your internal daily tasks and workflow, CivicPlus consultants share best practices with your staff for delivering automated services to your site's visitors. One-on-one or department-specific task analysis is included. Each hands-on session is designed to enhance your team's communication skills and highlight their individual specialties that emphasize your public value.

Features, Module & Page Creation Training for Administrators & Content Contributors

To better understand your site's navigation and page layout and how these affect target audiences, we will instruct your staff on creating area-rights and back-end features for site administration as well as review all the modules included with your site. Your staff will learn how to create links, format text and lay out pages for usability and scannability.

Training manuals are available online and can be downloaded at no cost.

Phase 5: Go Live

Your Project Team will provide you the information you need to prepare your site for Go Live. This is an exciting time; it is the last step before your new site launches!

Testing and Review

You typically have three weeks after training to become familiar with your site. This will allow you to add, create and make adjustments to content on your production site, as well as ensure overall

satisfaction with your website. Content changes will display and function the same way before and after your Go Live date.

Upon completion of a collaborative final review of the website and a final spelling and links checkup by our Quality Control Team, your domain name is directed to the newly developed website.

We will confirm that your initial communication goals developed in Phase 1 have been met, and then your new website is launched to the public. You will continue to receive both technical and consultative support.



Your role

Jackson County will have homework to complete to help the CivicPlus project team create the strongest possible website for your community.

Assess Your Current Website

For the best consulting experience possible the following takeaways need to be completed prior to your consulting:

Functionality and Design Form - Prior to starting this form, research other websites that you like based on functionality and design elements. Provide URLs and specifics about what you like. This form also asks for details on your community's tagline, logo and branding.

Web Team Form - Prior to starting this form, please have an understanding of your project goals, focus and expectations. This allows your CivicPlus Project Team to develop a site specific to your needs and lays the foundation for developing a highly functional information architecture.

Content Form – The information that you provide on this form will also help the content development to assess your wants and needs.

Clean House

Update the content on your current primary live website. This step is critical to guaranteeing the information available is relevant, fresh and on-point. Your staff should delete any pages from your current website that you no longer want or need and ensure the remaining information is applicable and up-to-date.

Gather Photos and Logos

Collect pictures that will be used in the overall design and logos or branding that should remain consistent.

Department List

Provide a list of all departments in your county.

Website Statistics

Provide statistics from your current site for the last 12 months along with a list of all pages and downloaded documents.

Site Map

Provide the outline of your current site's navigational structure.

External Application List

Supply a list of all third-party or in-house applications being utilized.

Template for PDF's

Create a MS Word document template that features your branding and logo.



Verbatim Content

Compile a list of any content on your current website that must remain as-is.

Update Content

This step is critical to guaranteeing the information available is relevant, fresh and on-point. Delete any pages from your current website that you no longer want or need. Ensure the remaining information is applicable and up-to-date.

Update Internet Browsers

Supported browsers include the latest versions of Mozilla Firefox, Google Chrome, and Internet Explorer 10.

Scope of Services

Developed for organizations that have a need to update their site frequently, CivicPlus provides a powerful government content management structure and website menu management system. The system allows non-technical employees the ability to easily update any portion of your website instantaneously. The CivicPlus Government Content Management System (GCMS®) utilizes Microsoft SQL Server, ASP, JavaScript and HTML for web development.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

Core GCMS® Modules

- **Agenda Center** – Create and display agendas and minutes for various civic organizations
- **Business / Resource Directory** – The “Yellow Pages” of your website, including location descriptions, contact information, and locations
- **Calendar** – Create multiple calendars for various divisions and departments with the ability to feature them on various pages, including the homepage
- **Document Center** – Organize and house documents in department or division folders and sub-folders
- **Frequently Asked Questions (FAQs)** – Answer the most frequently asked questions and reduce phone and foot traffic for staff
- **News Flash** - Post organizational news items that are important to your citizens right on your home page
- **Opinion Poll** – Interact with your site visitors by posting various questions and polls
- **Photo Gallery** - Store and display photos to the best that your community has to offer
- **Quick Links** - Place links to related and often-requested information directly on the page of your choice
- **Spotlight** – Additional space on a webpage that allows you to highlight important text or widgets in a compact, easy-to-update module
- **Staff Directory** - Detailed contact information for your staff and various offices all in one place, decreasing the number of calls requesting contact information

Transaction Modules

- **Bid Postings** - Simple and easy to use method of posting your bids to the public



- **Citizen Request Tracker™** - Allow users to report a problem while providing follow-up communication with the point of contact
- **ePayment Center** - Integrate eCommerce on your website with no third-party store to setup, and save your citizen's time and effort
- **Facilities & Reservations** - Post all of your municipality's facilities / meeting places in one convenient place, as well as take reservations for those facilities online
- **Form Center** - Create custom online forms, where users can fill-out the form and submit it via the website
- **Job Postings** - Post available jobs and their details in a very easy to access manner
- **Online Job Application** - Allow applicants to apply completely online by filling in the application and attaching supplemental paperwork

Interactions & Communications Modules

- **Alert Center** - Graphically show when there is an emergency / important notification in the area
- **Blog** - Post your thoughts and opinions about various topics and allow site visitors to comment and subscribe
- **Community Voice** – Open forum in which citizens can interact while allowing you to showcase projects you are implementing in your community
- **My Dashboard** – Allow users to personalize their dashboard to stay updated on news, events, and information they care about
- **Notify Me®** - Send out mass emails to subscribers of specific lists and modules, includes 500 SMS subscribers

Social Networking & Gov 2.0

CivicPlus understands the importance of Gov 2.0 and how social networking sites like Facebook and Twitter help governments connect with their residents in unique and innovative ways. From community-centric pages on Facebook to real-time Twitter feeds that can deliver emergency alerts, we are dedicated to helping our clients integrate their web content into the most dynamic social media sites and make their marks in the world of Gov 2.0. Other social networking sites (such as LinkedIn, YouTube, Pinterest, etc.) can be featured on your website as links to your organization’s profile on those particular websites.

Facebook & Twitter

Many governments are finding Facebook to be an essential part of their online presence, as it provides another avenue to share news, announcements, events, pictures and videos with a wide range of regular site visitors. CivicPlus can sync your website to your Facebook and Twitter profiles to automatically publish news, notices, and calendar events on Facebook with a link to your website for more information. Twitter’s short, 140-character “tweets” offer a way to distribute information quickly and effectively.

Administrative Features

- **Instantaneous Updates** – Updates are posted to the live site in real time, once the administrator publishes the page. This helps to ensure your site is communication the most up-to-date information.
- **Browser Based** – No installation of programs or software needed, meaning you and your staff can update the site from an Internet connection or platform (Mac or PC) at any time. Save money and time, update from anywhere.
- **Mobile Updates** – Immediately upgrade your site from any location with urgent announcements using your tablet. For example you can warn audiences of crisis situations from anywhere, at any time.

- **Action Items** – Direct access to a queue of items waiting to be published or reviewed by the administrator provided immediately upon login. Stay organized and update your site in a timely manner.
- **Site Search and Search Log** – Powerful site search automatically indexes all content making it easy for visitors to find information. A log of all words that have been searched by visitors is kept for your use, allowing you to update highly searched information and feature key items on the homepage.
- **Automatic Alt Tags** – Built-in features ensure your site is Section 508 compliant. This allows editors to create content without having to know Section 508 requirements.

Application Programming Interfaces (APIs)

We have nearly a dozen application 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.

- **Bad Links Identifier** - You may not be aware of any broken links on your website, but your guests are. This module creates a list of the broken links on your site when they are accessed.
- **Content Creation** - Recognizing that not all site administrators possess high levels of technical expertise, the CivicPlus GCMS® makes it easy to add new content, edit old content, and keep page layout consistent through use of our WYSIWYG editor. The page content creation functionality is separate from the overall design of the site; the content will reflect font sizes and styles associated with the various heading levels and content types. Content changes will not affect the design, though the site breadcrumbs, page structure and sitemap will dynamically update upon publish of any content changes. Unlimited pages can be created with the CivicPlus GCMS® and there is no limit to the depth of pages that can be created. You are responsible for the depth of navigation. With mega menus and dropdown and pop-out menu functionality, you can essentially get to any page on your website within a single click if you desire.
- **Content Scheduling** - When creating an entry, simply select the date and time desired for the material to publish and/or unpublish. Material throughout the entire system can be set to auto-unpublish (expire) or it can be manually retired.
- **Content Versioning** - The GCMS® includes version control, a history log for reviewing changes made within the system, file locking through our permission system and an archive of all published content so that previous versions can be accessed or used, if necessary.
- **Dynamic Layout** - The layout for your website is determined by you and the designer. The placement of navigation and dynamic areas are important in guiding site visitors to key information quickly and easily. Our consultants make recommendations based upon website-user studies and research on best practices.

- **Dynamic Page Components** - Events Calendar, FAQs, Opinion Poll, News Flash and other new features may be included as dynamic page components. Dynamic Page Components may be placed on any page and will help dedicated areas of the site appear as its own website. For example, the entry page for your Parks and Recreation Department can be customized with specific lists of events, FAQs and news announcements pertaining to that department.
- **Dynamic Breadcrumbs and Site Map** - Dynamic Breadcrumbs are used to show a visitor's location within the site. Breadcrumbs are automatically generated by our system. This feature assists a site visitor in understanding the site structure and navigation. A dynamically generated site map automatically updates to reflect your new navigation if changes are made.
- **eCommerce Integration** - While CivicPlus does offer our ePayment Center, we also work with numerous trusted third-party payment processors to handle payment and account information, allowing your citizens to easily log on and pay bills ranging from property taxes to utilities. The payment processor used for transactions is dependent upon the municipality's wants and needs, with every effort made to ensure a clean, seamless on-site presentation of the payment portal.
- **History Log** - Easily track changes made to your website with the History Log. Track changes made to items in your Page Menu, Archive Center, Document Center and more. History Log information is searchable, sortable and exportable.
- **Integration/Interfacing** - CivicPlus has performed a variety of integration services for our clients, all of which work cohesively with most third-party software applications. The CivicPlus GCMS® is different from other standard design programs, in that we have the ability to link with most software or databases you are currently utilizing. Systems such as purchasing, taxes, assessment and utilities have been developed for many of our clients.
- **Intranet** - We can set up an Intranet for your site to be used by employees or other groups that need to share non-public resources. An intranet is a secure location on your website that allows employees to login and access information specific to them, and you have the ability to set up multiple Intranet groups with varying view rights.
- **Levels of Rights** - Each department is capable of updating their own content. Even though each department can update their own information and web pages, the menu structure, top of page, banner and navigation throughout the site remains the consistent. A central administrator is given the ability to establish groups with specific rights and capabilities to update the website. Users are then assigned to those groups based upon the role they will have in updating the website. Users of the may be defined as publishers (create or publish) or authors (create but not publish) of the content, or as administrators of modules.
- **LDAP Authentication** - LDAP authentication provides a powerful and simple way to manage users and permissions within our system by syncing your website up with your existing active directory database, negating the need for multiple user upload and sign-on. Features of this functionality include: log on with network account credentials, automatic user creation, automatic permissions setup, integrate with other non-LDAP authentication systems, easy-to-

use “remember me” sign-in, security features like “next required login.” Because LDAP authentication requires custom programming time, *additional fees apply*.

- **Link Redirects** - This is helpful in marketing an area of your website by creating a web address that is easy to remember. Instead of sending your users to <http://civicplus.com/248/Awards-and-Recognition>, you can send them to <http://civicplus.com/awards>. A more obvious link is great for print materials and much easier to tell people how to find a particular page on the website.
- **Maps** – Clickable, JavaScript or Flash - Help website users find commonly requested information such as bus schedules, parks walking tours bike paths, trash pick-up schedules, location of highways, tourist attractions, education information, major employers, demographics. Maps can be customized as simple, clickable maps through the use of our Image Map Editor, or more sophisticated JavaScript or Flash (additional fees required for Javascript or Flash development). Either one provides a great way to present your community to web visitors.
- **Printer Friendly** - Our printer friendly functionality does more than simply call the browser’s print command – it separates the critical content from the template so as to give a clean presentation without the menu structure and banner information.
- **RSS Feeds** - RSS stands for Real Simple Syndication, and in short, it’s a way of bringing your site to the people. After signing up, they receive email notifications of the latest news updates without having to visit your website.
- **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 two most recent versions of any major browser including: *Internet Explorer, Firefox, Safari and Chrome*.
- **Website Statistics** - In order to review how your site visitors are using the site, administrators will be trained on the use and analysis of the web statistics, which are provided through Piwik Analytics. Important information can be pulled from this data in order to make decisions about the use of the website.

Support Services

With CivicPlus, you will discover a team of people ready to help you at any time. We are not just with you for the development, design and launch – we will be here year after year to respond to new needs and new opportunities for you to build your site into the best site it can be.

Dedicated Account Management

CivicPlus has a team of dedicated account managers to help you implement the tools needed to successfully meet the level of Community Engagement that you desire. Upon website Go Live, you will have a dedicated member of this team to help you keep up on new CivicPlus products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website.

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 a.m. to 7 p.m. (CST) to field your calls and emails, and emergency services are available after regular hours with our on-call staff 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.

Maintenance & Support Includes:	
Support	Maintenance of CivicPlus Application & Modules
7 a.m. – 7 p.m. (CST) Mon. – Fri. (excluding holidays)	Install Service Patches for OS
24/7 Emergency Support	System Enhancements
Dedicated Support Personnel	Fixes
2-hour Response During Normal Hours	Improvements
Usability Improvements	Integration
Integration of System Enhancements	Testing
Proactive Support for Updates and Fixes	Development
Online Training Manuals	Usage License
Monthly Newsletters	
Phone Consulting	
CivicPlus Connection	

Web Hosting

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"> • Shared Web/SQL Server • DNS Consulting and Maintenance • Monitor Bandwidth-Router Traffic • Redundant ISP • Redundant Cooling 	<ul style="list-style-type: none"> • Diesel Powered Generator • Nightly Tape Backup • Intrusion Detection and Prevention • Antivirus Protection • Hardware Upgrades

- Biometric access
 - Proximity card key system prevents unauthorized access to servers
 - High-resolution, closed-circuit video with time lapse recording covering secured areas
 - All visitors require a full-time escort within hosting area
 - Redundant cooling systems
- Physical Security**
- All systems fed by uninterruptible power supplies (UPSs) with diesel-powered generator backup
- Power**
- 1GB burstable internet capability with option to expand
 - 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
 - BGP internet routing; continuously monitor and manually balance internet load between carriers for optimal speed
- Bandwidth**
- Round-the-clock (24/7/365) monitoring of all critical components, including: internet connectivity, servers, routers, switches and power systems
- Monitoring**
- Tape backup performed daily
 - Off-site tape archive
- Backup**
- Continuously scan system
 - Signature files auto-updated every 4 hours from national registry
- Antivirus**
- 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 Security**
- RAID Level 5 data storage array
 - RAID 1 + 0
- Data Redundancy**
- Redundant Palo Alto Advanced Services Firewalls
- Intrusion Detection**

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)

Third Party Contractors

CivicPlus does not anticipate using any third party contractors for this project.

Conclusion

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

- When deciding on your redevelopment partner, please remember that our diverse teams of industry professionals are committed to creating the communication infrastructure that your city desires.
- We will create a custom site that is unique and engaging that reflects your community.
- We will remain a trusted advisor and support resource after the site launches.
- We will ensure that your website continues to be adaptable to industry trends and changes in technology.

We have the expertise to help your county work better, help citizens help themselves and build a website both you and your citizens will use.

CivicPlus Project Development Estimate

All Quotes are in US Dollars and Valid for 90 Days from October 14, 2014.

Project Development and Deployment	
<i>Initial GCMS® upgrades, maintenance, support and hosting – no additional cost</i>	\$149,733
<i>Server Storage not to exceed 75 GB</i>	
Project Enhancements	
Media Center	Included
5 Subsites	
Unlimited CRT Users	
On-Site Content Consulting	
Promotional Discount	(\$20,000)
Total Fees Year 1	
	\$129,733

With CivicPlus' Annual Services, you'll enjoy redundant hosting services, daily backups, extensive disaster recovery plans, 24/7 support, software maintenance, system enhancements, recurring training, and access to the CivicPlus community. Protecting your investment is important, and our Annual Services allow you to receive maximum benefit at minimal cost. Over the course of a year, you'll receive system enhancements, 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.

The CivicPlus Built-In Redesign

At CivicPlus, we realize that over time, you might decide that you want to change your design by giving it a visual refresh, so to speak. On average, we have noticed that clients tend to request a redesign 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!

At the end of your fourth year of continuous service with us, you are eligible to receive 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 and that you'll never have to build your site from the ground up again!

Annual Services (Continuing GCMS® Enhancements, Maintenance, Support and Hosting)	\$26,466
<i>Billed 12 months from contract signing; subject to annual 5% increase year 3 and beyond</i>	

Optional Multi-Year 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.**

CivicPlus Advantage	1st Year	2nd Year	3rd Year	4th Year
Annual Recurring Fees	\$60,888	\$60,888	\$60,888	\$29,116

Project Development Scope of Work

<p>Kick-Off Meeting</p> <p><u>Deliverable:</u> Project Timeline, training jump start and worksheets</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • assign a project manager to this project • conduct a Project kickoff to review awarded contract • establish communication plan for the duration of the project effort • work with the County to identify all key internal and external project stakeholders • develop project plan and timeline • provide Project Management and Support 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • review and approve of project plan within 5 business days • if modifications are required after the review of the initial project plan, the County has 10 business days to address the modifications and come to a consensus. • approve the project plan (limited to two reviews) prior to proceeding with the project. • complete the following prior to Phase 1: Functionality and Design Form, Web Team Form and Content Form • update the current primary live website content and delete any pages from the website that are no longer wanted or needed.
<p>Phase 1: Website Optimization</p> <p><u>Deliverable:</u> Needs assessment, best practices and worksheets</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • provide communication support to the County, key stakeholders and personnel via weekly status reports and via phone when required • review the goals and expectations submitted on the forms the County completed to ensure all needs are clearly understood • conduct a presentation of findings and recommendations to key project stakeholders 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • gather statistics from the current website from the past 12 months and provide to CivicPlus • collect pictures to be used in the overall design of the new website and provide to CivicPlus • provide a MS Word document template that features your branding/logo and provide to CivicPlus. • compile a list of all divisions and/or departments within the organization and provide to CivicPlus • submit a list of third-party and in-house developed applications presently being utilized on the current website and provide to CivicPlus • pull a site map or outline of the current website's navigational structure and provide to CivicPlus • a list of any content on the current primary website that must remain as is (verbatim) because of legal requirements

<p>Phase 2: Website Layout</p> <p><u>Deliverable:</u> Website layout and mood board will be presented for your approval</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • present one custom layout and one mood board based on the goals determined in the previous phase. The presented layout will show the placement of the navigation and functionality. The mood board will reflect the color and imagery that will represent the tone of the design • begin development of the website design upon layout and mood board approval 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • approve one layout and the mood board • review marketing packet material and guidelines • will provide CivicPlus with all the necessary DNS items identified for the website • 1st billing milestone approved
<p>Phase 3: Website Reveal</p> <p><u>Deliverable:</u> Completed website design and navigation structure will be presented. You will be able to propose changes at this time.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • present a fully functional website • migrate all agreed upon content pages from the designated <u>URL</u> to the new website • After the County approves the design, content and functionality CivicPlus will conduct a review of the website to ensure the statement of work is met • work with the County to prepare for training • migrate current plus the past three years Agendas & Minutes in Microsoft Word.DOC or Adobe PDF format 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • evaluate the website design and content and provide CivicPlus with feedback • collaborate with CivicPlus on proposed changes • revise the design as many times as deemed necessary, up to the deadline set by the County and CivicPlus during the Kick-off meeting • If design changes are requested after the set date, the project's go live will be adjusted
<p>Phase 4: 5 Days of Customized On-Site Implementation Training for up to 24 employees</p> <p><i>Quote includes travel expenses (\$80 per person per day for the 25th attendee and beyond)</i></p> <p><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.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • provided training to the County before the website goes live • train up to 24 County staff members based on internal daily task and workflow • train staff members on how to use the GCMS®, update content pages and modules • provide access to training online training manuals and videos for the County staff 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • provide a location for training in the County with internet access • provide computers for staff to be trained on • 2nd billing milestone approved

<p>Phase 5: Go Live <u>Deliverable:</u> Custom website launched to the public.</p>	
<p>CivicPlus will:</p> <ul style="list-style-type: none"> • fix system issues and bugs that the County finds • CivicPlus' Quality Control team will complete a final spelling and links check • redirect the domain name to the newly developed website when the County signs off on the project 	<p>Jackson County will:</p> <ul style="list-style-type: none"> • have about three weeks to test and update the final site • notify CivicPlus on any system issues or bugs that CivicPlus needs to fix
<p>Project Enhancements Phase 1: Content Consultation Five days on-site, up to six departments per day. <i>Quote includes travel expenses.</i> A consultation package concentrating on evaluating current website content and making recommendations for improved content development, presentation and maintenance. <u>Deliverable:</u> A comprehensive report on evaluation of current content (placement, length, style and effectiveness), recommendations for improvement or creation of new content, a follow-up report reviewing the results of implemented suggestions. Media Center with Live Streaming Video (10GB of server storage included) 5 Subsites (includes all content migration and 3 years of agendas) Jackson County Intranet, Prosecutor, Sheriff, Makeyourdayhere and Combat jack Unlimited CRT Users</p>	

Optional Project Enhancements

Options	
<p>CivicSend <u>Key features include:</u> unlimited subscribers, unlimited email messages, unlimited lists; visually rich, mobile responsive templates; centralized, single point-of-access via GCMS integration; access to multiple communication channels, including: email, SMS/text, Facebook and Twitter; robust tracking analytics; multiple list selection; content auto-posts to your website.</p>	<p>\$4,495 per year</p>
<p>4 Department Header Packages instead of subsites for Prosecutor, Sheriff, Makeyourdayhere and Combat jack</p>	<p>Savings of \$17,600</p>



Project Development and Deployment Includes the Following:		
Modules	Functionality	
<ul style="list-style-type: none"> ● Agenda Center ● Alerts Center & Emergency Alert Notification ● Archive Center ● Bid Postings ● Blog ● Business/Resource Directory ● Calendar ● Carbon Calculator ● Citizen Request Tracker™ (5 users) ● Community Connection ● Community Voice™ ● Document Center ● ePayment Center ● Facilities & Reservations ● Frequently Asked Questions ● Forms Center ● Healthy City ● Intranet ● Job Postings ● My Dashboard ● News Flash ● Notify Me® email and 500 SMS subscribers ● Online Job Application with 1 Generic Application ● Opinion Poll ● Photo Gallery ● Quick Links ● Real Estate Locator ● Spotlight ● Staff Directory 	<ul style="list-style-type: none"> ● Action Items Queue ● Audit Trail / History Log ● Automated PDF Converter ● Automatic Content Archiving ● Dynamic Breadcrumbs ● Dynamic Sitemap ● Expiring Items Library ● Graphic Link Administration ● Links Redirect and Broken Links Finder ● Menu Management ● Mouse-over Menu Structure ● MuniMobile™ (Mobile Website Browsing) ● Online Editor for Editing and Page Creation (WYSIWYG) ● Online Web Statistics ● Printer Friendly/Email Page ● Rotating Content ● RSS ● Site Layout Options ● Site Search & Entry Log ● Slideshow ● Social Media Integration (Facebook, Share and Twitter) ● User & Group Administration Rights ● Web Page Upload Utility ● Website Administrative Log 	
Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response During Normal Hours Usability Improvements Integration of System Enhancements Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection	Install Service Patches for OS System Enhancements Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Diesel Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware



PURCHASING DEPARTMENT

415 East 12th Street
Kansas City, Missouri 64106

816-881-3267
Fax 816-881-3268

REQUEST FOR PROPOSAL NO. 62-14
ISSUED: September 16, 2014
PAGE 1 OF 20

Jackson County, Missouri is seeking Proposals from qualified Respondents for Full Service Website Design Services for the Jackson County, Missouri Information Technology Department.

Enclose your proposal in a sealed opaque envelope with the above Request for Proposal number written on the face of the envelope and deliver it to the **Office of the Jackson County Purchasing Department, Room G-1, Ground Floor, Jackson County Courthouse, 415 East 12th Street, Kansas City, Missouri 64106** no later than **2:00pm CDT on October 14, 2014**, otherwise your Proposal will be **REJECTED**. There will be a public opening of proposals at 2:05pm CDT on October 14, 2014, in the Dutch Newman Conference Room, Second Floor of the Jackson County Courthouse at the above address.

There will be a **MANDATORY Pre-Proposal Meeting** on September 30, 2014 at 9:00 AM CDT as detailed on Page 11 of this Request for Proposal.

Disabled Persons wishing to participate in the Request for Proposal Opening and who require a reasonable accommodation may call Jackson County Purchasing Department at 881-3267 or 1-800-735-2466 (Missouri Relay). Forty-eight (48) hour notice is required.

Point of Contact for this Request for Proposal is Barbara Casamento @ 816-881-3253. All questions must be emailed to bcasamento@jacksongov.org as detailed under General Conditions, Item 5 on Page 10 of this Request for Proposal.

By submitting a Proposal, you offer to enter into a Contract with the County, and your offer is not revocable for Ninety (90) Days following the Response Deadline indicated above.

Jackson County, Missouri reserves the right to: (1) waive any defect in the offer of any Respondent; and (2) to reject any or all offers; (3) split the contract award for Website Design Services.

Your returned Proposal shall be an original **plus five copies** as detailed in Section 6.0 Proposal Format, Pages 15 and 16 of this Request for Proposal.

If you have a current (issued within in the last 12 months and Mandatory Annual Report turned in) Certificate of Compliance from **Jackson County, Missouri**, a copy of that certificate may be included in your proposal instead of the Compliance Report Form on Pages 3 and 4 of this Request for Proposal.

Jackson County, Missouri reserves the right to request corrections, clarifications, and/or additional information pertaining to Respondent's proposal. Such information must be received in the Office of the Director of Finance and Purchasing within forty-eight (48) hours immediately following notification to the Respondent or the Respondent's proposal will be deemed NON-RESPONSIVE.

PLEASE NOTE: The Successful Respondent will have comply with all requirements listed in Section 4.0 Award Requirement on Page 12 of this Request for Proposal and will have to provide a Certificate of Insurance as outlined in Exhibit A, Page 19 of this Request for Proposal.


Q. TROY THOMAS
Director of Finance and Purchasing

AFFIDAVIT

STATE OF Kansas)
) SS.
COUNTY OF Riley)

Brian Rempe of the City of Manhattan
County of Riley State of Kansas being duly sworn on her or his oath, deposes and says;
Icon Enterprises, Inc.

1. That I am the Chief Operating Officer (Title of Affiant) of d/b/a CivicPlus (Name of Respondent) and have been authorized by said Respondent to make this Affidavit upon my best information and belief, after reasonable inquiry as to the representations herein.

2. No Officer, Agent or Employee of Jackson County, Missouri is financially interested directly or indirectly what Respondent is offering to sell to the County pursuant to this Invitation (though no representation is made regarding potential ownership of publicly traded stock of respondent).

3. If Respondent were awarded any contract, job, work or service for Jackson County, Missouri, no Officer, Agent or Employee of the County would be interested in or receive any benefit from the profit or emolument of such.

4. Either Respondent is duly listed and assessed on the tax rolls of Jackson County, Missouri and is not delinquent in the payment of any taxes due to the County or Respondent did not have on December 31, 2013 any property subject to taxation by the County and if respondent is duly listed and assessed on the tax rolls of Jackson County, Missouri, respondent agrees to permit an audit of its records, if requested by the Jackson County Director of Assessment, as they relate to the assessment of Business Personal Property.

5. Respondent has not participated in collusion or committed any act in restraint of trade, directly or indirectly, which bears upon anyone's response or lack of response to the Invitation.

6. Respondent certifies and warrants that Respondent or Respondent's firm/organization is not listed on the General Services Administration's Report of Debarred and/or Suspended Parties.

7. Respondent certifies and affirms its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services.

8. Respondent certifies and affirms that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.

Brian Rempe (Name of Respondent)
By: _____ (Signature of Affiant)
Chief Operating Officer (Title of Affiant)

Subscribed and sworn to before me this _____ day of _____, 20__

NOTARY PUBLIC in and for the County of _____ (SEAL)
State of _____
My Commission Expires: _____

**JACKSON COUNTY, MISSOURI
COMPLIANCE REVIEW FORM**

Report Date: September 2013 (All reports expire annually on December 31st)

DIRECTIONS FOR COMPLETION:

Please fill out form completely. If a question refers to "past report" and this is your first one, place "1st Report" in the blank. If a question addresses an area which does not apply to your company, such as (subcontractors), place "N/A" in the blank. Please be sure this and subsequent reports are SIGNED AND DATED. If you have any questions, please call our office at (816) 881-3467.

Mail/Fax or Email reports to:
Tom Wyrsh
Contract Compliance Review Director
415 East 12th Street - 2nd Floor
Kansas City, Missouri 64106
EMAIL: cro@jacksongov.org
FAX: (816) 881-1223

1. COMPANY DESCRIPTION:

Name of Company Icon Enterprises, Inc., d/b/a CivicPlus
Street Address 302 S. 4th Street, Suite 500
City Manhattan State KS Zip 66502
Email Address: bids@civicplus.com
Website Address: www.civicplus.com
Area Code 888 Telephone Number 228-2233
Representative Name Robert Disberger

2. COMPANY STATISTICS:

A. Total number of Employees 167
B. Total Number of Employees who are:
1. Women 63 4. Asian 7
2. Hispanic 4 5. American Indian 2
3. Black 4 6. Other N/A

	YES	NO	N/A
3. Has your company advertised for applicants since your report? <u>If so, please attach a list of publications in which ads appeared, the dates of advertising, and copies of such advertisement</u> <u>We will be happy to provide this information at contract signing.</u>	<u>X</u>	<u> </u>	<u> </u>
4. Has there been an effort since your last report to further orientate supervisors and key personnel to the spirit and intent of the program? <u>If so, please attach a detailed report of such efforts</u>	<u> </u>	<u>X</u>	<u> </u>
5. Have there been any adjustments in your job prerequisites or your recruiting and intake procedures? <u>If so, please attach a narrative of such efforts.</u>	<u> </u>	<u>X</u>	<u> </u>

YES NO N/A

6. Has any effort been made since your last report in disseminating your policy to all your employees or in encouraging them to refer Minority or Female applicants?
If so, please attach a narrative of such efforts.

— X —

7. Are you attaching any other comments or concerns which you would like to have reviewed as part of determining compliance with your programs?

— X —

List all minority contractors/suppliers (Minority Owned Business Enterprises MBE or Women Owned Business Enterprises WBE) with which you have contracted during this reporting period.

NAME OF COMPANY N/A
 STREET ADDRESS N/A
 REPRESENTATIVE NAME N/A
 TELEPHONE NUMBER N/A
 EMAIL ADDRESS N/A
 WEBSITE ADDRESS N/A

PRODUCTS, SERVICE, AREA OF SCOPE OF WORK:

DURATION OF CONTRACT N/A
 AMOUNT OF CONTRACT _____

REPEAT THE ABOVE INFORMATION ON A SEPARATE SHEET FOR ADDITIONAL MBE/WBE FIRMS WITH WHOM YOU HAVE CONTRACTED.

Figures of Employment Analysis section of this report was obtained from:

	YES	NO
1. Available employment	<u>X</u>	—
2. Visual check	—	<u>X</u>
3. Other (specify) _____	—	—

This Compliance Review Form was prepared and submitted by:

 Signature
Brian Rempe, Chief Operating Officer
 Name and Title
October 13, 2014
 Date

I certify that all answers and information herein contained are true to the best of my knowledge, and I understand that any mis-statement of fact may subject this company to non-compliance procedures.

STATEMENT OF NO BID

TO: Jackson County Purchasing Department
Jackson County Courthouse
415 East 12th Street, Room G1
Kansas City, MO 64106

We, the undersigned, have declined to submit a proposal in response to the above Request for Proposal for the following reasons(s):

- Scope of Services too "tight", i.e., geared toward one brand or supplier.
- Insufficient time to respond to the proposal.
- We do not offer this product or service.
- Our schedule would not permit us to perform.
- We are unable to meet Scope of Service requirements.
- We are unable to meet bond requirements.
- Scope of Services is not clear (explain).
- We are unable to meet insurance requirements.
- Remove us from your list for this commodity or service.
- Other (explain). _____

REMARKS _____

Company Name: _____

Signature: _____

Telephone: _____

Date: _____

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned acknowledges receipt of Addenda through and including numbers _____ and that this Proposal is submitted in accordance with information, instructions, and stipulations set forth therein.

Signature of Respondent

October 13, 2014
Date

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

302 S. 4th Street, Suite 500
Address

Manhattan, KS 66502
City, State, and Zip

888-228-2233
Phone

GENERAL CONDITIONS

The General Conditions which follow apply to and are a part of this Request for Proposal unless otherwise specified herein. Subject to State and County laws and all rules, regulations and limitations imposed by legislation of the Federal Government, responses on all advertisements, and invitations issued by the Jackson County Purchasing Department will bind Respondents to applicable conditions and requirements herein set forth unless otherwise specified in the Request for Proposal. Respondents or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and scope of services before submitting proposals; failure to do so will be at the Respondent's own risk and he cannot secure relief on the plea of error.

1. **Withdrawal of Proposals:** A written request for the withdrawal of a proposal or any part thereof may be granted if the request is received in the Office of the Director of Finance and Purchasing prior to the response deadline.
2. **Completeness:** All information required by the Request for Proposal must be supplied to constitute a proper proposal. Respondents shall not alter the Request for Proposal documents except upon instruction by receipt of addendum. Respondents shall furnish information required by the Request for Proposal in the form requested. The County reserves the right to reject proposals with incomplete information or which are presented in a form other than that requested in this Request for Proposals. Proposals must be submitted in "hard copy" form. Proposals submitted electronically, on computer diskettes, or by FAX will not be considered by the County.
3. **Proposals Binding For 90 Days:** Unless otherwise specified all proposals submitted shall be binding for ninety (90) calendar days following the response deadline, unless the Respondent(s), upon request of the Director of Finance and Purchasing, agrees to an extension.
4. **Exceptions:** Conditional or qualified proposals are subject to rejection in whole or in part. All exceptions to the scope of services for this Request for Proposal must be made in writing and attached as Exhibit F to the proposal when it is submitted by the Respondent. The County will consider minor exceptions to its requirements. A minor exception is one which is a matter of form, not substance. The minor exception is considered immaterial and inconsequential when its significance to price, quantity, quality, or delivery is trivial or negligible when contrasted with total scope of the Request for Proposal (ex: comparable manufacturer or alternate proposals where allowed by the Request for Proposal). The County will not consider exceptions to its General Conditions, Forms or Insurance Requirements. The County reserves the right in its sole discretion to accept or reject any exceptions included in Exhibit F. Exceptions made in any other manner or form whether by omission or by inclusion in any other manner other than as specifically entered and described in full on Exhibit F shall not be made a part of the resulting contract. Exceptions which are made by the Respondent and entered on Exhibit F and determined to be acceptable to the County shall be made a part of the resulting contract by inclusion as a provision of a mutually executed Amendment to the contract. Exceptions which are not made a part of said Amendment shall not be included in the contract nor be binding upon the County and the scope of services for the Request for Proposal shall prevail.
5. **Questions Regarding Scope of Services:** Any information relative to interpretation of scope of services shall be requested of the Purchasing Supervisor, in writing, in ample time before the response deadline. All questions must be received in the Office of the Purchasing Department by **October 7, 2014**. Any interpretation made to prospective respondents will be expressed in the form of an addendum to the Request for Proposal which, if issued, will be posted no later than three (3) business days before the response deadline. Addendums to the Request for Proposal will be posted on the county's website @ www.jacksongov.org. Oral answers will not be binding on the County. Each respondent shall ascertain prior to submitting his proposal that he has received all Addenda issued, and shall acknowledge the receipt of such on the form provided herein. Failure to adhere to this policy may cause your bid to be REJECTED.
6. **Multiple Bids:** No Respondent will be allowed to offer more than one proposal on each item requested even though he may feel that he has two or more types or styles that meet specifications. IF SAID RESPONDENT SHOULD SUBMIT MORE THAN ONE PROPOSAL ON ANY ITEM REQUESTED, ALL PROPOSALS FOR THAT ITEM MAY BE REJECTED AT THE DISCRETION OF THE DIRECTOR OF FINANCE AND PURCHASING.
7. The County reserves the right to split the award of the contract, reject any or parts of proposals, to waive technical defects in proposals, consider administrative costs and to select the proposals(s) deemed most advantageous to the County. The County shall consider proposals submitted on an "all or nothing" basis only if the proposal is clearly designated as such by the Respondent, affixing the words "ALL OR NOTHING" on the quotation portion of the Request for Proposal.
8. **Applicable State Law:** The contract shall be construed according to the laws of the State of Missouri. The Contractor must be registered and maintain good standing with the Secretary of State, of the State of Missouri and other regulatory agencies as may be required by law or regulation.

9. Communications and Notices: Any notice to the Contractor shall be deemed sufficient when deposited in the United States Mail postage prepaid; faxed; e-mailed; delivered to a telegraph office fee prepaid; or hand-carried and presented to an authorized employee of the Contractor at the Contractor's address as listed on the signature page of the contract or at such address as the contractor may have requested in writing.

10. Bankruptcy or Insolvency: Upon filing for any bankruptcy or insolvency proceedings by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the Contractor must notify Jackson County's Director of Finance and Purchasing immediately in writing. Upon learning of the actions herein identified, Jackson County reserves the right at its sole discretion to either affirm the contract, or cancel the contract and hold the Contractor responsible for damages.

11. Patents: Contractor agrees to defend, indemnify, protect, and save harmless, Jackson County, Missouri, against all claims for royalties for patents or suit for infringement thereon which may be involved in the manufacture or use of the materials or items to be furnished.

12. By virtue of statutory authority, the Director of Finance and Purchasing shall give preference to all commodities manufactured, mined, produced or grown within the State of Missouri and to all firms, corporations or individuals doing business as Missouri firms, corporations or individuals, when quality is equal or better and delivered price is same or less.

13. Material Standards: All material or equipment furnished shall meet the minimum requirements of the Occupational Safety & Health Standard (OSHA) published in the Federal Register.

14. Tax Clearance Required: No person, firm or corporation, resident in Jackson County, or otherwise legally within the taxing jurisdiction of the County, shall be eligible to provide any goods, contractual services or anything covered by the County Purchasing Ordinance, unless said person, firm or corporation is duly listed and assessed on the County tax rolls, and is in no way delinquent on any taxes payable to the County. Further, no person, firm or corporation, regardless of state of residency, shall be eligible to provide any goods, contractual services, or anything covered by this chapter, of a cost in excess of \$150,000 per annum, if that person, firm or corporation is in any way delinquent on any taxes payable to any local government entity with which Jackson County has entered into an "Intergovernmental Agreement for Tax Verification Information".

Where any individual, firm or corporation is a resident of Jackson County, or it otherwise appears that such firm is legally within the taxing jurisdiction of the County, and has made an offer, bid, or quotation for any County purchase, or has submitted an application to be given an opportunity to make quotations for County purchases, the Director of Finance and Purchasing shall cause a search to be made of the County tax rolls, and, if applicable, an inquiry to be made of the appropriate personnel of any other local government entity with which Jackson County has entered into an "Intergovernmental Agreement for Tax Verification Information", to determine the eligibility of that person, firm or corporation under this section.

When the lowest/highest responsible bidder for a given Purchase Order or Contract is ineligible under this section, the Director of Finance and Purchasing may, where time is not of the essence to the County, notify the bidder and allow three (3) days for the bidder to correct the deficiency or pay up any delinquency involved. If the bidder fails, after such notice, to comply within three (3) days, or if the Director of Finance and Purchasing deems to be of the essence, he shall proceed as though the next lowest/highest responsible bidder who is eligible under this section had entered the lowest/highest bid.

15. The County is not responsible for articles or services furnished without a Purchase Order.

16. Inspection and Acceptance: Inspection and acceptance will be at destination. Prior to the time of delivery and acceptance by the County, or after any rejection, risk or loss shall be the responsibility of the Contractor unless loss results from negligence of the County.

17. Equal Opportunity: The Contractor shall maintain policies of employment as follows:

a) The Contractor and the Contractor's Subcontractor(s) shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, disability, or national origin. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during employment without regard to their race, religion, color, sex, disability, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the policies of non-discrimination.

b) The Contractor and the Contractor's Subcontractor(s) shall, in all solicitations or advertisements for employees placed by them or on their behalf, state that all qualified applicants will receive consideration for employment without regard to race religion, color, sex or national origin.

18. Foreign Corporations: Firms submitting proposals as corporations which are not incorporated in the State of Missouri must include with their proposal a properly executed **Certificate of Registration for Foreign Corporation** authorizing the firm to do business in the State of Missouri.

19. Errors in Proposals: Respondent shall be bound by its proposal even though the proposal is based on an erroneous calculation, and Respondent shall have no right to withdraw its proposal after the Response Deadline on the basis of an error in calculation of its proposal. Carelessness in quoting prices, or in preparation of proposal, will not relieve the Respondent in case of errors. Erasures or changes in proposals must be initialed.

20. Omission in Proposals: Omission in the proposal of any provision herein prescribed shall not be construed as to relieve the contractor of any responsibility or obligation requisite to the complete and satisfactory operation of any and all equipment and services. Any exception to the provision of the Request for Proposals must be in writing and not by omission.

21. No lowest/highest Respondent shall receive a business expectancy merely because his proposal is the lowest/highest one received; until the contract has been awarded, no business expectancy exists.

22. Conflict of Interest: Respondent warrants that no officer or employee of the County, whether elected or appointed, shall in any manner whatsoever be interested in or receive any benefit from the profits or emoluments of this contract.

No official or employee of Jackson County or its governing body and no public official in Jackson County who exercises any functions or responsibilities in the review or approval of the undertaking of carrying out of the project covered by this contract shall voluntarily acquire any personal interest, directly or indirectly, in this contract.

The Contractor covenants that he/she presently has no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of this services hereunder. The Contractor further covenants that no person having such known interest shall be employed or conveyed an interest, directly or indirectly, in this contract.

23. It shall be the responsibility of all Respondents to warrant that all goods, services, and/or work to be procured and/or performed under this contract shall conform to and/or be performed in compliance with all applicable Federal, State, and Local Statutes, Ordinances and Codes including but not limited to the American with Disabilities Act of 1990. Failure to comply in any manner with applicable Statues, Ordinances or Codes shall result in said Contractor replacing the goods, services and/or work performed in order to effect compliance or in liquidated damages in the amount required to effect compliance with said Statutes, Ordinances and Codes together with any costs associated with collection of said damages.

24. Respondent certifies that all goods to be supplied to the County as a result of contracts awarded under this Request for Proposal were produced in compliance with all applicable requirements of section 6, 7, and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under section 14 thereof.

25. Fund Allocation: Continuance of any resulting contract or issuance of purchase orders after December 31 of the current calendar year is contingent upon the allocation of County funds for the next proceeding calendar year.

26. Qualifications of Respondents: The County may make such reasonable investigations as deemed proper and necessary to determine the ability of the respondent to perform the work and the respondent shall furnish to the County all such information and data for this purpose, as may be requested. The County reserves the right to inspect respondent's physical plant prior to award to satisfy questions regarding the respondent's capabilities. The County further reserves the right to reject any proposal if the evidence submitted by or investigations of such respondent fails to satisfy the County that such respondent is properly qualified to carry out the obligations of the contract and to complete the work contemplated herein.

27. Except for the furnishing and transportation of materials, the Contractor shall not sublet, sell, transfer, assign, or otherwise dispose of any portion of this contract to any individual, firm, or corporation without written consent of Jackson County. This consent of the County will not be given unless, and until the Contractor has submitted satisfactorily evidence that the proposed subcontractor is qualified to execute the work and has an Affirmative Action Plan acceptable to the County, together with a complete copy of the subcontract if so requested by the County. The subcontract shall bind the subcontractor to comply with all requirements of this contract including but not limited to wage rates, equal employment opportunity regulations, submittal of payrolls, etc. Assignment of the entire contract may be made only upon written consent of the County.

28. As a condition for the award of any contract or grant in excess of five thousand dollars by the County to a business entity, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. Any entity contracting with the state or any political subdivision of the state shall only be required to provide the affidavits required in this subsection to the state and any political subdivision of the state with which it contracts, on an annual basis.

29. This contract shall be construed according to the laws of the State of Missouri, including Missouri Revised Statute Chapter 610.111.1, which requires that all records of Jackson County, Missouri will be open to the public, unless subject to statutory exception, as Jackson County, Missouri is a public governmental body. Pursuant to Missouri Revised Statute Chapter 610.021(12), sealed bids and related documents, once the bid documents have been opened, along with any related documents, are considered public records subject to disclosure upon request. Missouri Revised Statute Chapter 610.021(12) also requires, upon request, disclosure of any negotiated contract and documents related to such contract once the contract has been executed or until all bids have been rejected.

30. If awarded a Contract as a result of this Request for Proposal; you must have a hard copy of a purchase order issued by the Jackson County, Missouri Finance and Purchasing Department **BEFORE** providing any goods and/or services. Failure to adhere to this policy will result in the immediate termination of said contract.

31. Discussions and Negotiations: The County, in its sole discretion, may do any or all of the following:

- a) evaluate proposals and award a contract with or without discussions or negotiations with any or all Respondents;
- b) discuss and negotiate anything and everything with any Respondent or Respondents at any time;
- c) request additional information from any Respondent;
- d) request a Respondent or Respondents to submit a new Proposal;
- e) request one or more best and final offers from any or all Respondents;
- f) accept any Proposal in whole or part;
- g) require a Respondent to make modifications to their initial Proposal;
- h) make a partial award to any or all Respondents;
- i) make multiple awards to any or all Respondents;
- j) terminate this RFP and reissue an amended RFP.

1.0 INTRODUCTION

- 1.1 Jackson County, Missouri is seeking Proposals from qualified respondents to provide full-service website design services, including the implementation of a new dynamic content management system (CMS), redesign of sites, navigation reorganization, conversion of content from the current CMS, secure web hosting, and the ongoing support of all new sites after they are launched.
- 1.2 The Successful Respondent will be able to provide all the functionality identified in this RFP, including the flexibility to customize CMS tools, if necessary, to meet our specific website needs. Furthermore, the County seeks a respondent with the capacity to integrate additional features as may be needed in the future.
- 1.3 The County's family of websites includes jacksongov.org, jacksongov.org/prosecutor, jacksongov.org/sheriff, makeyourdayhere.com and combatjack.org, as well as an intra-net site for county employees, jcool.jacksongov.org.

2.0 BACKGROUND

- 2.1 The Missouri State Legislature authorized the creation of the "County of Jackson" on December 15, 1826. Named after the seventh president of the United States, Andrew Jackson, the County was also home to President Harry S. Truman, who began his political career as a Jackson County presiding judge.
- 2.2 Jackson County's origins can be traced to the first military outpost on what was considered America's western frontier in the early 19th Century. Today, the County, which includes most of Kansas City, Missouri, features a rare mix of metropolitan sophistication blended with rural charm and the back-to-nature resources offered through the nation's third largest county parks system. One in ten Missourians live in Jackson County, with approximately 676,000 people residing within the County's 607 square miles. Fortune 500 companies are headquartered in the County. The County is also home to the famous Plaza shopping district, world-class museums, national landmarks, state-of-the-art medical research facilities, and major universities. The Kansas City Royals and Kansas City Chiefs play their home games in the County-owned stadiums of the Truman Sports Complex.
- 2.3 The County's objective is to develop an online presence that reflects all that Jackson County has to offer and to provide citizens and visitors with websites that are convenient, engaging and efficient. With more than 2 million visitors per year, the websites under the jacksongov.org umbrella have clearly become the primary means through which Jackson County communicates with our citizens. Combined, the County's sites (excluding JCOOL) feature more than 4,000 pages of content, 9,000 images and 3,500 documents.
- 2.4 Situational Analysis: Jackson County's websites were last redesigned in 2008. In terms of both appearance and compliance with best standard practices, the sites have become outdated. The County is seeking a web vendor able to redesign, reorganize and update our sites, so that they are fully compliant, intuitive, well-organized, easy-to-navigate and adaptive for viewing on all devices.

3.0 PROPOSAL REQUIREMENTS

- 3.1 **MANDATORY PRE-PROPOSAL MEETING:** There will be a MANDATORY PRE-PROPOSAL MEETING for all Respondents wishing to submit proposals. The Mandatory Pre-Proposal Meeting will be held on Tuesday, September 30, 2014 @ 9:00 AM, CDT at the Jackson County Courthouse, 415 East 12th Street, Ground Floor IT Conference Room, Kansas City, Missouri 64106. There must be at least one representative per company; one individual representing more than one company is not acceptable.
- 3.2 The Mandatory Pre-Proposal Meeting will start PROMPTLY at 9:00 AM; Respondents arriving more than ten minutes late will be disqualified. Be advised that parking downtown is limited and Respondents will need to go through Courthouse Security upon entering the Courthouse; please plan for the additional time needed for those activities. Respondents will need to be present through the entire Pre-Proposal Meeting. It is estimated that this meeting will take an hour. Failure to attend this Mandatory Pre-Proposal Meeting will result in the REJECTION of your proposal.
- 3.3 All potential Respondents are required to participate in the Mandatory Pre-Proposal Meeting as it will be used as a forum for

questions, communications and discussions regarding this Request for Proposal. **The potential Respondent shall read this Request for Proposal thoroughly and develop all questions before the Mandatory Pre-Proposal Meeting.** Potential Respondents shall bring a copy of this Request for Proposal to the Mandatory Pre-Proposal Meeting as it will be used as an Agenda. Formal minutes of the Mandatory Pre-Proposal Meeting will not be maintained.

4.0 AWARD REQUIREMENTS

4.1 Certificate of Insurance: The Successful Respondent will be required to submit to the Purchasing Department a Certificate of Insurance meeting or exceeding the provisions of Exhibit A included herein within ten business days after receiving Notification of Award. The Certificate of Insurance must be received by the County prior to the commencement of any work under this Request for Proposal.

5.0 SCOPE OF SERVICES

5.1 REDESIGN

All Jackson County websites will require being redesigned with the option to have sites that are **adaptive or responsive for rendering on all devices**. Redesign will include new appearance, navigation and CSS. Site design must be compliant with Section 509 and Americans with Disabilities Act guidelines. The CMS, itself, must be accessible via smart phones and other devices, allowing for updates to be completed in a mobile format.

5.2 TESTING

The Successful Respondent will provide an online environment during build-out of new sites for reviews, monitoring progress, and to test sites prior to launching them live.

5.3 TRAINING

The Successful Respondent will provide in-depth extensive training (on-site in Jackson County) regarding the use of the CMS. On-going periodical training is required, especially as new CMS features are implemented. Training materials (manuals, videos, etc.) must be provided.

5.4 WEB HOSTING SERVICES

The Successful Respondent will provide secure web hosting services for Jackson County's websites. These services will include maintaining domain registration(s) and managing SSL certification(s). Uptime requirement: 99.99%,

5.5 UPDATES/FUTURE-PROOFING

The Successful Respondent will provide routine, seamless updates to the CMS so that Jackson County's websites keep pace with changes/updates to web browsers. Successful Respondent will be responsible for assuring sites function correctly across all browsers and via all online delivery systems. The Successful Respondent will also guarantee that our sites remain current regarding appearance, functionality, etc. This includes also developing plans for site redesigns at least every four years.

5.6 SUPPORT

The Successful Respondent will provide 24/7 technical assistance and serve as Jackson County's website support team. Support phone number during normal business hours is required, as well as an emergency support number.

5.7 WORK-FLOW SYSTEM

The Successful Respondent's CMS will include a robust multi-layered work-flow system, allowing for multiple website contributors with security settings permitting different levels of access to content and some CMS tools. Only "power-users" will be allowed to publish content on the live site.

5.8 FORM BUILDER

The Successful Respondent's CMS will include a form-building tool that includes the capacity to generate databases and send e-mail notifications. Our intent is to replace several PDF forms with true online forms that can be submitted with the click of a button. We must be able to access data without going through Successful Respondent.

5.9 SECURED CONTENT

The Successful Respondent's CMS will include option for creating restricted-use content – content that may only be accessible via usernames, passwords, and security questions. Our goal is to transform our intranet site, currently only available within the county network, into an extranet site accessible online anywhere.

5.10 MULTI-MEDIA FUNCTIONALITY (Videos & Photos)

The Successful Respondent's CMS will include built-in, easy-to-use tools for posting video and photo content, including slideshows. Ability to load multiple photos into the CMS in batches is a must.

5.11 AUTOMATION/SCHEDULED CONTENT

The Successful Respondent's CMS must allow for posting/deleting content automatically through a scheduling option that can be set to a specific date and hour.

5.12 SOCIAL MEDIA INTERFACE

The Successful Respondent's CMS must include the ability to integrate automatically Jackson County's web content with our social media outlets – Facebook, Twitter, etc.

5.13 EMAIL/TEXT

The Successful Respondent's CMS must allow for subscriptions, scheduled notifications and sending automatic notifications when posting some web content, including emergency alerts.

5.14 SURVEY/POLLING CAPABILITY

The Successful Respondent's CMS must include ability to conduct polls or surveys and collect the data.

5.15 INTERACTIVE (Optional)

Jackson County may want the option of allowing citizens to have a more interactive experience online through posting comments, submitting ideas, etc. Restrictions would have to apply.

5.16 CONTENT EXPERTISE (Optional)

In addition to developers to construct the technical framework for our sites, Jackson County may require the Successful Respondent's CMS to have content developers able to assist with reorganizing, converting and generating new web content.

5.17 MISCELLANEOUS

The Successful Respondent's CMS will include the following capabilities/services as well:

Archive Center – storing old content as well as generating news index pages, allowing visitors to still locate old articles once they've expired from the home page

Broken Links Finder

Calendar – update/publish calendars by both departments and/or county wide

Directories – automated Contact Us pages integrated into county’s phone listing system

Forward To A Friend – capacity of visitors to forward web contact via e-mail

Frequently Asked Questions – dynamic content

Mobile Application/Browsing

Multi-Lingual Support

Printable Pages – Printer-friendly functionality on all web pages

Rotating Images/Banners

RSS Feeds

Quick Links

Site Search

Site Statistics – analytics and site audit data

Unique Department Home Pages and/or Navigation

5.18 TASKS AND DELIVERABLES

5.18.1 TASK 1 – Site Development & Planning

Kickoff meeting with Successful Respondent’s staff and Jackson County staff to set project objectives, discuss site structure (design and organization), and set deadlines for completion of initial wireframes and design concepts. County staff will present site/organization plans already under development, but vendor staff is expected to also bring to this meeting suggestions, examples, rough drafts, etc.

Deliverable 1 – Wireframes and Initial Design Concepts. (Timeline: 4 weeks after kickoff meeting).

5.18.2 TASK 2 – Develop Draft Websites

Successful Respondent will propose design alternatives and solutions to issues arising from County’s review of initial design concepts. County staff will be responsible for circulating designs to stakeholders for their input.

Deliverable 2 – Website Mock-ups and Proposed Site Maps (Timeline: 3 weeks after Successful Respondent receives comments following Deliverable 1).

5.18.3 TASK 3 – Final Design Drafts

Successful Respondent will submit narrowed-down alternatives for final designs. County staff will gather feedback and present final refinements to the Successful Respondent.

Deliverable 3 – Final drafts of websites (Timeline: 3 weeks).

5.18.6 TASK 4 – Website Build-outs

Following finalization of the designs, Successful Respondent will immediately begin designing Jackson County’s new websites.

Deliverable 4 – Full websites in test environment (Timeline: 8-10 weeks).

5.18.5 TASK 5A – Populating Sites With Content

Content from old Jackson County sites must be migrated, reorganized, archived in the new CMS.

TASK 5B – Training

While content is being implemented in the new CMS, Successful Respondent will provide in-depth training for Jackson County staff using the CMS tools. Training will include implementation of the work-flow system.

Deliverable 5 – Fully developed websites ready for ongoing test. (Timeline: 6-8 weeks).

5.18.6 TASK 6 – Quality Assurance Testing

Once all content has been migrated to the new CMS, quality assurance testing will continue for approximately one week.

Deliverable 6 – Launch New Websites

5.18.7 TASK 7 - Site Corrections

Successful Respondent will provide support to correct any issues arising once sites are launched to the general public.

Deliverable 7 – Beta testing corrections. (Provide immediately as needed).

6.0 PROPOSAL FORMAT

6.1 Respondent's proposal shall be **an original document plus five copies.**

6.2 All proposals and copies shall be double sided and minimize the use of binders and plastic covers. Binder clips are the preferred way to separate copies.

6.3 Proposals and copies shall be in an opaque envelope or box with this Request for Proposal Name and Number and the Respondent's Name and Address on the front.

6.4 Request for Proposal Response Deadline and Delivery Instructions are on Page One of this Request for Proposal.

6.5 Expenses and costs incurred in the preparation of proposals in response to this Request for Proposal are the sole responsibility of the Respondent and shall not be reimbursed by Jackson County, Missouri.

6.6 To facilitate the evaluation of proposals, proposals and copies in response to this Request for Proposal shall be organized in the following manner:

6.6.1 Cover Letter, to include the following information:

6.6.1.1 Respondent Name

6.6.1.2 Address

6.6.1.3 Phone Number

6.6.1.4 Contact Person's Name

6.6.1.5 Contact Person's Title

6.6.1.6 Contact Person's Telephone Number

6.6.1.7 Contact Person's Email Address

6.6.2 All forms contained in this Request for Proposal, filled out, signed and notarized where necessary.

6.6.3 The remainder of the Request for Proposal package.

6.6.4 Description of Respondent's General Background to include the following:

6.6.4.1 Year of inception and history

6.6.4.2 Ownership structure

6.6.4.3 Ability to provide the services requested

6.6.5 **Financial Viability:** All proposals must include a financial statement, or other materials demonstrating the Respondent's stability and long-term viability. The County will consider this information Confidential and Proprietary and Respondent shall include it in a separate envelope within the proposal marked "**Confidential and Proprietary**". The County will take all reasonable efforts to insure the confidentiality of the information is maintained. Confidential and Proprietary documents will be returned to all unsuccessful Respondents upon execution of a Contract and will be returned to successful Respondents upon termination of Contract.

6.6.6 **Experience and Qualifications:** Respondent shall have no less than five years successful experience with similar projects. Respondent shall detail their Experience and Qualifications.

- 6.6.7 Staff Capabilities: Respondent shall list all staff that will be working on this project; Names, Titles and Brief Resumes of all staff shall be included. Any changes of key staff prior to or after Award are subject to County's written approval.
- 6.6.8 References: The Respondent shall include a minimum of three references on projects similar to this one. References shall include the following information:
 - 6.6.8.1 Reference Name and Project Description
 - 6.6.8.2 Contact Person for Reference, include Name, Title, Telephone Number and Email Address.
- 6.6.9 Proposed Minority-Owned/Women-Owned Business Enterprise (MBE/WBE) participation: Respondent shall indicate the proposed scope and extent of a Minority-Owned/Women-Owned Business Enterprise.
- 6.6.10 Preliminary Plan of Action: All proposals shall include a Preliminary Plan of Action with expected timeline for the redesigns of Jackson County's websites, the implementation of the new CMS, the training of County staff, and ultimately launching of the sites live. Roles of the Respondent staff and County staff shall be described.
- 6.6.11 Respondent shall address each item listed under "Scope of Services" herein.
- 6.6.12 Respondent shall include a detailed description of their Support Services, including a plan for performing website updates, ongoing communications between Respondent and County staff, additional training opportunities, normal support hours and emergency support availability.
- 6.6.13 Respondent shall include any information on Web Hosting capabilities they have.
- 6.6.14 Respondent shall include any information about use of third-party contractors to complete the project, develop the CMS or any other tools that will be used on the County's websites.
- 6.6.14 Pricing: provide pricing in a separate sealed envelope within the Original proposal package, copies should not have pricing information. Pricing shall include the costs or initial site builds, travel and training, on-going maintenance and any additional services needed for the next 4 years.

7.0 EVALUATION PROCESS AND CRITERIA

- 7.1 An Evaluation Committee made up of Jackson County personnel will evaluate all proposals and make recommendations. Jackson County shall be the sole judge of the proposals submitted for this Request for Proposal and its decision shall be final.
- 7.2 The County will consider MBE/WBE ownership and/or participation as a component of the "Qualifications and Experience" Evaluation Criteria.
- 7.3 The Evaluation Committee will consider various factors when evaluating the response to this Request for Proposal, including but not limited to:

Responsiveness to Request for Proposal	5%
Respondent Qualifications and Experience	25%
References	15%
Proposed System and Services	15%
Pricing	40%
- 7.4 Any evaluation criteria or weighting of criteria is used by the County as a tool to assist the County in selecting the best proposal for the County. Evaluation scores or ranks alone do not create a right or expectation to a Contract/Agreement with the County. Ultimately, the County may choose to contract with any Respondent, regardless of rank or score.
- 7.5 Demonstrations: The Evaluation Committee, at its sole discretion, may interview none, one, some or all of the Respondents. After initial evaluations, selected Respondents shall provide, at no cost to the County, an On-Site Demonstration of the

Respondent's proposed system. This demonstration will include Respondent's System Developers to answer any technical questions that the County may have. Following the demonstrations, finalist will be selected and the finalist shall provide the County, at no cost to the County, with an On-Line Testing environment of their proposed system for County personnel to perform a hands-on evaluation of the proposed system.

8.0 CONTRACT NEGOTIATIONS

8.1 Upon the selection of the successful Proposal a contract incorporating the General Conditions, Scope of Services and any other provisions of this Request for Proposal and acceptable to both parties will be prepared and executed by both parties. Should the parties, within a reasonable time frame, as determined by Jackson County, Missouri fail to develop and execute a mutually agreeable Contract, and upon a three (3) business day notification to the selected Respondent, the County may reject the proposal and proceed to award the Contract to the next "best" Respondent.

8.2 Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until a contract has been awarded or all proposals are rejected.

8.3 In no event will the following be considered confidential or exempt from the Missouri Sunshine Law:

Respondent's entire proposal;

Respondent's pricing;

Respondent's proposed method of performance, including schedule of events and/or deliverable;

Respondent's experience information including customer lists or references;

Respondent's product specifications unless specifications disclose scientific and technological innovations in which the owner has a proprietary interest.

8.4 The County generally does not generally use standard contract forms which may be provided by the Respondent. The contract documents used by the County will include both the Request for Proposal and the Respondent's proposal. In the event that conflicts in language exist between the Request for Proposal and the Respondent's proposal, the provisions of the Request for Proposal shall govern. The Respondent shall list any and all exceptions as instructed under General Conditions, Item Number Five of this Request for Proposal. Please note that the Respondent's proposal is subject to rejection if Exceptions to the County's General Conditions, Scope of Services and/or forms are requested.

8.5 Respondent must agree to the following standard provisions:

Indemnifications: Contractor/Respondent agrees, to the fullest extent permitted by law, to indemnify and hold the County harmless from damages and losses arising from the negligent acts, errors or omissions of Contractor/Respondent in the performance of the work under this Contract/Agreement, to the extent that Contractor/Respondent is responsible for such damages and losses on a comparative basis of fault and responsibility between Contractor/Respondent and the County. Contractor/Respondent is not obligated to indemnify the County for the County's own negligence. Contractor/Respondent's obligations under this section with respect to indemnification for acts or omission of Jackson County, its agencies, officials, officers, or employees shall be limited to the coverage and limits of insurance that Contractor/Respondent is required to procure and maintain under this Contract/Agreement. Insurance shall be procured and maintained by Contractor/Respondent as described in Exhibit A of this Request for Proposal. Contractor/Respondent shall file Certificate of Insurance with Jackson County Purchasing Department in the form described in Exhibit A within the time limit also described in the Exhibit.

Independent Contractor: Contractor/Respondent shall work as an independence contractor and not as an employee of the County. Contractor/Respondent shall be subject to the direction of the County only as to the result to be accomplished and not as to the means and methods for accomplishing the result. Contractor/Respondent shall report all earnings received hereunder as gross income, and shall be responsible for its own Federal, State and City withholdings taxes and all other taxes, and operate its business independent of the business of the County except as required by this Contract/Agreement.

Confidentiality: Contractor/Respondent acknowledges and agrees that all County information and records are confidential and will not disclose or make available this information or records to anyone outside the County organization unless authorized to do so in writing.

Complete Agreement: Parties agree that this Contract/Agreement together with the Jackson County, Missouri Request for Proposal No. 62-14 and Contractor/Respondent's response thereto constitute the complete and exclusive agreement between the parties which supercedes all prior proposals or understandings or agreements, oral or written, and all other

communications between parties relating to the subject matter of this Contract/Agreement.

Notices: Any notice which either party shall be required by this Contract/Agreement to give the other shall be in writing and delivered by mail addressed to the respective parties as follows, or to such other addresses, as the respective parties may designate from time to time:

County: Jackson County, Missouri
415 East 12th Street, Room 105
Kansas City, Missouri 64106

Contractor/Respondent:

9.0 QUESTIONS

- 9.1 All questions regarding this Request for Proposal, after the Mandatory Pre-Proposal Meeting, must be in writing or emailed as detailed under General Conditions, Item Number Five on Page Seven of this Request for Proposal by October 7, 2014 by 5:00 PM. Point of Contact for this Request for Proposal is Barbara Casamento, email address is bcasamento@jacksongov.org . All questions will be published on the County's website in the form of Addendum.
- 9.2 Respondents and their agents (including subcontractors, employees, consultants or anyone else acting on their behalf) must follow this procedure. Respondents or their agents may not contact any other County employee regarding the matters covered by this Request for Proposal during the solicitation and evaluation process. Inappropriate contacts are grounds for **REJECTION OF RESPONDENT'S PROPOSAL.**

EXHIBIT A, INSURANCE

Contractor shall procure and maintain in effect throughout this duration of the contract insurance coverages not less than the types and amounts specified in this section. If due to the nature of the goods and/or services provided by the contractor are such that they may be excluded from coverage listed below, an addendum shall be made to the contract requesting coverage and limits required (Professional Liability, Work on bodies of water, Garage or tow services, Liquor liability are some examples).

All subcontractors of the contractor are required to carry the same coverages and limits as the contractor. All Liability policies required are to be written on an "occurrence" basis unless an agreement, in writing, is made with Jackson County.

1. COMMERCIAL GENERAL LIABILITY

Commercial General Liability Insurance: with limits of not less than \$1,000,000 per occurrence and \$2,000,000 Annual Aggregate (both General and Products-Completed Operations). Aggregate shall be on a "per project" basis where more than one project is to be performed by the contractor under this contract. Policy shall include Severability of Interests coverage applying to Additional Insureds and also include Contractual Liability with no limitation endorsements. Policy shall include \$100,000 limit each occurrence for Damage to Rented Premises, \$1,000,000 limit each occurrence for Personal & Advertising injury liability, \$5,000 Medical Expense (any one person), and Employee Benefits Liability coverage with a \$1,000,000 limit.

2. COMMERCIAL AUTOMOBILE LIABILITY

Commercial Automobile Liability Insurance: with a limit not less than \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage Limit (each accident), covering owned, hired, borrowed, and non owned vehicles. Coverage shall be provided on a "any auto" basis and be on a Commercial Business Auto form, or acceptable equivalent, and will protect against claims arising out of the operation of motor vehicles in connection with this contract.

3. WORKERS COMPENSATION AND EMPLOYERS LIABILITY COVERAGE

Contractor shall provide coverage for Workers Compensation and Employers Liability for all claims by employees of the contractor or by anyone for whose acts it may be liable under the statutes of the State of Missouri with limits of:

-Workers Compensation	Statutory
-Employers Liability	\$500,000 each accident
	\$500,000 Disease-each employee
	\$500,000 Disease-Policy limit

4. EXCESS/UMBRELLA LIABILITY COVERAGE

Contractor shall provide Excess/Umbrella liability, on an occurrence basis, with \$10,000 Retention, to provide coverage limits over all liability coverages listed above, at a limit not less than \$1,000,000 each occurrence and \$1,000,000 Aggregate.

5. ADDITIONAL INSURED & CERTIFICATE OF INSURANCE

The Commercial General and Automobile Liability Insurance specified above shall provide that Jackson County Missouri and its agencies, officials, officers, and employees, while acting within the scope of their authority, will be named as additional insured for the services performed under this contract.

A Certificate of Insurance shall be filed with the County's Director of Finance and Purchasing within 10 calendar days of the date when requested or before commencement of the work that are acceptable to the Director that the insurance requirements have been satisfied. Should any of the required insurances be cancelled before the expiration date, a notice shall be filed with the County's Director of Finance and Purchasing in accordance with policy provisions. In the case of multi-year, renewable, or extended term on the contract; Contractor must supply the Director with current Certificate(s) on any coverage mentioned above within Thirty (30) days prior to the expiration date of coverage(s). The Director of Finance and Purchasing may request copies of the Contractor's insurance policies for verification of coverage(s).

6. QUALIFICATIONS INSURANCE CARRIERS

All insurance coverage must be written by companies that have an A. M. Best's rating of "B+ V" or better or Lloyd's of London, and are licensed and approved by the State of Missouri to do business in Missouri.

7. FAILURE TO MAINTAIN INSURANCE COVERAGE

Regardless of any approval by Jackson County, it is the responsibility of the contractor to maintain the required insurance coverage in force at all times; its failure to do so will not relieve it of any contractual obligation or responsibility. In the event of Contractor's failure to maintain the required insurance in effect, Jackson County may order Contractor to stop work immediately and, upon 10 days notice and an opportunity to cure, may pursue its remedies for breach of this contract as provided for herein and by law.

EXHIBIT F
 RESPONDENT'S EXCEPTIONS
 TO
 SCOPE OF SERVICES
 OF
 JACKSON COUNTY, MISSOURI REQUEST FOR PROPOSAL NO. 62-14

Respondent's attention is directed to Paragraph 4 of the General Conditions of this Request for Proposal. **READ THIS PARAGRAPH CAREFULLY.**

The following exceptions to the Scope of Services for Request for Proposal No. 62-14 are requested by the undersigned Respondent: (Use additional pages as necessary.)

REFERENCE PARA # & PAGE #	EXCEPTION REQUESTED
Paragraph 5.4 Page 12	CivicPlus guarantees 99.7% uptime
Paragraph 4 Page 19	CivicPlus does not carry Excess/Umbrella Liability insurance.

Name of Firm: Icon Enterprises, Inc., d/b/a CivicPlus

Signature of Respondent: _____

