

NOTICE OF ADMINISTRATION COMMITTEE MEETING

Covering Policy, Administration and Community
Relations/Communications

NOTICE IS HEREBY GIVEN that the San Lorenzo Valley Water District has called a meeting of the Administration Committee to be held Wednesday, May 1, 2019 at **8:30 am** at the Johnson Building, 12788 #3, Highway 9, Boulder Creek, California.

AGENDA

1. Convene Meeting/Roll Call
2. Oral Communications
This portion of the agenda is reserved for Oral Communications by the public for items which are not on the Agenda. Please understand that California law (The Brown Act) limits what the Board can do regarding issues raised during Oral Communication. No action or discussion may occur on issues outside of those already listed on today's agenda. Any person may address the Committee at this time, on any subject that lies within the jurisdiction of the District. Normally, presentations must not exceed five (5) minutes in length, and individuals may only speak once during Oral Communications. Any Director may request that the matter be placed on a future agenda or staff may be directed to provide a brief response.
3. Old Business:
Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.
 - A. DISTRICT WEBSITE RFP EVALUATIONS
Discussion and possible action by the Committee regarding the District website RFPs.
 - B. ADMINISTRATION/OPERATIONS FACILITY
Discussion by the Committee regarding the Administration/Operations facility status.
4. New Business: None
Members of the public will be given the opportunity to address each scheduled item prior to Committee action. The Chairperson of the Committee may establish a time limit for members of the public to address the Committee on agenda items.
5. Informational Material: None.
6. Adjournment

In compliance with the requirements of Title II of the American Disabilities Act of 1990, the San Lorenzo Valley Water District requires that any person in need of any type of special equipment, assistance or accommodation(s) in order to communicate at the District's Public Meeting can contact the District Office at (831) 338-2153 a minimum of 72 hours prior to the scheduled meeting.

Agenda documents, including materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet, are available for public inspection and may be reviewed at the office of the District Secretary, 13060 Highway 9, Boulder Creek, CA 95006 during normal business hours. Such documents may also be available on the District website at www.slvwd.com subject to staff's ability to post the documents before the meeting.

Certification of Posting

I hereby certify that on April 26, 2019, I posted a copy of the foregoing agenda in the outside display case at the District Office, 13060 Highway 9, Boulder Creek, California, said time being at least 72 hours in advance of the Special meeting of the Administration Committee of the San Lorenzo Valley Water District in compliance with California Government Code Section 54956.

Executed at Boulder Creek, California, on April 26, 2019.

Holly B. Hossack, District Secretary
San Lorenzo Valley Water District



STREAMLINE

The Special District Website Engine

Streamline introduction

Streamline is a website development system built specifically for special districts. Our intention is to provide a product that lets district staff focus on what they do best: deliver services to their customers. We know many special districts don't have IT staff, and our vision is to empower them with web technology that makes their lives easier, not harder.

Streamline is a full featured, state of the art, enterprise level CMS (Content Management System). However, unlike other systems, every feature has been designed with the needs of special districts in mind. For example, the integrated transparency dashboard makes it easy to publish transparency-related, open data and content. If (when) the state passes on additional requirements to special districts, Streamline will add features making it easier for districts to comply.

Streamline can even help with day-to-day compliance: wouldn't it be nice if the website sent a reminder that the Brown Act deadline to post an agenda was coming up, and gave users the ability to do so in minutes? What about a transparency dashboard that allows you to see at a glance whether or not you're in compliance with all California state requirements? In addition, Streamline is Section 508 compliant, and meets Web Content Accessibility Guidelines. It truly is software designed to watch the back of special districts, so they can do their jobs without worrying about their website.

Special districts are doing very important work, and we'd like to help.

Maria Lara, Community Manager
Streamline (DBA of Digital Deployment, Inc.)
2321 P Street, Sacramento, CA 95816
maria@getstreamline.com
916-900-6619
www.getstreamline.com

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Executive Summary

Streamline Web was built for special districts. With more than 200 clients using our platform (located in California, Oregon, Florida, Utah, and Illinois), features are continually being developed to provide the functionality needed most by special districts, and to help districts keep up with changing state and federal requirements.

As a product of Digital Deployment (a 13 year old company with over 250 hosted websites on the Drupal platform), we understand not only web technology, but how to launch beautiful websites. Streamline was created to help special districts: to save you money, and to protect you so that you don't have to worry about upcoming legislation or being out of compliance with whatever state mandates come next. We build our features based upon our members' needs.

Streamline Web includes a meeting dashboard to allow you to see your meetings, agendas and minutes at a glance. It's easy to see if anything is missing, and the agenda reminders help you stay in compliance with the Brown Act 72 hour deadline. It supports multiple groups (Board, various Committees) and will provide automatic posting of a link to your most recent agenda directly on the home page, as required by a new law passed last year. In fact, our platform is updated to help comply with all new mandates passed down by the State!

The Transparency Dashboard allows you to see at a glance whether or not you've met all four of the California state website requirements, and Streamline Web is fully Section 508 compliant—even with the new regulations which changed Jan. 18, 2018.

Pricing is based upon annual operating revenue and membership status with the California Special District Association. CSDA members receive a discount, and 5% of your Streamline membership fees go back to CSDA to support the important work they do advocating for special districts in the legislature.

No contracts are required; pricing is one low monthly membership fee and includes unlimited hosting, file uploads and support, all new features developed for the special district community, and access to our extensive knowledge base and support portal. You'll never have to go back to your board to ask for more money! Pricing matrix is included later in this document.

Our platform is designed to let you do what you do best, and keep the technology out of the way.

Experience and Qualifications

Our parent company has been building enterprise level websites on the Drupal platform for 13 years, including sites like www.calstrs.com, www.townofdiscoverybay.com and www.sreb.com. (See www.digitaldeployment.com for more information on our parent company.)

Streamline has 223 special districts on its Web platform, and almost 500 local government agencies using its free SB 272 Enterprise System Catalog compliance tool. Streamline has worked with a variety of special districts since its inception and brings on 2-3 new clients per week.

Our parent company has built multiple special district and local government sites (www.sacsewer.com and www.regionalsan.com to name a few) over the years, and includes 12 employees.

Key personnel

Sloane Dell'Orto, COO and Chief Strategist. Sloane's background in website development goes back to 1998. She has extensive experience with special districts, as part of the Mokelumne Hill Fire Protection District for over 10 years, and from having worked with the town's Sanitary District, Cemetery District, and Veteran's District. She has been with Digital Deployment for ten years and has led many website projects for smaller agencies (Town of Discovery Bay, which is actually a special district!) and larger agencies like CalSTRS (California State Teachers Retirement System). She created Streamline in 2015 to focus on serving special districts at a lower price point.

Maria Lara, Community Manager, leads our client on-boarding, training and support. Maria walks through the process with the client entirely: from building the website to providing support years down the road.

Andrew Lague, Lead Software Engineer, makes sure our product is meeting and exceeding our customer's needs. Taking feature requests and ideas from our support and management teams and turning them into reality is his primary focus.

Stephen Potenza, Full-Stack Engineer, brings almost 20 years of experience developing web-based applications. In addition to his technical expertise, he has an eye for design and brings an empathetic approach to user interface architecture.

Steve Worth, Lead Designer, is responsible for the design of templates and the software interface, ensuring that both are inviting for users. He has over 18 years of design experience.

Rocky Martin, Business Development Manager, has been with Digital Deployment for three years, and has developed hundreds of new relationships with clients in a variety of industries. His development of our partnership with the California Special Districts Association has been critical in helping to design a system that meets the needs of special districts.

Mac Clemmens, CEO, assists in marketing and sales efforts for the Streamline division.

References

[Orange County Mosquito and Vector Control District](#)

Richard Howard, District Manager
rhoward@ocvcd.org
(760) 685-3725

[Fair Oaks Water District](#)

Tom Gray, District Manager
tgray@fowd.com
(916) 967-5723

[Rainbow Municipal Water District](#)

Tom Kennedy, General Manager
tkennedy@rainbowmwd.com
(760) 728-1178

[Yolo Local Agency Formation Commission](#)

Christine Crawford, Executive Officer
christine.crawford@yolocounty.org
(530) 666-8048

[East Contra Costa Fire Protection District](#)

Brian Helmick, Fire Chief
bhelmick@eccfpd.org
(925) 584-846

Additional references available upon request

Technical specifications of note

Archiving

The Streamline platform provides unlimited archiving capability, so we encourage our users to store all of their agendas, files and other relevant pages or documents on their site. You also have the ability to control the public view on certain pages and documents, which can be used for archiving purposes.

Hosting and Uptime

Streamline Web is a cloud-based, hosted solution built using Ruby on Rails (open source software), is search engine friendly, mobile friendly, Section 508 compliant, and aligns with the Special District Leadership Foundation's transparency best practices. Streamline hosting is redundant and secure, with locations on both sides of the country and nightly automatic backups. Uptime is over 99.9999%, with a guaranteed uptime of 99.9%.

Security

Streamline is a hosted/SaaS solution, and we continually update the platform to make sure the sites are secure so that our districts don't have to worry about it at all.

Streamline is built on top of industry-standard platforms that have a multitude of security features built in. The infrastructure is built on Amazon Web Services (AWS) and we make extensive use of security features such as multi-factor authentication for developer access, security groups, firewalls, access control lists, virtual private networking, SSH public/private key authentication, etc. The main application is built on top of Ruby on Rails and that framework provides protection against cross site request forgeries, SQL injection, etc. All security measures are appropriate for the hosting of public websites, so our main focus is preventing sites from going down or from being vandalized / hacked. With that in mind, we don't recommend storing social security numbers, credit card numbers, or health information in the system.

Project Organization, Approach and Timeline

Because Streamline Web is a Software as a Service (SaaS) product, development time is virtually nonexistent, making us able to complete projects much more quickly and launch sites faster. The system itself is ready for a trial run anytime - services are listed in order:

- Week 1: Demo site setup. **Optional** discovery, information architecture and content planning
- Week 2: **Optional** migration of all content by Streamline
- Week 3: Training (done remotely via screen share)
- Week 4: Launch (self-serve or **optional** concierge service available)

Platform overview: key features

- **Meeting dashboard.** The meeting dashboard is designed to help special districts keep up to date with Brown Act requirements. See at a glance if you're missing any agendas or minutes, and upload unlimited supporting documents.
- **Agenda reminders.** Use the agenda reminder functionality to send an email to your Board Secretary before the Brown Act deadline, so you never forget to post your agenda online.
- **Transparency dashboard** helps track for SDLF (Special District Leadership Foundation) certification, as well as best practices. See what content is suggested to be considered a transparent organization, or filter to see only the four state requirements.
- **Templated "starter" content.** Use our starter content (provided by the California Special District Association) to draft various policies (for example, your Brown Act compliance policy), potentially saving your district thousands of dollars in legal fees if you had to develop those policies.
- **Clear indication of State compliance.** The transparency dashboard clearly indicates the website content required by the State and allows you to create and publish this content with ease.
- **Search inside PDFs** allows your visitors to find documents matching their search terms that are file attachments like PDFs, Word Docs, etc.
- **Compliance with all current and upcoming government requirements** (for example, the recently passed-law (AB2257) requiring posting of most recent agenda to the home page).
- **Full ADA / Section 508 compliance** for visitors with disabilities, as required by the federal government.
- **Accessible** for those who speak or read languages other than English via Google Translate integration.
- **Responsive and mobile friendly** out of the box—no need to manage a separate app or content for your mobile site. You won't get penalized by Google and removed from search engine results on mobile devices.
- **Search Engine Optimization (SEO)** customization and your site will automatically be submitted and indexed to search engines
- **Easy to use Content Management System** provides complete control over your menus, content, videos, images, and files. You can even use the Theme Customizer to change the layout and "feel" of your site without knowing any code.
- **Website Traffic Reporting** via Google Analytics
- **Simple, intuitive control** over content, including image size and placement.
- **Easily embed anything:** images, videos, files, HTML widgets, webforms, and even calendars into any page in seconds.
- **Theme customizer** allows you to change the look and feel of your site in seconds, with no technical knowledge or cost (see some of the options at <http://tinyurl.com/streamline-theme>)

Design

Our built-in theme switcher allows staff to make your site look unique with the click of a few buttons, without the need to invest time and money in a custom design. See some of the theme options at <http://tinyurl.com/streamline-theme> and note that your demo site will have this functionality built-in. In addition, new options are released over time, and all clients have access to them, meaning you can freshen up the look of your site anytime you want, without investing additional money.

The Meeting Dashboard

See due dates for Agendas per the Brown Act, and set the Agenda notifier to remind your Board Secretary when agendas need to be posted.

The screenshot shows a web browser window with the URL `acmemud.specialdistrict.org/#/dashboards/meetings`. The dashboard is titled "Dashboards" and includes tabs for "Meetings", "Transparency", and "Compliance". A sidebar on the left contains navigation icons. The main content area is titled "Board of Directors Meetings" and displays a table of meeting entries. A modal window is open over the "Wed Aug 17, 2016 Meeting" entry, showing configuration options for agenda reminders.

Date & Description	Agenda	Minutes	Supporting Docs
Wed Aug 17, 2016 Meeting	<input checked="" type="checkbox"/> Send an email reminder ahead of the 72 hour agenda deadline When to send the reminder: 48 hours before agenda deadline Where to send the reminder to: sloane@getstreamline.com Send a test email Note: agenda reminders will be sent for meetings added to your site only. We recommend adding meetings for the next few months ahead of time.	Not uploaded + Add File	+ Add File
Wed Sep 21, 2016 Meeting		Not uploaded + Add File	+ Add File
Wed Oct 19, 2016 This meeting has been canceled			+ Add File
Wed Nov 16, 2016 Meeting and Special Public Hearing			+ Add File
Wed Dec 21, 2016 Meeting	Due Sun Dec 18 + Add File		+ Add File
Wed Jan 18, 2017 Meeting	Due Sun Jan 15 + Add File		+ Add File

The Transparency Dashboard

See everything required to achieve the SDLF Transparency Certification, or filter to only see California State requirements. Use starter content provided by CSDA anywhere you see “From Template.”

The screenshot shows a web browser window with the URL <https://acmemud.specialdistrict.org/#/dashboards/transparency>. The dashboard has a sidebar with navigation icons and a main content area. At the top, there are tabs for 'Meetings', 'Transparency', and 'Compliance'. Below the tabs, a note explains that items required by the State of California are marked with a star icon. A checkbox labeled 'Show only State of California requirements' is present. The main content area lists several categories with their compliance status indicated by green checkmarks and red exclamation marks:

- General Agency Information: 5 green checkmarks, 2 red exclamation marks.
- Board of Directors: 4 green checkmarks, 2 red exclamation marks.
- Financial Reports and Policies: 4 green checkmarks, 2 red exclamation marks, 1 green checkmark.
- Other Policies: 1 red exclamation mark, 3 green checkmarks. A note below reads: "Not required to be posted online, but since you have to have them, why not?"
- Brown Act Compliance Policy: 1 red exclamation mark with the text "Needs work". A sub-note reads: "Your agency's policy on Brown Act compliance."

At the bottom right, there are two buttons: "From Template" and "Add New".

State requirements:

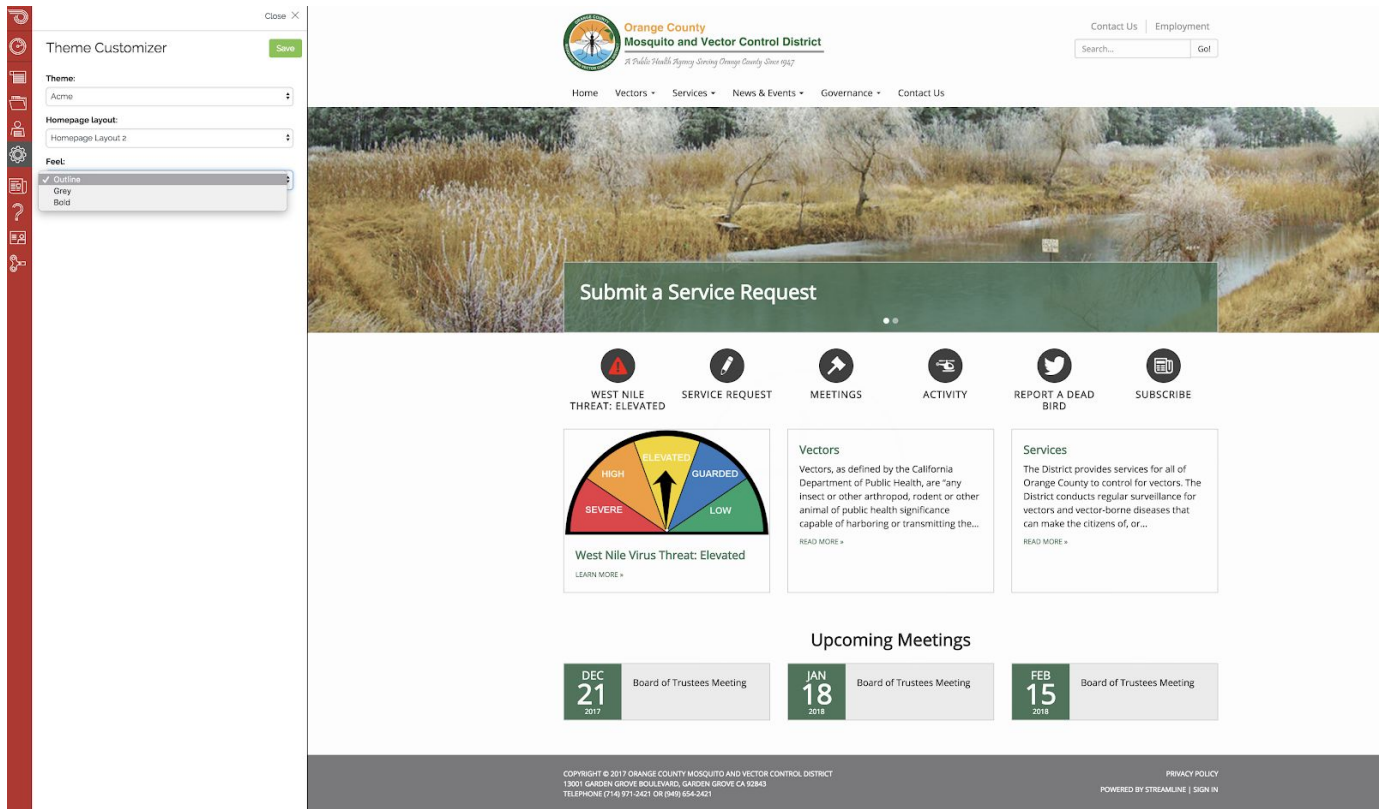
This screenshot shows the same dashboard but with the 'Show only State of California requirements' checkbox checked. The content is filtered to show only items marked with a star icon:

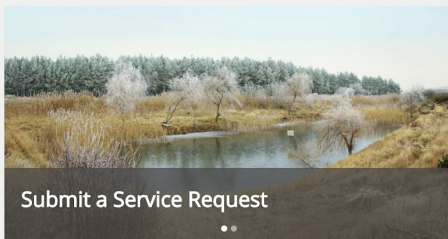
- General Agency Information: 1 red exclamation mark.
- SB 272 Enterprise System Catalog: 1 red exclamation mark with the text "Needs work." A detailed note explains that the Enterprise System Catalog is required as of July 2016 due to Senate Bill 272, and provides instructions on how to create a catalog using the Streamline tool. An "Add New" button is visible next to this item.
- Board of Directors: 1 green checkmark.
- Financial Reports and Policies: 2 red exclamation marks.







Theme switcher

Easily change the look and feel of your site using the theme switcher. All themes are provided at no additional charge, and you will get all new themes developed over time!

Themes are responsive (mobile friendly) and Section 508 compliant for visitors with disabilities.





- QUICKLINKS**
-  [West Nile Threat: Elevated](#)
 -  [Service Request](#)
 -  [Meetings](#)
 -  [Activity](#)
 -  [Report a Dead Bird](#)
 -  [Subscribe](#)



West Nile Virus Threat: Elevated
[LEARN MORE >](#)

Vectors
 Vectors, as defined by the California Department of Public Health, are "any insect or other arthropod, rodent or other animal of public health significance capable of harboring or transmitting the..."
[READ MORE >](#)

Services
 The District provides services for all of Orange County to control for vectors. The District conducts regular surveillance for vectors and vector-borne diseases that can make the citizens of, or..."
[READ MORE >](#)

Upcoming Meetings

- DEC 21**
2017 | Board of Trustees Meeting
- JAN 18**
2018 | Board of Trustees Meeting
- FEB 15**
2018 | Board of Trustees Meeting



Our Mission

The mission of the Orange County Mosquito and Vector Control District is to provide the citizens of Orange County with the highest level of protection from vectors and vector-borne diseases.

- 
WEST NILE THREAT: ELEVATED
- 
SERVICE REQUEST
- 
MEETINGS
- 
ACTIVITY
- 
REPORT A DEAD BIRD
- 
SUBSCRIBE



West Nile Virus Threat: Elevated
[LEARN MORE >](#)

Vectors
 Vectors, as defined by the California Department of Public Health, are "any insect or other arthropod, rodent or other animal of public health significance capable of harboring or transmitting the..."
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 The District provides services for all of Orange County to control for vectors. The District conducts regular surveillance for vectors and vector-borne diseases that can make the citizens of, or..."
[READ MORE >](#)

Upcoming Meetings

- DEC 21**
2017 | Board of Trustees Meeting
- JAN 18**
2018 | Board of Trustees Meeting
- FEB 15**
2018 | Board of Trustees Meeting

Why choose Streamline?

By choosing Streamline Web you will become part of a community of special districts working together to improve the platform and advocate for the features districts need. We also work closely with CSDA and our clients to advocate against onerous, unfunded state mandates, and part of the monthly fee goes back to CSDA to help support their advocacy efforts.

Our clients work together to improve website options for special districts—over the past year, every feature we've built has come from client requests in our forum (with the exception of HTTPS, which we built because we know that security is important, so all Streamline clients now have free, auto-renewing SSL certificates). The platform is constantly updated with new features and improvements, including everything needed to keep you compliant with state and federal regulations. (For more information on California state compliance, please download the handouts from our recent compliance talk here: www.getstreamline.com/talks)

We are happy to provide access to your demo site, and even encourage you to try out our support while you consider us—we're pretty sure no one else measures up to our commitment. ;-)

We believe special districts truly are the unsung heroes of local government, and we are doing everything in our power to support your work.

Please contact us any time:

Maria Lara

maria@getstreamline.com

Office: (916) 900-6619

Mobile: (916) 900-6618

CIVICCMS®



San Lorenzo Valley Water District Request for Proposal Website Redesign, Development & Maintenance

Presented by

Jordan Cairns

CA Sales Representative

cairns@civicplus.com

(785) 323-7764

 | CIVICPLUS®

302 S. 4th Street, Suite 500 | Manhattan, KS 66502

1300 Massachusetts Ave., Boxborough, MA 01719

www.civicplus.com

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Letter of Introduction



Holly Hossack
San Lorenzo Valley Water District
13060 Highway 9
Boulder Creek, CA 95006

April 22, 2019

Dear Holly,

I am delighted to submit this Proposal for a website redesign for the Water District. I am also authorized to commit my company, CivicPlus, to the specifications of your RFP and to negotiate final terms, as needed.

CivicPlus is the leading developer of municipal websites in the United States, with over 3,500 clients. Our sole focus is the municipal sector, including counties, cities, townships, boroughs, special districts and municipal related associations.

As you consider your options, I did want to highlight the following:

- ◆ Our portfolio includes the creation of numerous water district sites; some are referenced within.
- ◆ We believe we can deliver on all of your project goals as outlined in your proposal.
- ◆ You will receive a custom new design and layout, built in full Responsive Design, to accommodate the various sizes of mobile and table devices currently in use.
- ◆ Our solution also includes Emergency Notification Alerts posted on the website and sent out through email, text message, Twitter and Facebook.
- ◆ Our CMS is very intuitive and we believe the easiest to use in the industry.

Your main point of contact is Jordan Cairns. His contact information is on the cover sheet.

Jordan and I look forward to having the opportunity to discuss our services and demo our application in the weeks ahead.

Sincerely,

A handwritten signature in black ink that reads 'Bill Letsky'.

Bill Letsky
Sales Director
Letsky@civicplus.com

Relevant Experience:

CivicPlus Company Profile



CivicPlus is the leading national provider of local municipal websites—the most innovative, user-friendly and comprehensive source for engaging constituents online. Our clients' solutions are based on the latest in web coding technologies. They function across all major browsers, platforms (including mobile) and incorporate engaging features such as social media integration.

CivicPlus was founded over 20 years ago. Today, we have 275 staff members and continue to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 3,500 clients and over 70,000 users. 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.

Your new website will deliver on your project goals, be visually appealing, and utilize the latest technology to provide a convenient source of information to communicate and engage your community so they can find the information they need, when they want it.

Why should San Lorenzo choose CivicPlus to achieve its vision?

- ◆ We are driven by client service, not billings. Our goal is to become your trusted partner and deliver what you need.
- ◆ We set the industry standard and have the reputation to back it up, for helping governments better connect with citizens and constituents and we will bring that same expertise to your project.
- ◆ We deliver in-house professional services to provide direction for your vision, alignment, consistency and peace of mind knowing your website will be what you need today and tomorrow.

Relevant Experience:

CivicPlus Company Profile

- ◆ We develop highly-usable, mobile responsive sites so your website is available anywhere at any time.
- ◆ We create a website specific to how you and your citizens will use it and design it to be both end-user and maintenance friendly. We securely host your site in our state-of-the-art facilities – keeping it safe. We exceed industry standards maintaining over 99.9% up time for our clients' websites!
- ◆ Our proven step-by-step implementation process has been effective for clients throughout the United States, Canada and Australia.

Since our inception nearly 20 years ago, our focus has been and continues to be, helping local governments work better and that involves knowing what you need to be successful in your procurement process. From the RFP process and finalization interviews to contract negotiation and approval to accounting and billing, CivicPlus brings the experience and familiarity with procurement processes to help keep your project moving forward and moving smoothly.

In the last four years, CivicPlus clients have been honored with more than 290 top website awards. With a concentrated focus on e-government, transparency, usability, functionality, unique design and Web 2.0 technologies, your municipality cannot only receive the rewards that come from a seamless communications platform, but also the honor of industry and peers.

Through the implementation of strategic website solutions CivicPlus clients have won top awards from the nation's premier government associations.

- City-County Communications & Marketing Association (3CMA)
- National Association of Government Webmasters (NAGW)
- National Association of County Information Officers (NACIO)
- California Association of Public Information Officials (CAPIO)
- Center for Digital Government Digital Counties Survey
- Public Technology Institute
- ◆ Best of the Web Awards

Here is a link to some of our award winners:

<https://www.civicplus.com/local-government-website-awards>

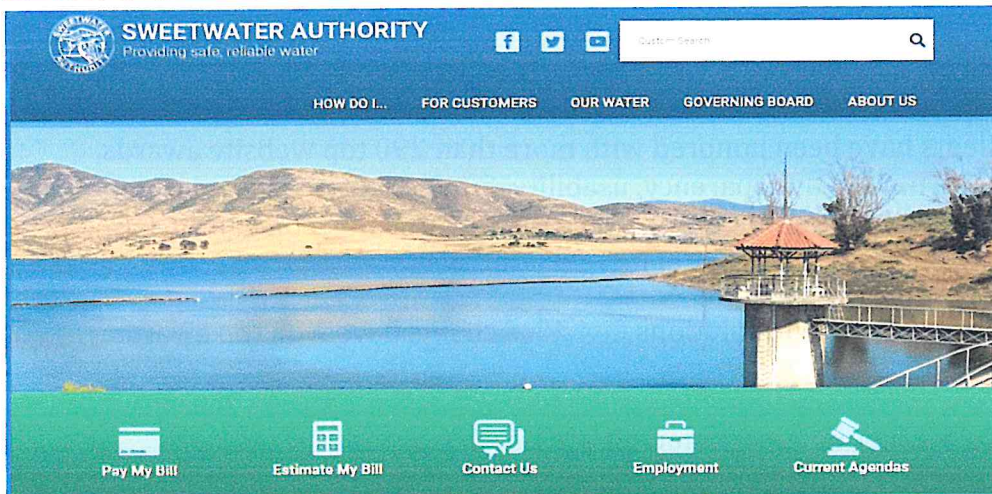
Client Website Examples: All Designs are Custom



Rancho CA Water District

Website:

[https://
www.ranchowater.com/](https://www.ranchowater.com/)



Sweetwater Authority CA

Website:

<https://www.sweetwater.org/>




Dracut Water Supply MA

Website:


<https://www.dracutwater.com/>

Example of a "Before" Website



WVSA WYOMING VALLEY
SANITARY AUTHORITY

Plant
1000 Wilkes-Barre Street
Hanover Twp., PA 18706
Business Office
P.O. Box 33A
179 S. Wyoming Ave Kingston PA 18704
570.820.9872 (office)
570.825.5039 (fax)



Home | Customer Service | Billing | Industrial Pretreatment | Storm Water | About Us | Contact Us


Welcome to WVSA

The Wyoming Valley Sanitary Authority (WVSA) has as its mission to provide the highest quality wastewater treatment in a cost-effective, environmentally safe manner. Wastewater is water and sewage that enters WVSA's wastewater treatment plant from homes, industries, schools and businesses, as well as some storm runoff and ground water. WVSA has been providing wastewater treatment service for residents of Luzerne County since 1962.


Wastewater treatment service is essential to community well-being for two very important reasons:

- Wastewater treatment service protects public health from disease-carrying bacteria and viruses; and



In case of emergency call
570-825-3416
(24/7/365)



New Website we Recently Launched: <https://www.wvsa.org/>



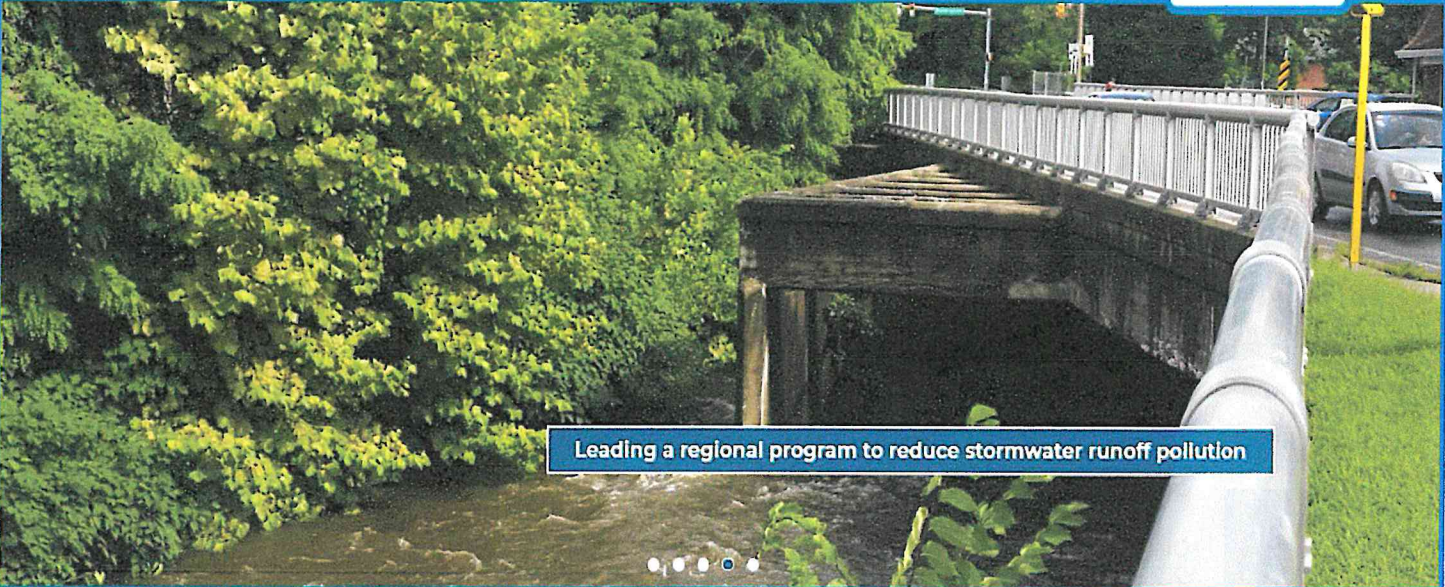
WVSA WYOMING VALLEY
SANITARY AUTHORITY
Together, we put water in its place.

Search  




570-825-3416 (Emergency 24/7/365)
[Non-Emergency Contact Information](#)

Billing Services | Who We Are | What We Do | Stormwater Management | Contact Us

I Want To...



Leading a regional program to reduce stormwater runoff pollution

 Careers |  Pay My Bill |  News & Events

Relevant Experience: What Sets Us Apart?



Custom & Responsive Design

Your custom-designed website will be fully responsive on multiple devices including smart phones, tablets and wide screen monitors.



Easiest System for Updating & Adding New Content

Your new CivicCMS website will be specifically designed for ease-of-use so your staff, regardless of their technical skill level, can maintain and update your new website easily and efficiently.



Constituent Communications

Our CMS comes with built-in tools to streamline your communications with constituents, including urgent alerts, email list serves, text messaging and social media integration. We have also included IPAWS in this proposal.



We Build Long-Term Relationships

Our partnership with you is only beginning at go-live! We provide ongoing customer support and our Account Management team will work with you to help you evolve your web environment throughout your relationship with CivicPlus.



Accessibility

During system development and website implementation, our first focus is to ensure we provide you with a website compliant with accessibility standards as outlined within Section 508 and WCAG.



Useful & Relevant Modules

CivicCMS is flexible and scalable to grow with your web environment at your speed and need without extra features and functionalities that are not as relevant.



Affordable Cost, Flexible Payments

We understand the fiscal challenges municipalities face on a daily basis, so CivicPlus offers payment



Security and Protection—Priority One!

Our Tier IV secure hosting facilities are monitored 24/7 and your website is backed up daily off-site. We deploy state-of-the-art hardware and software to prevent DDoS and hacking attacks to protect your investment.

References

Jessica Parks

Santa Fe Irrigation District CA

Public Information Officer

EMAIL: jparks@sfidwater.org

MAIN PHONE: 858-227-5799

WEBSITE: <https://www.sfidwater.org/>

Mimi Mehaouchi

Contra Costa Water District

JOB TITLE: Public Information Specialist

EMAIL: mmehaouchi@ccwater.com

MAIN PHONE: 925-688-8175

WEBSITE: <https://www.cewater.com/>

Milin Ream

Rancho California Water District

JOB TITLE: Senior Administrative Assistant

EMAIL: reamm@ranchowater.com

MAIN PHONE: 951-296-6900

WEBSITE: <https://www.ranchowater.com/>

Scope of Work

Phase 1 – Strategy Session & Discovery

CivicPlus will conduct an online meeting with staff to clearly define your objectives and better understand the culture and stakeholder components. Once we have a clear assessment of objectives, we will undertake a strategic design session to discuss design elements, layouts, and preferences. We aim to make design options that evoke these elements while also providing visitors quick and easy access to the information they are looking for. This design meeting will serve as the basis for rendering initial prototypes. Your design will be revised until you are completely satisfied with all elements. You are not picking a template; all designs are custom and you are not limited to designs CivicPlus has previously created.

Phase 2 – Design & Architecture

Responsive Design

Your site will be designed to be “Responsive” in order to maximize the viewing experience. This means it will reshape itself depending on the screen size of the device a visitor is using to access the website. Compared to a traditional computer layout, the site would expand if viewed on a large screen monitor and reshape its layout when viewed on tablets and/or smart phones.

Navigation and Layout

Visitors to municipal websites are usually not surfing the site but looking for specific information. Generally they want to find their information within a couple of clicks or they may lose patience and give up. It is CRUCIAL that a municipal website have multiple ways for visitors to find what they are looking for and for the paths to be easy and obvious.

- A. Search Engines: We utilize robust search engines that allow for advanced features and search ability within PDF documents.
- B. Online Document Center: Forms, applications, documents and permits are created at the dept/board level and can also appear in an aggregate file center.
- C. Views & Taxonomy: Our websites have the ability to auto-link content in multiple places while the content is being created. Visitors gain quick access in multiple locations and changes only need to be done once. These would include modules such as FAQs, Services A-Z, Residents, Businesses, Visitors and Newcomers.
- D. Home Page Navigation: We also utilize Cascading Navigation, Mega-Menus, and Help Centers to provide easy access to core information right from the home page.

Scope of Work

Phase 3- Site Implementation

Once the design has been finalized and approved, we implement it into our content management system. All landing pages for your departments and boards are also created. The result is a shell of your new site ready for content.

Phase 4 - Content Development

Clients will identify existing content to be moved. New content may be submitted electronically to us anytime during this development phase up until the site goes live. We will also use online surveys to help us identify content. There is no limit to the number of pages we will create during this phase until you go live.

Phase 5 - User Training & Initial Support

CMS Training Plan

Our content management system is very intuitive and documentation is built into each form. All staff training will be conducted online. Training will be a combination of small group sessions and individual instruction. There will be a separate session for site administrators. We are not limiting the number of hours of training required to get each fully up to speed. We will also supply training manuals for those preferring written documentation.

CivicPlus also offers an online video library and no-cost monthly online webinars for any other employees or board members designated to maintain part of the website. Each webinar session is 30 minutes long and every month includes a basic session for new employees/new users along with some specialized topics. Staff can take the sessions at their workstations and interact with the trainer via phone.

Customer Support

Once the new website is live, staff will be responsible for updating the content. As part of this proposal, CivicPlus will provide unlimited, ongoing support for your core staff members. Each member can contact us via phone or email Mon-Fri, 8:00 a.m. to 5:00 p.m., PST for any type of assistance building or editing content. This is no limit to the amount of assistance we would provide. (Note we are not limiting the number of content editors you may have, just the number of users able to access direct support).

Phase 6 - Website Deployment & GO LIVE

Once all content has been built and all staff has been trained, you will decide on a Go Live date. CivicPlus will perform various QA tasks prior to going live and activate any remaining modules. DNS and SEO related activities will be performed at this time.

Typical Project Timeline

The support has been amazing from day one. We worked closely with your employees during initial setup stages, creating the webpage, training, and for follow-up. Your team of employees know what the City was looking for and created it with ease.

Felicia B., Aberdeen, MD

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your CivicCMS new website. Your exact project timeline can vary based on determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, approval dates kept, and other factors. Based on our experience, the estimated timeline for the successful completion of your CivicCMS project is approximately 10-13 weeks.

Implementation Phase	Timeframe	Deliverables
Phase 1 Strategy Sessions & Discovery	1 Week	<ul style="list-style-type: none"> Define Core Objectives Needs Assessment
Phase 2 Design & Architecture	2-3 Weeks	<ul style="list-style-type: none"> Design Meeting with Client Website Committee Homepage Options & Layout Subpage Design and Layout Finalize Design (once you are completely satisfied)
Phase 3 Site Implementation	2-3 Weeks	<ul style="list-style-type: none"> Identify Global and Cascading Navigation (and related links) Implement Design within CivicCMS
Phase 4 Content Development	3-4 Weeks	<ul style="list-style-type: none"> Migrate Agreed Existing Content
Phase 5 Training & Education	1 Week	<ul style="list-style-type: none"> Sessions for Content Editors and Site Administrators Group and Individual Sessions
Phase 6 Deployment & Go-Live	1Week	<ul style="list-style-type: none"> Final Quality Check of Website Install and Activate Selected Modules DNS & SEO Activities

Project Team

The following personnel would comprise the Deployment Team for this project.

Bill Letsky, Account Director

Area of Responsibility: Account Manager

Bill has over 12 years of direct account management supervision and over 15 years of related industry experience. Bill has broad experience in customer support, content development, user training and sales solutions. He has also created annual regional user group meetings. Bill has an M.B.A. in marketing from the College of William and Mary and an undergraduate degree in Economics.

Dave Casaceli, Client Service Director

Area of Responsibility: Implementation, Quality Control, Hosting

Dave is part of the Management Committee and has been an employee since 2007. His prior work experience includes technical management positions with Lycos, Stratus, and Intrinsic.

Tom Peacock, Senior Customer Service Manager

Area of Responsibility: Training, User Support

Tom is our lead trainer and also manages a staff of 4 Customer Service Representatives. Tom has worked for us since 2006, and has an extensive background in content management systems and related applications.

Miriam Gross, Lead Developer

Area of Responsibility: Content Development

Miriam has been with us since 2008 and would be the lead content developer on this project. Miriam is well versed in Drupal systems, as well as many other our of applications.

Phil Peacock, Systems Administrator

Area of Responsibility: Implementation, Drupal Back-End

Phil has been with us for five years and is a network administrator for our content management systems. Phil knows the technical capabilities of our CMS and works directly with our software developers on custom requirements, platform enhancements, and any bugs that may arise.

Project Team



Lisa Shuster, Project Manager

Area of Responsibility: Implementation

Lisa has been with us for three years and has assisted in the implementation of dozens of municipal websites. Lisa is especially adept at working with clients to maximize their website content and to make sure our clients follow through on each of our checkpoints prior to a new site launch.

Tom Rose, Senior Graphic Designer

Area of Responsibility: Website Design

Tom is our lead designer and has been designing websites for cities, towns, public schools, libraries and other municipal entities since 2001. Tom has a keen understanding of the user experience and keeps up to date with emerging trends and technologies such as Responsive Design, HTML5 and CSS3.



Content Management System (CMS)



Our exclusive *Post & GO!* CMS software has been built using the open source Drupal platform and has been customized solely for municipal use. We have created unique content types and modified dozens of modules to conform to the needs of local governments. Drupal is the most common website platform in use by national, state and local governments all over the world. Many large cities (such as San Francisco, Boston, and Los Angeles), and hundreds of towns have committed to migrating their websites to Drupal. Other Drupal websites include the White House, Homeland Security, FEMA, dozens of other Federal Departments, and the States of Georgia, Massachusetts, and North Carolina.

Please view the next two pages for examples of our features and modules.

Email Broadcast of New Content

Email notification lists allow our clients to create lists for visitors to sign up (i.e., News & Notices, Urgent Alerts, Board Minutes, etc). There is no limit to the number of lists you can create; our CMS maintains each list individually. Postings can be made from any computer/mobile device and can be scheduled in advanced. We can bulk load any current lists into our CMS.

Text Messaging

Our CMS also includes the ability for clients to send out Urgent Alerts via text at no additional cost.

Social Media Integration

Our CMS is integrated with both Twitter and Facebook. Posting something like a news item or notice to the website could also be sent out as a Twitter feed and/or post to a Facebook page. Conversely, we often use I-Frames to display your Twitter and/or Facebook feeds right into your website page. Our web pages also come equipped with built-in YouTube Video Players.

ADA Compliance

CivicPlus is committed to making our client websites as compliant with Section 508 and the ADA guidelines as possible. When it comes to compliance, websites need to consider both the back-end (platform) and the front-end (theme & design). Our CMS has some built-in tools for compliance, such as a system requirement that all uploaded images carry an ALT TAG for identification by special needs devices.

Available Apps & Modules

Constituent Communication Apps



E-Alert Center



Document Center



Calendar Center



Webforms Center



Notify Me



Bid Postings



FAQs



Interactive Maps



Job Postings



Business Directory



Recyclopedia



Facebook Integration



Service Requests



Twitter Integration



Google Translate



Sharing Widget



RSS Feeds



Agenda Builder



Comment Center



Advanced Search Engine



Surveys & Polling



Trash/Recycling Week



Quick Links



VTS Blog

Available Apps & Modules

Design & Graphics Modules

Responsive Design	Bulletin Boards	Photo Gallery	Embedded Video
Mega Menus	Custom Subsites	Help Centers	ADA Compliance
Dynamic Breadcrumbs	Captioning/ALT Tags	Image Library	Printer Friendly

Content Management Features

WYSIWYG Editor	'Review On' Dating	Schedule Publishing	Schedule Expiration
Image Editor	Versioning	Taxonomy	Staff Intranet
Previewing	Auto Cascading	Persistent Navigation	Dynamic Site Map
Forms Builder	Tags/Views	Menu Manager	Font Creator

Administration & Security

Roles & Permissions	Content Workflow	CAPTCHA Secure	Archive Center
Broken Links Reports	Audit Trail/History Logs	Domain Management	Google Analytics
Secure Site Gateway	Link Checker	In-Site Documentation	Password Secure

Hosting & Security

Our clients do not host their website internally. All of our websites are hosted by us in conjunction with a third party managed solution, Contegix, a national hosting provider. (www.contegix.com). This will allow us to maintain strict control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website would be hosted at their Reston, VA data center. This is a state-of-the-art, Tier 4 facility, with N+2 power, cooling, generators, armed guards and manned 24/7/365. The systems have redundant power supplies and disk arrays with a hardware RAID card. For hosting we utilize an OpenStack based cloud that is fully redundant. The server that would host your site is a dedicated VTS server that utilizes 8 webheads and a load balancer to account for traffic surges as needed. It is a multitenant server, all municipalities utilizing the same CMS. Your website is backed up daily to a Contegix data center in Las Vegas, Nevada.

We are committed to 99.9% uptime and rapid response to any technical issues that may arise. For any technical issues or needs, clients have 24/7 access to our support team.

Occasionally our clients encounter natural disasters such as tornadoes or tropical storms, and man-made crises (Newtown, CT, Parkland, FL). In all casts, our staff is committed to take on an active role, as needed, at no additional cost to our clients.

Hosting	Support	CMS Application & Maintenance
Secure Host in Blackmesh Data Center	Customer Support, 8-6 EST, Mon-Fri	Automatic Upgrades of Enhancements
Shared Web/SQL Server, Load Balancing	24/7 Emergency Support	Install Service Patches, as Applicable
Redundant ISP	Dedicated Support Personnel	Ongoing Module Upgrades
24/7 Monitored Facility	Max. 2 Hr Response for Customer Support	Core Drupal Upgrades, as Applicable
Redundant Power Supplies with Backup Generator	Built in Training Documentation within CMS	Full CMS Licensing
Mirrored Backup Server to Nevada Center	Monthly User Tutorials	New Features Roadmap
99.999% Uptime	Periodic User Group Meetings	Staging Environment for All Testing
Intrusion Detection & Protection	Newsletters & Email Notices	SSL Certificates

Training, Support, & Maintenance

Staff Training

Our content management system is very intuitive and documentation is built into each form. Staff training is conducted online and will be a combination of small group sessions and individual instruction. There will be a separate session for site administrators. CivicPlus will also supply training manuals for those preferring written documentation.

Support & Maintenance

We also offer an **Online Support Center** which includes a variety of short online videos, quick reference guides, webform examples and useful tips. CivicPlus also provides no-cost monthly online webinars for any other employees or board members designated to maintain part of the website. Each webinar session is 30 minutes long and every month includes a basic session for new employees/new users along with some specialized topics. Staff can take the sessions at their workstations and interact with the trainer via phone.

Once the new website is live, staff will be responsible for updating the content. As part of this proposal, we will provide unlimited, ongoing customer support for your core staff members. Each member can contact us via phone or email Monday-Friday, 8:00 a.m. to 5:00 p.m. PST or any type of assistance building or editing content. This is no limit to the amount of assistance we would provide. (Note we are not limiting the number of content editors you may have, just the number of users able to access direct support).

CivicPlus is responsible for all ongoing maintenance. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis. We encourage our clients to submit suggestions. These will be added to our development roadmap and addressed if both appropriate and possible. We have yet to charge any of our clients for the implementation of their suggestions, as long as they can be used across our client base.



STUDIOHOLLADAY

RECEIVED

APR 22 2019

**SAN LORENZO VALLEY
WATER DISTRICT**

COVER LETTER

Company: Studio Holladay, Inc.
Project Manager: **Ted Holladay**
Address: 137 Beth Drive
Felton, CA 95018
Website: www.studioholladay.com
Email: ted@studioholladay.com
Phone: 831-332-2573

Signature:

Ted Holladay, *President*



STUDIOHOLLADAY

What makes Studio Holladay so different?

We are a small-scale boutique studio perched at the crossroads of jaw-dropping design prowess and business-focused industry expertise.

Everything we do is grounded in **creative excellence** and real-world results for our client.

WE ARE CREATIVE / WE ARE RESPONSIVE / WE ARE KNOWLEDGABLE



STUDIOHOLLADAY

PROJECT GOALS

Web site Redesign, Development and Maintenance Services

Studio Holladay is proud to provide The San Lorenzo Valley Water District our proposal for web site redesign, development and maintenance services.

Purpose

Work with District staff on building a new web site that is fresh, dynamic and engaging and will serve as the central tool of communication and source of information for its customers and the community.

Scope of Services

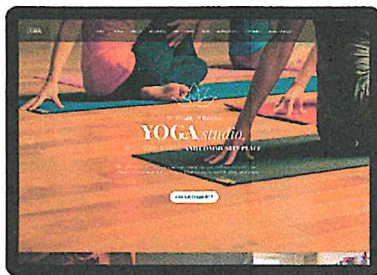
If awarded the project, Studio Holladay will enter into a professional services contract with the District, and work under the general supervision of the District's public outreach team to fulfill the following services, as outlined in the RFP:

1. Plan and Redesign
2. Develop and Build
3. Support and Maintain

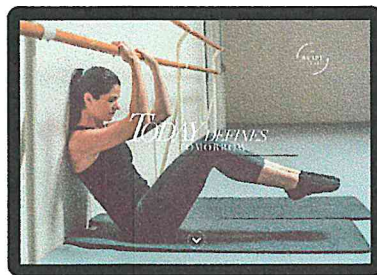


STUDIOHOLLADAY

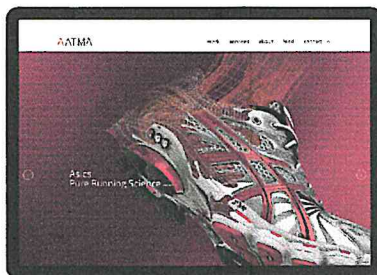
RELEVANT EXPERIENCE



<https://lumayoga.com>



<http://www.thebarrecapitola.com>



<https://www.aatmastudio.com>



<https://www.shadowbrook-capitola.com>

WEBSITE PORTFOLIO LINKS

<http://www.studioholladay.com/projects/neato-robotics-website-concept/>

<http://www.studioholladay.com/projects/discovery-your-day-with-npk-website/>

<http://www.studioholladay.com/projects/george-howell-coffee/>

<http://www.studioholladay.com/projects/cameron-marks/>

<http://www.studioholladay.com/projects/lamarzocco-usa/>

<http://www.studioholladay.com/projects/techraising/>

<http://www.studioholladay.com/projects/tides-foundation/>

<http://www.studioholladay.com/projects/los-angeles-stadium/>

<http://www.studioholladay.com/projects/lewa-wildlife-conservancy/>

<http://www.studioholladay.com/projects/carnegie-corporation/>



STUDIOHOLLADAY

CLIENT REFERENCES



<https://lumayoga.com>

CONTACT:

Valerie Moselle

PHONE NUMBER:

831-325-2620



<https://www.aatmastudio.com>

CONTACT:

Pramod Modi Shantharam

PHONE NUMBER:

info@aatmastudio.com



<http://www.thebarrecapitola.com>

CONTACT:

Ashley Cramer

PHONE NUMBER:

831-471-5950



STUDIOHOLLADAY

DETAILED SCOPE OF WORK

Strategy, Design and Development of Website Platform

Non-profits like the San Lorenzo Valley Water District must have a single, robust unified platform where your services, news, and resources are organized and promoted in one place. As a central place of communication for customers and community, the website platform should be designed to be dynamic, for ease-of-use, and user engagement.

This proposal includes:

- Design of website
- Setup of Wordpress, a user-friendly interface for you to effortlessly administer your site
- Import your supplied data and assist with laying out your content
- Pre-launch training on administrating your new site
- Pre-launch and post-launch quality assurance testing to ensure all is operating as intended
- 30-day technical support, training, and defect resolution



Migration of Content

- Migrate approved pages (estimated at 310) and PDF documents (estimated at 4,873) from old site to new site

Wordpress Features

Your new website will include access for administration of day-to-day functions. Without any programming skills you'll be able to control:

- All dynamic text, images, videos, and links
- All pages and the creation of new pages
- Navigation menu including sub-menus
- Search Engine Optimization
- Admin users and permissions
- Report of site performance

Training & Support

- Up to two, one hour long hands-on training sessions via web share (to be recorded)
- Administrative usage manual (digital) including best practices for using the platform
- Unlimited support and training for up to 30 days after the website launch date
- Unlimited defect resolution for up to 30 days after the website launch date (a defect is classified as design or functionality not working as specified)



SCHEDULE

Please note timeline below is approximate, and most of the phases listed below will overlap with other phases. We anticipate the entire project, from project start to going live with a new website will take roughly 4 months depending on feedback turnaround times.

PHASE	DAYS
– New Project Setup: New project checklist, team initialization	3
– Client Initialization: Client initialization meeting, getting started checklist, technical requirements	4
– Content Management: Suggested pages, final pages approved	13
– Design 1: Design pages for approval to move forward with rest of site design	14
– Design 2: Design rest of pages for site	30
– Production / Programming Phase: Home page production, home page programming,	40
CMS page production, CMS page production, CMS page programming	
– Prelaunch: Prelaunch site, prelaunch QA, Prelaunch design updates, marketing tasks	20
– Launch: Launch live site, training	4

revize.

The Government Website Experts

WEBSITE PROPOSAL (no costs) FOR

San Lorenzo Valley

Water District, California

Prepared by Joseph J. Nagrant

150 Kirts, Suite B, Troy, MI 48084

Ph: +1 248-766-9562 Fax: +1 866-346-8880

www.revize.com April 17, 2019

Pricing good for 30 days



Dear Holly Hossack, and the SLVWD Board of Directors,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, non-profit & government-compliant web solutions. Located in Troy, Michigan we have launched hundreds of non-profit and government websites nationwide, including over 200 right here in Michigan, a myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your constituents and business partners to easily fill out and submit documents, review and pay bills, donate, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

In regards to the actual design and build of your new website, and ongoing hosting and support, Revize has been doing this for over 20 years. **What you need to know is that over the last 6 months there's been an increase of hacking of government agency websites by 394%, especially if they're using what's called free software, open source software like WordPress and Drupal. Revize does not use that technology.** We have a secure, refined content management system developed specifically for non-profit and government class organizations like yourself for use by non-technical individuals to edit the website easily. Revize has a full proof, secure hosting environment that so far has been bulletproof against hackers for over 8 years. We have 4 redundant Server Farms across the whole United States and multiple backups of all the information.

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Non-profit clients select Revize because we can help them

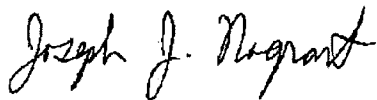
- Effectively engage members, customers, or constituents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

“Revize Websites build engagement
with your constituents.”

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community’s website can serve your residents better, inspire them more, and get them actively involved in your Water District.

Please contact me if you have any questions at all.

Sincerely,



Joseph J. Nagrant
Business Development Director
+1 248-269-9263 x16
Joseph.Nagrانت@revize.com

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Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your organization is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly.

In more than two decades of working with organizational leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

About Us

Having launched nearly 1,500 websites nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected non-profit and government website experts in the United States and we proudly stand by our work.

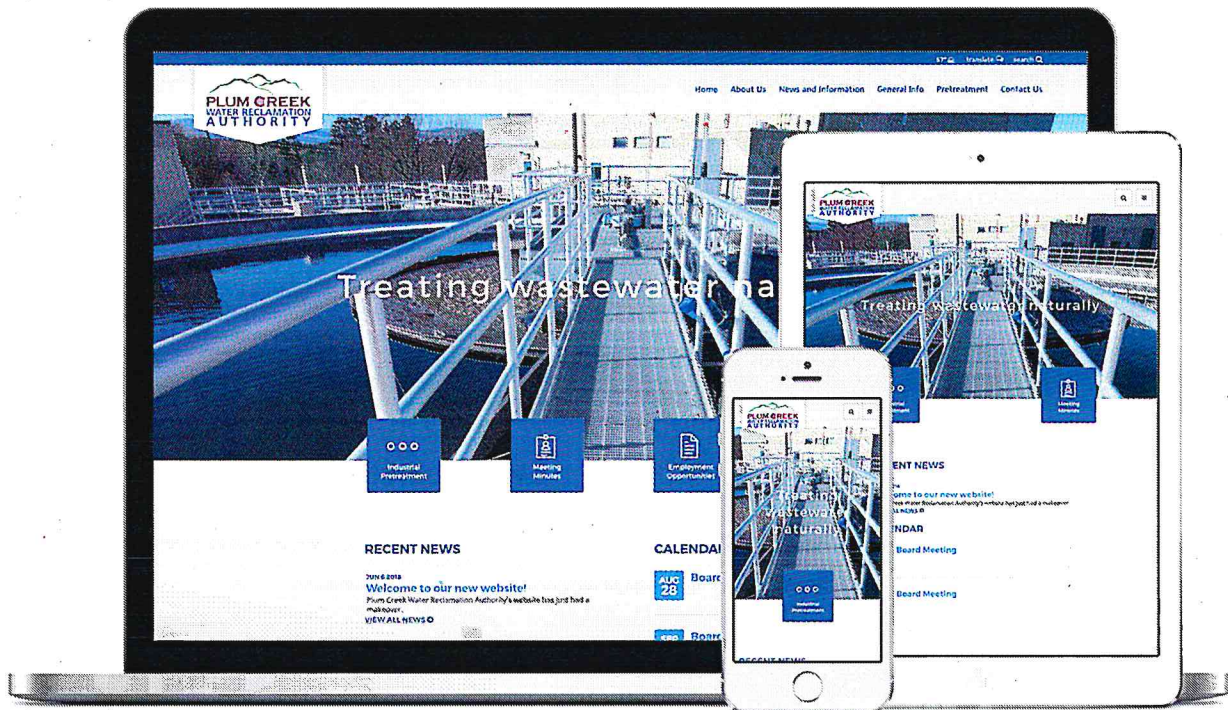
Here you will find the communication tools you need such as

- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Track

Website Project Experience

Plum Creek Water Reclamation Authority, Colorado

<https://pcwracolorado.org>



The Plum Creek Water Reclamation Authority website launched very recently with a great internet attraction pull for residents to get information quickly from the website's home page within 2 clicks or less. The Revize Quick Topics Bar easily helps web visitors get to several informational topics in a clean, non-cluttered manner. It also looks great on any Mobile Phone!

West Slope Water District, Oregon

www.wswd.org

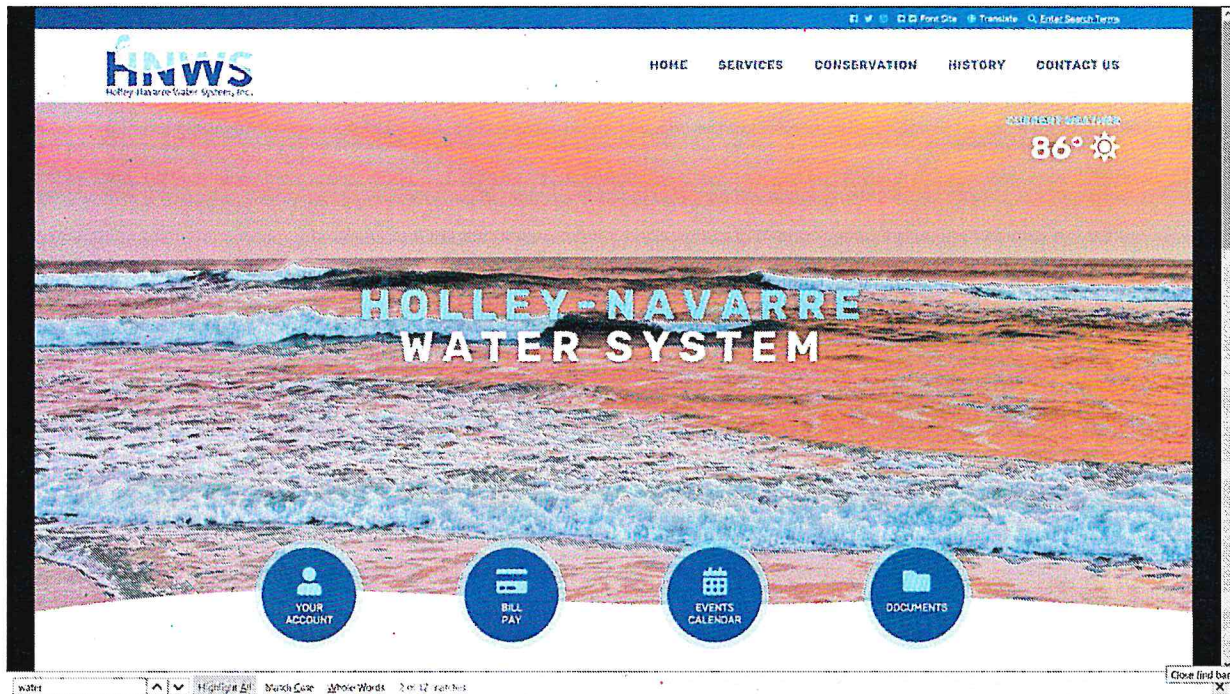


Details:

West Slope Water District has many departments with varying levels of needs on the website. The success of any water agency city website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the water district's history, we also designed the site to towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. All 3rd party applications are integrated in a way that was right for easy viewing by the residents. This website is the perfect mix of functionality and design!

Holley Navarre Water System, Florida

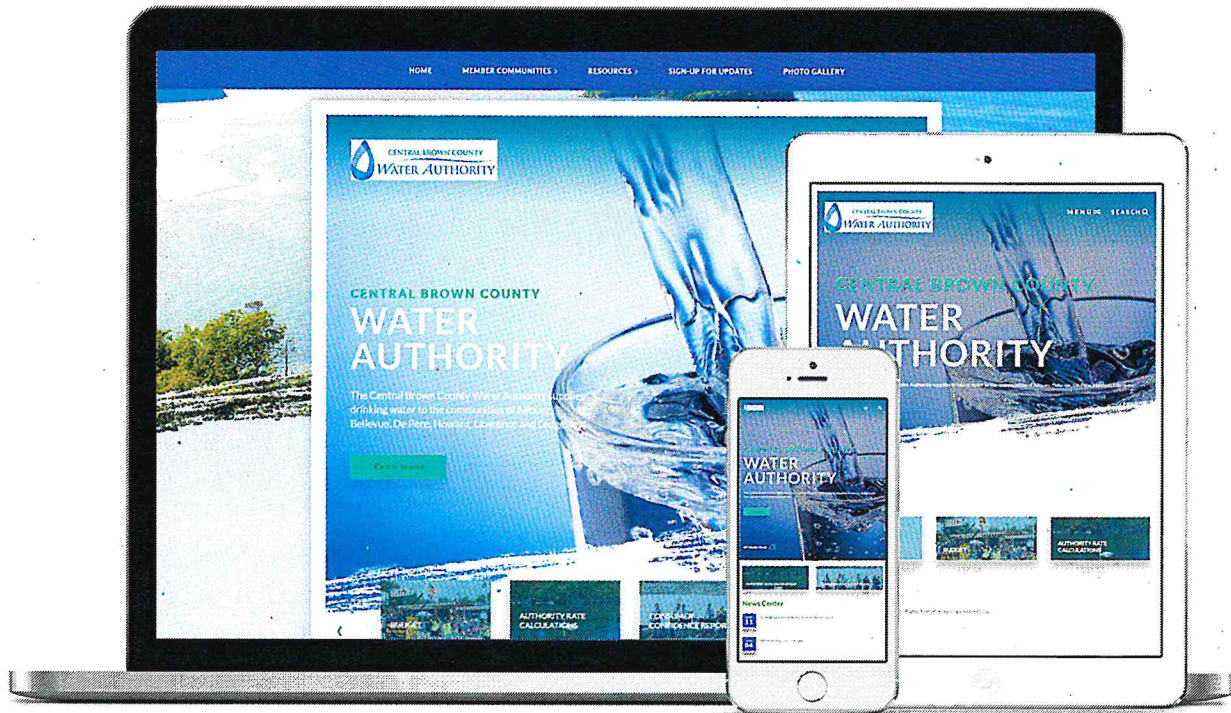
Website Under Development



Holley Navarre Water System is located in Florida. They wanted a website with a formal professional feel. This informational website brings together an amazing design with a full suite of web apps to engage the constituents they serve. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. Not only does it serve as an informational programs website but as an inspirational feel website as well.

Central Brown County Water Authority, Wisconsin

www.cbcwa.com



Details:

Central Brown County Water Authority is a longtime Revize client. This website was recently redesigned in 2017 to highlight all of the programs and procedures that the water authority handles on a daily basis. The design does not overburden the user with too much content. It separates that content into different focus areas. This lets their customers get information in a way that is much more of an experience. The straightforward news and events feature images that promote click-through. With the Revize CMS this authority is able to quickly and easily update the website in just a few clicks!

Account References

Client: City of Wylie, TX

Craig Kelly, Public Information Officer

Office: (972) 516-6016

Email: craig.kelly@wylietexas.gov

Website: www.ci.wylie.tx.us

Client: Plum Creek Water Reclamation Authority, CO

Shauna Nolte, Administrative Assistant

Phone: (303) 688-1991

Email: snolte@pcwra.org

Website: <https://pcwracolorado.org/>

Client: City of Treasure Island, FL

Mark Santos, Communications & IT Director

Phone: (727) 547-4575 x 234

Email: msantos@mytreasureisland.org

Website: www.mytreasureisland.org

Client: Flagler County, FL

Julie Murphy, Public Information Officer

Phone: (386) 313-4039

Email: JMurphy@FlaglerCounty.org

Website: www.FlaglerCounty.org

Client: City of Auburn Hills, MI

Torri Mathes, Media Communications

Office: (248) 364- 6726

Email: tmathes@auburnhills.org

Website: www.auburnhills.org

Client: City of Seguin, TX

Morgan Ash, Public Information Officer

Office: (830) 386-2590

Email: mash@seguintexas.gov

Website: www.seguintexas.gov

Project Timeline

Project Timeline		
Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Weeks 1 thru 3	3 Weeks
Phase 2: Discovery & Design	Weeks 4 thru 8	5 Weeks
Phase 3: Template Development, CMS Integration	Weeks 9 thru 11	3 Weeks
Phase 4: Module Setup	Weeks 12 thru 14	3 Weeks
Phase 5: Custom Development	Weeks 15 thru 16	2 Weeks
Phase 6: Quality Assurance Testing	Week 17	1 Weeks
Phase 7: Sitemap Development / Content Migration	Weeks 18 thru 20	3 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 21	1 Weeks
Go-Live (Average)		16-21 Weeks



Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline to fit your schedule if required.

Revize Project Life Cycle

Phase 1: Initial Meeting, Communication Strategy, SOW

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site.

Phase 2: Discovery & Design

You and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed, and applying our 20+ years of web design and development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning website and design!

Phase 3: Template Development, CMS Integration

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed.

Phase 4: CMS Modules Setup

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

Phase 5: Custom Functionality Development

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 - 4.

Phase 6: Quality Assurance Testing

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

Phase 7: Content Development / Content Migration

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

Phase 8: Training Your Staff (in-person or web based training)

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.

Hosting Service

Revize has four state-of-the-art physical data centers located in Chicago, Detroit, San Diego and Houston with around-the-clock (24/7/365) monitoring of all server activities. Remote data backups are scheduled nightly with Carbonite data backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity. Revize hosts your web services on redundant (1TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance, as well as accurate security and data restoration for your website. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to the several hours or days timeframe our competitors offer).

Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Security

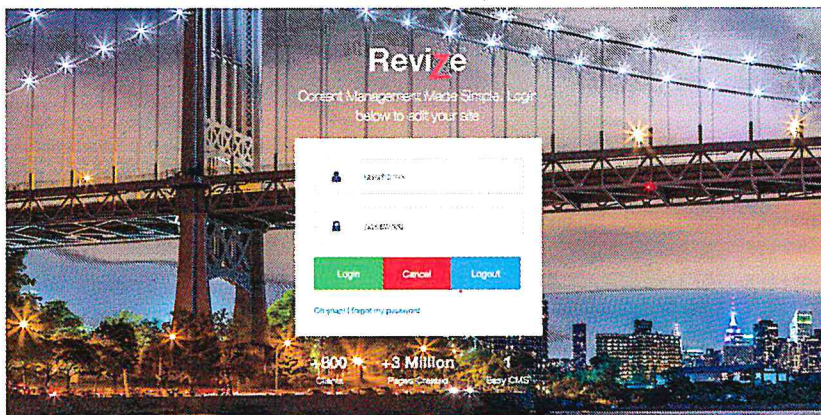
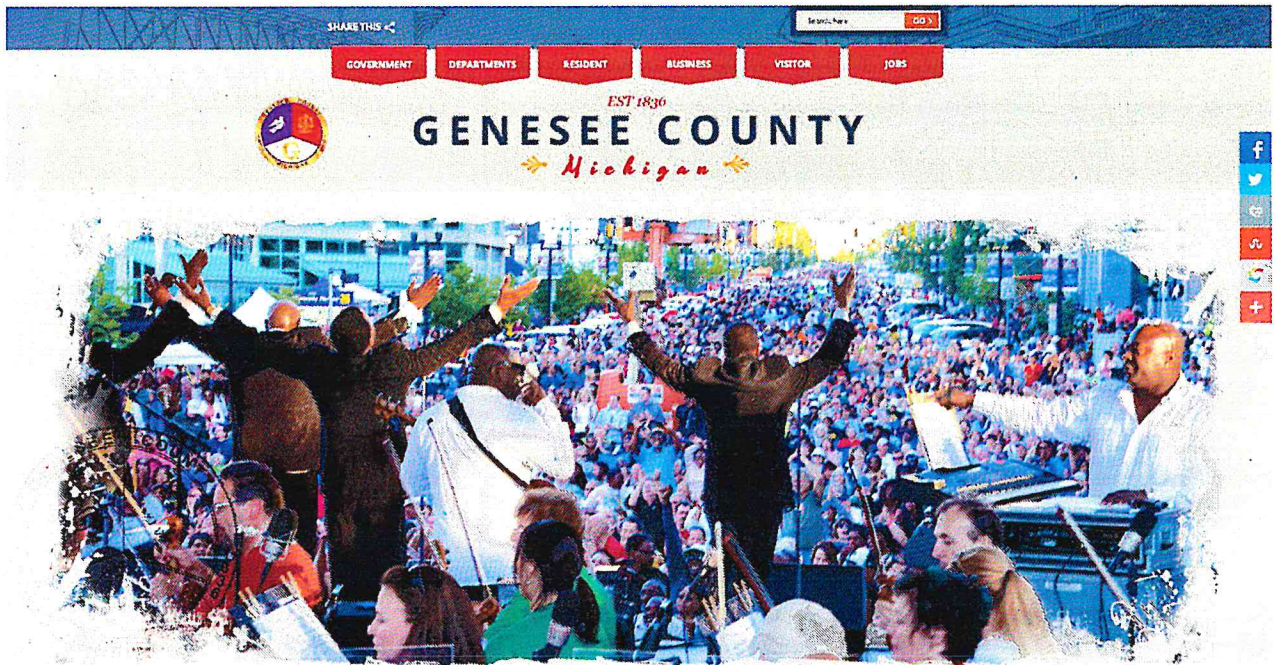
Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry. Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...

Revize Government CMS User Interface

1. Revize CMS User Interface Home Page

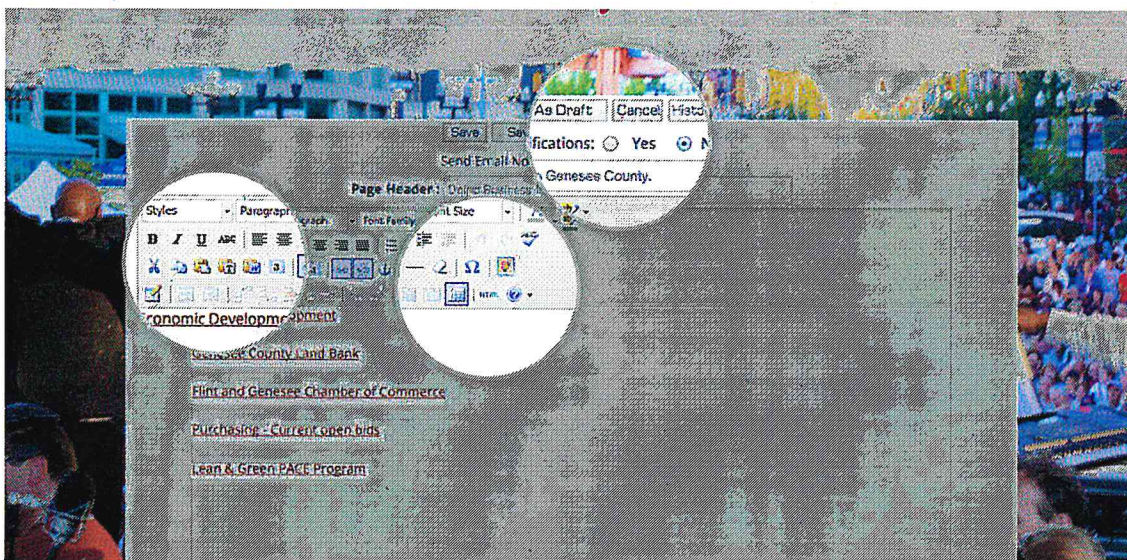


2. Users simply browse to a page that they want to edit, select the Login button, and then insert their Login Name and Password into a login screen as shown below.

3. Edit buttons appear on the page after the Login executes. Based on users roles/permissions, the appropriate buttons are displayed.



The input form appears as shown below. Content Editors can change banner, page heading and the content displayed in the center of the page. Notice the content is changed using a “Word Like” editor.



After the page is “saved”, the page can be sent to an approver for review or immediately published to the web site.

Revize Quote

Please see the Cost Proposal

These Website Features Come With your New Website:

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

- Constituents's Communication Center Apps
- Constiuents's Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

Constituent's Communication Center Apps

- Home Page Alert
- E-Notification Center with Email Alerts
- Document Center with Search
- Documents On Demand Meeting Minutes & Agenda Searchable Archive Center
- FAQs with Search
- News Center with Facebook/Twitter Integration
- "Share This" Social Media Flyout App
- Online Web Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendars
- Sliding Feature Bar
- Language Translator - over 90 languages
- Mega Menu - horizontal layout

Constituent's Engagement Center Apps

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

Staff Productivity Apps

- Bid Posting Center via Vendor Registry
- Image Manager
- iCal Integration
- Drag and Drop Menu Management
- Drag and Drop Photo Management
- Drag and Drop Document Management
- Link Checker
- Menu Manager
- Online WebForm Builder
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SEO Tool Kit
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- WCAG 2.1 AA ADA Compliant
- Responsive Website Design (RWD) for great mobile phone viewing

Revize Support Includes

- 8 AM – 8PM EST Phone Support (Monday thru Friday)
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- Staff provides assistance and answers all questions
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- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter Module support
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
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- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage



Thank you

For Considering Revize

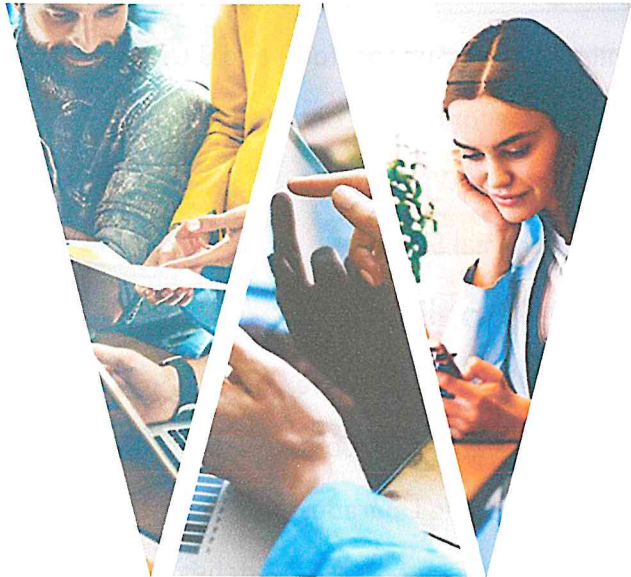
Prepared by Joseph J. Nagrant
150 Kirks Blvd, Suite B, Troy, MI 48084
Ph: 248-269-9263 x21 Fax: 866-346-8880

www.revize.com

CIVICCMS[®]

San Lorenzo Valley Water District

COST PROPOSAL



Presented by
Jordan Cairns
Sales Representative
cairns@civicplus.com
(785) 370-7764

 | **CIVICPLUS[®]**

302 S. 4th Street, Suite 500 | Manhattan, KS 66502
1300 Massachusetts Ave., Boxborough, MA 01719
www.civicplus.com

Project Deliverables, Options & Payment Terms

CIVICCMS Standard Website Package

Graphic Design

- ◆ Custom Design; Fully Responsive Format (Smart Phones, Tablets)

Content Development

- ◆ Full Content Development
- ◆ Migrate all identified existing content and build out any new Pages/Files of content supplied

Staff Training

- ◆ One Day of Online Group Training, as needed
- ◆ Full Access to Library of Videos/Documentation

Supplemental Modules at No Cost

- ◆ Bids/RFPS
- ◆ Intranet
- ◆ Agenda Manager
- ◆ Popular Pages

Secure Hosting

- ◆ SSL Certificates
- ◆ Tier 4 Data Center
- ◆ Nightly Offsite Backups
- ◆ Intrusion Detection, DDoS Mitigation

Ongoing Customer Support

- ◆ Unlimited Live Support for Up to 3 Users
- ◆ Unlimited Number of Content Editors
- ◆ Free Monthly Webinars
- ◆ 24/7 Technical Support

CIVICCMS Application

- ◆ Annual CMS Usage License
- ◆ Unlimited Number of Content Editors
- ◆ Periodic Module Upgrades
- ◆ Full Maintenance & Service Patches

Also Includes

- ◆ Apache Solr Search Appliance
- ◆ Google Analytics
- ◆ E-Subscriber Mail Lists
- ◆ Social Media Integration
- ◆ Web Forms Builder
- ◆ No Storage Limit on Future Pages & Files

Year One Investment: \$10,400

This includes the one-time design and development cost and the Year 1 annual cost for hosting & support.

Project Deliverables, Options & Payment Terms

Year Two & Beyond Annual Services

Each year of your contract, you'll receive system enhancements, maintenance, optimization, and have full access to our support staff so your site stays up-to-date with our latest features and functionality. (Annual Hosting/Maintenance Services are subject to a cumulative annual 5% technology fee increase beginning Year 3 and beyond)

- **Secure Hosting and Security Services**
- **Software maintenance including service patches and system enhancements**
- **24/7 technical support and access to the Online Help Center**
- **Unlimited Live Customer Support for Designated Users**
- **Account Management Team for ongoing support and web environment evolution**

Year Two & Beyond Annual Cost: \$2,000

CivicPlus Advantage - Alternate Payment Plan

The CivicPlus Advantage (CPA) payment alternative payment plan provides zero interest, level payments that divides the One-Time Implementation Investment expense of your project over the first three (3) years of your contract to assist with your initial out of pocket expense and budget allocation. Each payment also includes your Annual Hosting/Maintenance Services.

1st Year CPA	\$ 4,800	3rd Year CPA.....	\$ 4,800
2nd Year CPA	\$ 4,800	4th Year CPA.....	\$ 2,100
			(Annual plus 5% Technology Fee)

Optional Services

- **Additional Supported Users (Beyond 3): \$250 per user per 12 months**
- **Email Services: One Time Set-up: \$50 per account; Annual Hosting/Support: \$50 per account. All accounts fully transferrable as staff come and go.**
- **Full Redesign of Website after Four Years: \$1,500 increase to Annual Services cost**
- **CivicReady: Emergency Notifications (Quote available upon request)**
- **CivicHR: Online Personnel Software (Quote available upon request)**

revize.

The Government Website Experts

WEBSITE COST PROPOSAL FOR San Lorenzo Valley Water District, California

Prepared by Joseph J. Nagrant
150 Kirts, Suite B, Troy, MI 48084
Ph: +1 248-766-9562 Fax: +1 866-346-8880
www.revize.com April 17, 2019
Pricing good for 30 days



Dear Holly Hossack, and the SLVWD Board of Directors,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, non-profit & government-compliant web solutions. Located in Troy, Michigan we have launched hundreds of non-profit and government websites nationwide, including over 200 right here in Michigan, a myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your constituents and business partners to easily fill out and submit documents, review and pay bills, donate, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

In regards to the actual design and build of your new website, and ongoing hosting and support, Revize has been doing this for over 20 years. **What you need to know is that over the last 6 months there's been an increase of hacking of government agency websites by 394%, especially if they're using what's called free software, open source software like WordPress and Drupal. Revize does not use that technology.** We have a secure, refined content management system developed specifically for non-profit and government class organizations like yourself for use by non-technical individuals to edit the website easily. Revize has a full proof, secure hosting environment that so far has been bulletproof against hackers for over 8 years. We have 4 redundant Server Farms across the whole United States and multiple backups of all the information.

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Non-profit clients select Revize because we can help them

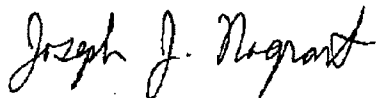
- Effectively engage members, customers, or constituents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

“Revize Websites build engagement
with your constituents.”

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community’s website can serve your residents better, inspire them more, and get them actively involved in your Water District.

Please contact me if you have any questions at all.

Sincerely,



Joseph J. Nagrant
Business Development Director
+1 248-269-9263 x16
Joseph.Nagrant@revize.com

Project Timeline

Project Timeline		
Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Weeks 1 thru 3	3 Weeks
Phase 2: Discovery & Design	Weeks 4 thru 8	5 Weeks
Phase 3: Template Development, CMS Integration	Weeks 9 thru 11	3 Weeks
Phase 4: Module Setup	Weeks 12 thru 14	3 Weeks
Phase 5: Custom Development	Weeks 15 thru 16	2 Weeks
Phase 6: Quality Assurance Testing	Week 17	1 Weeks
Phase 7: Sitemap Development / Content Migration	Weeks 18 thru 20	3 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 21	1 Weeks
Go-Live (Average)		16-21 Weeks

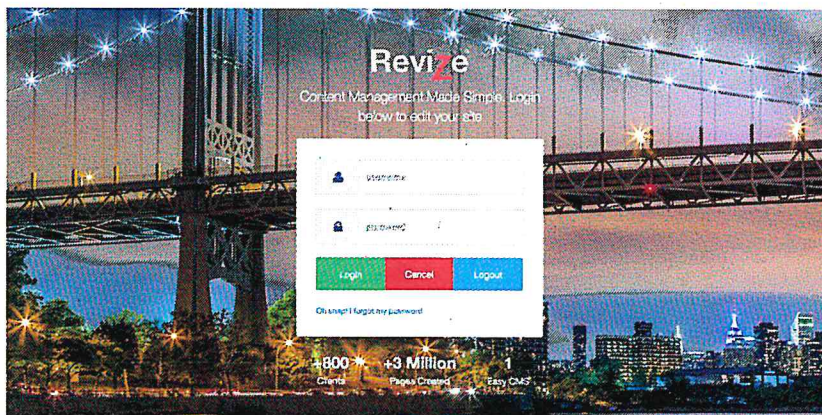
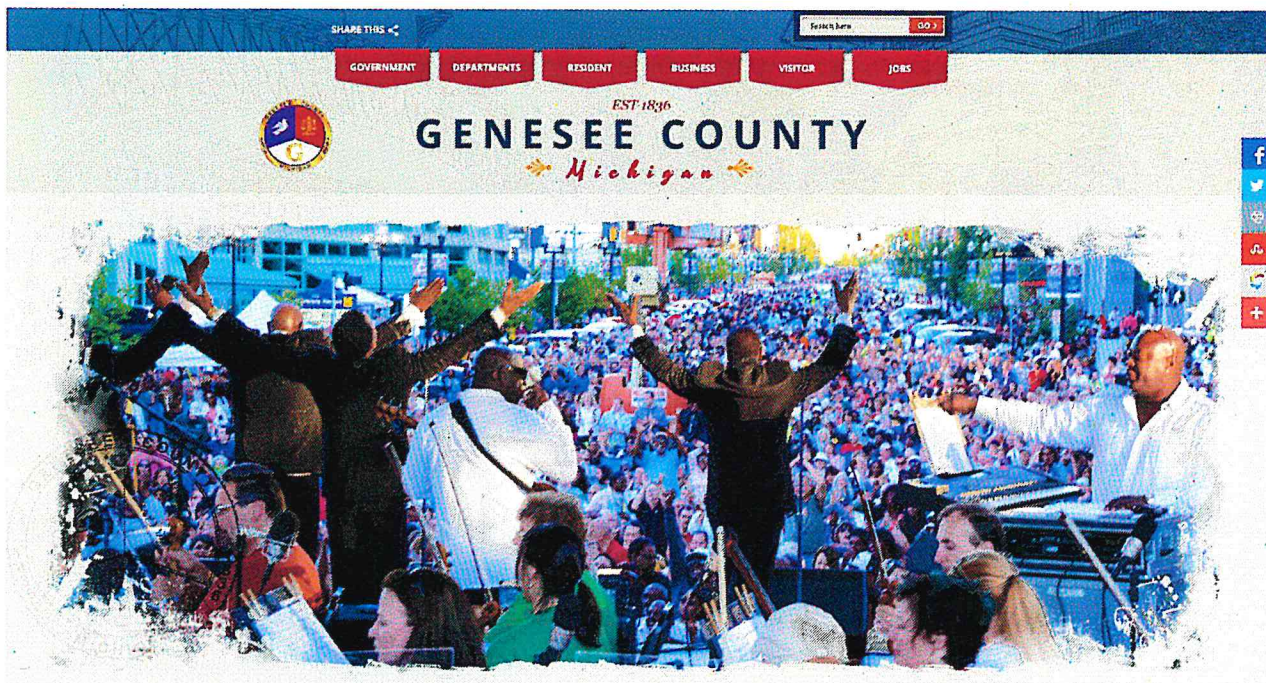


Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline to fit your schedule if required.

Revize Government CMS User Interface

1. Revize CMS User Interface Home Page

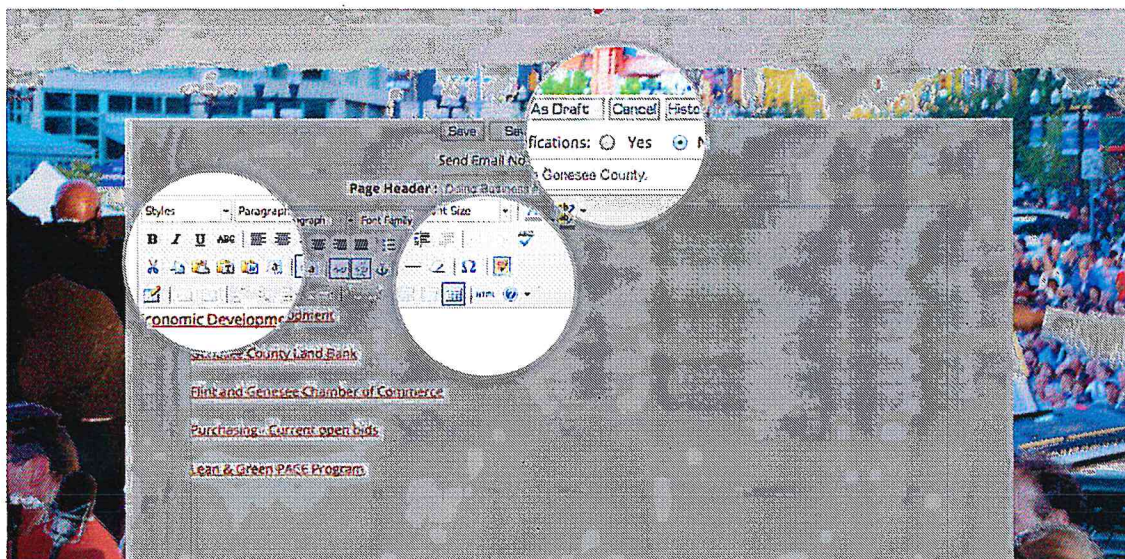


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Revize Quote

Phase 1: Project Planning and Analysis, SOW	\$500
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page template and inner page design and layout, includes Responsive Web Design. Includes departmental designs	\$1,500
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	\$3,700
Phase 5: QA Testing	\$800
Phase 6: Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections – up to 1,275 web pages and 14,498 documents (mainly minutes and agendas for many years). THIS COST CAN BE GREATLY REDUCED TO AS MUCH AS 70% IF YOU ONLY LEAVE THE LAST ONE OR TWO YEARS OF AGENDAS & MINUTES ON THE NEW WEBSITE	\$20,470
Phase 7: Content editing and site administration training (one day session)	\$900
Phase 8: Go live!	\$300
Annual Fee including unlimited tech support, CMS software updates (up to 4 users), security software updates, and 24 hour website health monitoring. Website hosting on 4 redundant server farms included free of charge with SSL security certificate (30 GB storage space) with pre-paid annual fee:	\$2,800
Grand Total (1st year) Second year and onward investment	\$30,470 \$2,800/year

Optional: Revize provides a free website design refresh during year four of service with a 5 year agreement.

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150 Kirts Blvd, Suite B, Troy, MI 48084
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www.revize.com

Streamline Web is a standalone product that is risk free - you pay monthly based upon your annual operating revenue (table below), can cancel at any time, **support and hosting are unlimited** and included. CSDA member discounted rate is reflected in the "For Members" column:

Features	For Members	For Non-Members
Streamline™ Web	Included	Included
State Transparency Dashboard	Included	Included
Technical Support and Hosting	Unlimited, tickets and phone	Unlimited, tickets only
Annual Operating Revenue	Monthly Member Pricing	Monthly Nonmember Pricing
0 - \$15K	\$10	\$20
\$15K - \$50K	\$25	\$50
\$50K - \$250K	\$50	\$75
\$250K - \$500K	\$75	\$100
\$500K - \$1M	\$100	\$150
\$1M - \$5M	\$200	\$300
\$5M - \$10M	\$300	\$450
\$10M - \$20M	\$400	\$600
\$20M +	\$550	\$825

The SB 272 Compliance Tool is free for all California local government agencies.

Streamline Web pricing is designed to provide affordable website technologies, regardless of agency size. It is available for all local government agencies in the United States for a low monthly subscription fee. **No contracts, no RFPs, no up front costs or long term commitment, and no hidden expenses.** The pricing above includes support and unlimited hosting.

Optional services:

Discovery, Content Migration and Information Architecture: \$3,000 (one time fee)

Domain Concierge Services:

- Self-serve: Streamline will provide district with DNS records to update in Network Solutions
- Streamline Concierge: Streamline will host domain on Streamline’s nameservers and manage DNS (\$10/month)

Billing Practices

All monthly invoices will be sent via email at a designated date (chosen by the district) that can be paid online or by card/check . Districts can pay monthly, quarterly, yearly, or designate a specific billing cycle.

SSL certificate compliant?



STUDIOHOLLADAY

COST PROPOSAL

Strategic Consulting (40 hours)	\$6,000
User Interface Design + Site Design (200 hours)	\$30,000
Front-End & CMS (Content Management System) Development (160 hours)	\$24,000
Migration of Content (120 hours)	\$18,000
Training & Support (12 hours)	\$1,800
Quality Assurance Testing (20 hours)	\$3,000
Project Management (80 hours)	\$12,000
<hr/>	
Web Platform Creation Total Cost	\$94,800

For a total hour estimate of **632 hours @ \$150.00/hour**. Custom photography or stock photography, and copywriting (if required) will be quoted separately as needed.

Ongoing Maintenance **\$500/month**
 Wordpress maintenance subscription with ongoing security updates to your site's modules. Defect resolution for reported bugs with your site. Support for third party applications will be quoted on an as needed basis.



STUDIOHOLLADAY

SIGNATURES

A one-third deposit payment will be required to begin the project, with an additional third payment due upon approval of the Site Design phase, and the final third payment due upon launch of the website.

STUDIO HOLLADAY
Ted Holladay, President

April 22, 2019

DATE

SLV WATER DISTRICT SIGNATURE

DATE

NAME

TITLE