

070376

VILLAGE OF LOMBARD  
REQUEST FOR BOARD OF TRUSTEES ACTION

For Inclusion on Board Agenda

Resolution or Ordinance (Blue) \_\_\_\_\_  
Waiver of First Requested  
Recommendations of Boards, Commissions & Committees (Green) \_\_\_\_\_  
Other Business (Pink) \_\_\_\_\_

\_\_\_\_\_  
X  
\_\_\_\_\_

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: William T. Lichter, Village Manager

DATE: May 30, 2007 (COW)(B of T) June 7, 2007

TITLE: A Motion Authorizing the Execution of an Agreement with CivicPlus for Web Site Services

SUBMITTED BY: Timothy Sexton, Assistant Director of Finance

BACKGROUND/POLICY IMPLICATIONS:

See memo attached.

Review (as necessary):

Village Attorney	X	Date	5/30/07
Finance Director	X	Date	5/30/07
Village Manager	X	Date	5/30/07

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Agenda Distribution.



To: William Lichter  
Village Manager

From: Larry McGinnis  
I.T. Manager

Date: May 30, 2007

Subject: Web Site Outsourcing

One of the major responsibilities of I.T. is the design and support for the Village web site. I feel the web site is the most visible means of communication not only to employees but visitors, residents, businesses, governments, and elected officials. The web site is a tool for communication that allows governments to get information to their constituents, visitors and other agencies on a timely basis, usually 24 hours a day 7 days a week. A properly designed and implemented web site can leave a lasting first impression.

My vision is to have a web site that is user friendly, can be updated by individual departments, would integrate with an in-house Intranet site, provide automatic removal of items based on date or time, have a consistent look and feel on all pages and would provide content management capabilities.

There are many vendors that do web site design but very few have a complete package that includes web hosting, design, content management, and implementation services.

Tim Sexton, Assistant Finance Director and I evaluated several vendors and the most comprehensive and cost effective solution was CivicPlus. The web team and the department heads were also impressed with CivicPlus during the demo times provided for them.

What makes CivicPlus stand out compared to the other vendors is the fact that they deal strictly with government accounts. They currently are serving over 250 clients nationwide. Below is just a brief summary of CivicPlus and what they can provide:

- CivicPlus has been creating citizen centric websites for municipalities for 11 years.
- Their website management system allows non-technical staff the ability to easily update menu items, pages, content, images and links. Word processing skills are all that is necessary to use our system.
- Information can be scheduled to appear with display and removal dates.
- Provide a professional look and feel that is consistent through out the site while offering the flexibility to meet any size communities needs!

- Provide complete redundancy as part of a disaster recovery program with sites in Kansas and Texas. This not only includes the two sites but also includes multiple IPS connections and multiple servers.

The cost for CivicPlus to design and host the Village Web site will be \$14,700 for the first year and \$6,600 each year thereafter.

It is my recommendation along with concurrence from the web team and department heads that the Village enter into a contract with CivicPlus for hosting and designing the Village Web site.

Organization:	Village of Lombard	Web Address:	www.villageoflombard.org
Contact Name:	Larry McChinnis	E-mail Address:	mcgchinnisl@villageoflombard.org
Street Address:	255 E. Wilson Ave		
Address 2:			
City:	Lombard	State:	IL
Phone:	630-873-4740	Ext:	630-620-8222
Billing Contact:	Larry McChinnis		
Billing Address:			
(if different)			
Billing Phone #:	630-873-4740	Fax:	Information required on invoices, e.g. P.O. # or Job #:
Tax ID #:	Sales Tax Exempt #:		
Payment Terms:	Annual	Acct. Rep.	April Hamilton

**Terms and Conditions:**

- Annual invoicing for this contract will take place 60 days after the contract is signed or an annual anniversary invoicing date may be established by the client.
- Annual fees for CivicPlus services are invoiced prior to the year of service and are due by the first of the following month.
- Initial contract term is for one year from the date of execution.
- Either party may terminate the agreement at the end of the contract term by providing the other party with 60 days prior notice.
- In the event that neither party gives such notice prior to the end of the initial or any subsequent term, this agreement will automatically be renewed for an additional contract term.
- In the event of early termination of this agreement by the client, full payment of the remainder of the contract is required within 15 days of termination.
- Annual rates will automatically increase by 3%. In the event of a rate increase that exceeds 3%, CivicPlus will notify the client at least 6 months in advance of the annual renewal.
- Upon completion of development, the Setup and Development Fees will be invoiced.
- Modifications to the original "go-live" date by the client may result in additional fees if additional fees are incurred by CivicPlus for changing travel arrangements.
- Payment is due on the date annotated on the invoice for that term's service. Service will be discontinued if payment is not made within 20 days after the due date. Payments received will be applied first to finance charges, then to the oldest outstanding invoice.
- If the account exceeds 60 days past due, the web service will be removed and the data will be erased.
- CivicPlus will support designated support contacts for the client. Support will include providing technical support and application support of the CivicPlus system. Following initial setup, additional page design, graphic design, word processing training, and custom programming may be contracted separately.

Date Initiated: \_\_\_\_\_

Project Summary		
Establish Project Timeline and Overall Project Management	Annual Fee	One-Time Fee
Analysis of Existing Website	\$ N/A	\$ 900.00
Website Design	\$ N/A	\$ 2,500.00
Develop Navigation Architecture	\$ N/A	\$ 1,200.00
Site Development – Included Modules and Site Setup With 500 MB and 225 GB of transfer per month	\$ 6,600.00	\$ 2,500.00
Upgraded Modules Total from below	\$ N/A	\$ N/A
Custom Development	\$ N/A	\$ N/A
Site Development – Content – up to 200 pages	\$ N/A	\$ 5,900.00
Review and Test	\$ N/A	\$ 900.00
Training: Up to 15 hours of remote phone training for 2 staff members	\$ N/A	\$ 1,500.00
Go-live and project review	\$ N/A	\$ 1,200.00
Marketing	\$ Included	\$ Included
<b>Subtotal</b>	<b>\$ 6,600.00</b>	<b>\$ 16,600.00</b>
<b>Website Extreme Makeover Offer/Illinois GMIS Discount Rate</b>	<b>\$ N/A</b>	<b>\$ (8,500.00)</b>
<b>Total</b>	<b>\$ 6,600.00</b>	<b>\$ 8,100.00</b>

**MODELS AND SERVICES**

Annual Fee	One-time Fee	Annual Fee	One-time Fee
\$	\$	\$	\$
<input type="checkbox"/> Archive Center	Included	<input checked="" type="checkbox"/> Option Poll	Included
<input type="checkbox"/> Banner Development - Additional	\$	<input checked="" type="checkbox"/> Photo Gallery	\$
<input type="checkbox"/> Bid Posting	\$	<input checked="" type="checkbox"/> Quick Links	\$
<input checked="" type="checkbox"/> Business Directory	Included	<input type="checkbox"/> RequestTracker for _____ users	\$
<input checked="" type="checkbox"/> Document Center	Included	<input checked="" type="checkbox"/> Staff Directory	\$
<input checked="" type="checkbox"/> Dynamic Breadcrumbs	Included	<input checked="" type="checkbox"/> Other: RSS	\$
<input checked="" type="checkbox"/> Dynamic Sitemap	Included	<input type="checkbox"/> Administrative Modules & Services	\$
<input type="checkbox"/> E-Commerce	\$	<input type="checkbox"/> Additional Domains	\$
<input checked="" type="checkbox"/> Events Calendar	Included	<input checked="" type="checkbox"/> Bad Links Identification	\$
<input checked="" type="checkbox"/> FAQ	Included	<input checked="" type="checkbox"/> E-mail this Page	\$
<input type="checkbox"/> Forms Creation (Form to email)	\$	<input checked="" type="checkbox"/> Links Redirect	\$
<input type="checkbox"/> Forms Development Tool	\$	<input checked="" type="checkbox"/> Online Web Statistics	\$
<input checked="" type="checkbox"/> Intranet	Included	<input checked="" type="checkbox"/> Printer Friendly	\$
<input type="checkbox"/> Job Posting	\$	<input checked="" type="checkbox"/> Rotating Content	\$
<input checked="" type="checkbox"/> News Flash	Included	<input checked="" type="checkbox"/> Search Engine Registration	\$
<input checked="" type="checkbox"/> Notify Me Email Subscription	Included	<input checked="" type="checkbox"/> Search and Site Search Log	\$
<input type="checkbox"/> Online Job Application	\$	<input checked="" type="checkbox"/> Site History Log	\$

**Setup Notes:** CivicPlus will develop a unique website for the client. Upon approval of the design, the selected services will be established with on-going review by the client. Upon completion of training, the client will be responsible for updating and maintaining their website. CivicPlus will continue providing updates to the software and maintain the content and data.

CivicPlus • 317 Houston St, Suite E • Manhattan, KS 66502  
888-228-2233, ext. 307, Fax: 785-587-8951  
www.civicplus.com

*Date Initiated:* \_\_\_\_\_

**Additional Training:** Training that involves billable time beyond the contracted amount will be documented and invoiced. Written approval by the client is necessary before billable time is incurred.

**Support:** Page development support and technical support provided free throughout the contract period at no charge. With the software are addressed throughout the contract period at no charge.

**Additional Projects:** Projects that involve billable time beyond the contracted amount will be documented. Written approval by the client is necessary before billable time is incurred.

**Maintenance Upgrades:** Maintenance upgrades to the CivicPlus service are provided at no extra charge. Additional modules may be purchased and activated at any time

**Indemnification and Liability**

Village of Lombard shall defend, indemnify and hold harmless CivicPlus, its partners, employees, and agents from and against any and all lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses including attorney's fees of any kind, without limitation, in connection with the operations of Village of Lombard and installation of software contemplated by this agreement, or otherwise arising out of or in any way connection with the CivicPlus provision of service and performance under this agreement. This section shall not apply to the extent that any loss or damage is caused by the gross negligence or willful misconduct on the part of CivicPlus.

CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service or any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by the customer.

CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by customer or any entity other than CivicPlus that furnishes services, facilities or equipment used in connection with CivicPlus services or facilities.

Except as expressly provided in this agreement, CivicPlus makes no expressed or implied representations, or warranties, including any warranties regarding merchantability or fitness for a particular cause.

**Development Specifications**

Additional development specifications and requirements will follow upon commencement of the project.

**Acceptance:**

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

Name \_\_\_\_\_  
Village of Lombard  
Date \_\_\_\_\_

Name \_\_\_\_\_  
CivicPlus  
Date \_\_\_\_\_

Please fax the above contract as soon as possible to  
FAX Number: 785-587-8951

For any billing questions, Accounting can be reached at 888-228-2233, ext.215  
Support can be reached at:  
888-228-2233, ext. 307  
785-587-1853, ext. 307

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