Olivehurst Public Utility District

Agenda Item Staff Report

Meeting Date: February 21, 2019

Consider options for service providers for the OPUD Website. (Strategic Plan 2018-2023, 2.4).
District Clerk and Public Works Administrative Assistant have been reviewing and conversing with service providers to determine which option best fits the needs of the District. District Clerk presented a spreadsheet of options to Directors at the Fire Committee meeting, and informed Directors that an additional provider has been identified. Attached is a spreadsheet of the services provided by 5 different companies.

Fiscal Analysis:

Setup fees are included in all options, and range from $500 to $15,500.
Annual fees are included in all options, and range from $69 to $5,750.
The current fiscal year budget has no funding for website redesign. I recommend that we wait until the next fiscal year budget is being created to select a provider.

Employee Feedback:

Employees are excited to have an up to date website.

Sample Motion/Staff Recommendation:

No motion/ Information only.

Prepared by:

Elizabeth Mallen, District Clerk/Executive Assistant

Company	Website Created/ Migrated by Company	Program Website Created In	Program will host many pages to the site	Website Hosted BY	Events and Calendar on Website	Mobile (smartphones and tablets) Optimized	Additional Language	Training	SEO (Search Engine Optimized)
WISR	Yes	WordPress	Yes	No - They do have hosting abilities for fee depending on bandwidth. Begins at $69 per month	Yes	Yes	Google Translate	4 hours	Yes
Streamline	Yes	Content Management Unlimited	Unlimited Content	Yes / Unlimited	Yes/Utility District Specific	Yes	Google Translate	Included	Yes
Pronto	Yes	WordPress	Yes	Yes / Unlimited	No/ Unless use Website Plus $350.00 (add-on)	Yes	No/ Unless use Website Plus (add-on)	Included	Yes
Granicus	Yes / Up To 200 Pages and 5 Forms	Content Management Software	Yes	Yes / Unlimited	Yet	Yes	Google Translate	Included	Yes
CivicPlus	Yes	Drupal	Yes	Yes / Unlimited	Yes	Yes	Google Translate	Included	Yes

.

SAS = Statistical Analysis System (Data Analytics)

SEO = Search Engine Optimized

SQL - Structured Query Language (domain-specific)

Support	Security	508 Compliant	272 Compliant	System or Program Updates	Integrated Transparency	Monthly / Annual Fee	Website Setup FEE	Company
Hourly After Initial Training	Yes	Yes/Basic	We Add	for Fee if needed	No / OPUD Responsible to ensure compliance	$69 to $79 per month for hosting and Security	$4,685	WISR
Unlimited	Yes	Yes/Fully	We Add	Automatically / Daily	Yes/State Transparency Dashboard	$300 Monthly	$2,000	Streamline
Hourly After Initial Training	Yes	We Ensure	We Add	Automatically / Daily	No / OPUD Responsible to ensure compliance	$249 Monthly	$499 plus add-ons (additional features have extra charges)	Pronto
Unlimited	Yes	Yes	We Add	Yes/5 year contract	No / OPUD Responsible to ensure compliance	$5,000+ after 1st year	$15,500	Granicus
Unlimited	Yes	Yes/Basic	We Add	Yes/2 year contract 5% increase each year after	No / OPUD Responsible to ensure compliance	$5,750 Annually	$14,750	CivicPlus

WISR

Website Quote

Website Upgrade Quote

For

1970 9th Avenue | P.O. Box 670
Olivehurst, Ca 95961
Office: 530-743-4657
Sherry Mill / 530-743-8132

Quote Date: 2018-11-20
This Quote is valid for 30 days.

WISR.net
info@wisr.net
http://wisr.net

Clyde Sparks
(714)308-3515

1

Project Description

The Purpose of this document is to outline the set of requirements and task for the OPUD website conversion to WordPress with integrated secure Document Signing capability and enhanced mobile device compatibility. Included below are the time/cost estimates to perform the site upgrade and deploy the new WordPress CMS system to your production server. The list below includes the website organization, general functionality and basic design specifications. Specific design and functional details (e.g. WordPress site template) will be selected by OPUD & WISR during the initial phases of the site upgrade project.

Included Features of New Site

The following is our list of Project Tasks and Website Design Features and Functions that will be included in your website upgrade to WordPress.

- Select a modern design and color palette to closely match current template (Graphic Design & Branding). This is required because your current template is not compatible with WordPress.
- Migrate current OPUD Joomla version 2.5 website features and content to WordPress.
  - Navigational Structure.
  - Content Slide-Show component
  - Various News Modules & Systems
  - Site Blog
  - Events and Calendar System
  - Current Content Migration
  - Photo Galleries
  - Basic Social Bookmarking
- Optimize Organic SEO and Alt-Tag system into site.
- Install and configure an integrated Document Signing system into the WordPress site.

Project Quote Totals

The following table summarizes all of the Project Phases.

	Phase	~Time	~Duration(2)
1.	Setup New WordPress Development Server	2.0 hrs	0.5 day
2.	Copy/Clone Current System to Dev area	3.0 hrs	0.5 days
3.	508 Customize New Template for WordPress	3.0 hrs	0.5 days
4.	Migrate Site Content & Graphics(1) files to new WP system	16.0 hrs	4.0 days
5.	Modify & Configure WordPress per OPUD requirements	8.0 hrs	3.0 days
6.	Install and Configure Calendar System	6.0 hrs	2.0 days
7.	Add & Config Any/All *New* OPUD Content & Assets	4.0 hrs	1.0 days
	Final Build Phase	2.0 hrs	1.0 days
	Test Phase	2.0 hrs	1.0 days
	Deployment Phase	4.0 hrs	1.0 days
	Final Production Test & Acceptance	3.0 hrs	1.0 days
	Total Time	53.0 hrs	13.5 days ←Total Labor
	Labor Cost @$85/hr - Total	$4,505.	
	Estimate of 3'rd Party Commercial Software Licenses:		
	Calendar System: ~$100	~$100.	
	Estimate for WordPress Template	~$80	
	(3) Software License Expense - Estimate	~$180.	←Est. Software
	Optional Features & Consulting (4)		
	Multi-Language Google Translation (site integration)	4.0 hrs / $340.	1.0 days
	Migrate Calendar Event Data	~4.0 hrs / $340	1.0 days
	Client WordPress Training (basic)	4.0 hrs / $340.	1.0 days

Notes: (1) = Some Current Site Graphics may need adjustments or replacement depending on the final WordPress template choice.

(2) Days = Business Days.

(3) Software License fees listed above are estimates. Exact fees will be added to the last Project Phase Invoice.

(4) Option prices valid when ordered at the time of project initiation.

Payment Schedule

The following table summarizes the Project Payment Schedule.

Phase	Description	%Amount	$Amount
1	Project Kickoff	50%	$2,251.
2	End-of-Project / Customer Acceptance + Software Fees (3)	~50%	$2,253 + ~$180
	Totals	100%	~$4,685.

Assumptions

The following is a list of important WISR assumptions.

1. OPUD Website upgrade construction and deployment to be performed by WISR.
2. WISR will perform design, development and build on WISR servers.
3. OPUD decision-making personnel will be reasonably available for consultation and site construction approval.
4. Mobile device compatibility will be dependent on the selected WordPress template.
5. OpenSource technology is to be used as the core website technology wherever possible.
6. WordPress is to be used for the core Content Management System (CMS).
7. From time-to-time, commercial "Add-On" components may be recommended by WISR to enhance basic WordPress functionality. These commercial add-ons will be described to OPUD, and OPUD will have the option to purchase any recommended add-on.
8. WISR has final technical approval on the selection of any WordPress add-on or extra component for inclusion to the final OPUD website. WISR's main criteria for inclusion or exclusion of an add-on will be system usability, stability and security.
9. This Quote assumes no modification to chosen WordPress template except those properties designed to be configurable from within Template Framework Administration area.
10. OPUD personnel will be reasonably available for site and system testing.
11. All Graphics will be provided "site ready" or created by an art designer approved by OPUD & WISR.
12. Data from OPUD's Joomla v.2.5 site may be difficult to transfer to the WordPress site. The exact handling of this data may require the help of OPUD personnel.
13. WISR will have access to current OPUD Joomla 2.5.x site with FTP or Control Panel access with Administrator Username and Password.
14. WISR has appropriate access to OPUD's third-party systems that will be integrated into the new WordPress site; e.g. Domain Registrar, SEO, Google accounts, etc.
15. This quote does not include the migration of current "Poll" components.

Next Steps

1. OPUD to discuss via conference call this Quote with the WISR Team.
2. OPUD to approve final WISR Quote with Payment Schedule.
3. OPUD can begin reviewing possible designs, themes, components, etc.
4. WISR will begin the setup of the website development environment.
5. WISR will begin migrating current website with to development area.
6. WISR will commence executing the upgrade

WISR Billing Rates

For the latest development rates see our website page: Development Rates.

Sherry Mills

From:	Clyde Sparks <crs@wisr.net>
Sent:	Wednesday, February 13, 2019 2:45 PM
To:	Sherry Mills
Cc:	Chris Cuthrell
Subject:	Re: OPUD Website Upgrade

Sherry,

Hope our Presentation Slides are clear - it's been a long time since we talked and we were expecting to fill-in project details during a "live" discussion/presentation.
If needed, we will be happy to provide details on any questions you have.

Re: Hosting:
We suggest our "**Basic**" hosting plan ($69/mo) for your organization.
Our service includes a lot more than just the servers.
The $69/mo Basic service also includes:
* Off-site backups using Amazons (AWS S3) system.
* Wordpress Application Updates & Maintenance
* Security Updates & Patches
* Up to 1/2 hour/mo of Free user support (via email and/or Skype).
Please see our website for details:
https://www.wisr.net/services/hosting-services/

Best Regards
CRS

On Wed, Feb 13, 2019 at 1:56 PM Sherry Mills <emille@opud.org> wrote:

WISR Offers a Wide Array of Hosting Plans (Linux/cPanel Hosting):

Hosting Plan	Storage	Memory	Bandwidth	Domains	App Support	Price/Mo
Basic	25 GB	1 GB	1 TB	1	Email & Skype – 0.5 hr	$69
Business	50 GB	1 GB	2 TB	1	Email & Skype – 1 hr	$79
Multi-Business	100 GB	2 GB	4 TB	2	Email & Skype – 1 hr	$89
MSDS – Medium	200 GB RAID-1	4 GB	5 TB	4	Email & Skype – 1 hr	$109
MSDS – Large	500 GB RAID-1	8 GB	10 TB	5+	Email & Skype – 1 hr	$119
Dedicated – Medium	1 TB RAID-1	16 GB	20 TB	Unlimited	Email & Skype – 1 hr	$249
Dedicated – Large	2 TB RAID-1	32 GB	30 TB	Unlimited	Email & Skype – 1 hr	$359
Cloud Hosting (Project Dependant)	Metered	Metered	Metered	Metered	Email & Skype – 1 hr	$Call

All Plans include Basic S3 Backup Package and Encrypt SSL certificate at no additional charge.
MSDS = Minimally Shared Dedicated Server
Multi-Sites (+) are charge $10/mo for each domain past the indicated number.
Unused App Support Time does NOT accumulate or roll-over to next month.

WISR Website/cPanel Backup Packages – uses Amazon S3 Cloud Storage:

Backup Package	Site Size (max)	Backup Copies	Backup Frequency	Price/Mo *
Basic	10 GB	1	Monthly	included w/any hosting package
Business	15 GB	6	Weekly+Monthly	$29.00
Business-Pro	30 GB	12	Daily+Weekly+Monthly	$39.00
Business-Critical	60 GB	16	Daily+Weekly+Monthly	$59.00

*=Paid Quarterly.
Contact Us for custom backup size and frequency combinations.

Consulting Proposal

for

OPUD Website Upgrade

● ● ●

November 20, 2018

Version: 2.0

This Quote is valid for 30 days.

1

WISR

Proposal for OPUD Website Upgrade

Part-1

1. Current Joomla - Out-of-Date / No longer Maintained / Extreme Security Vulnerabilities
2. What is Best CMS Option - Joomla vs. WordPress / Why WordPress / WordPress Stats / Who uses WordPress / Security
3. Long-term WordPress Benefits
4. WordPress Theme Examples / Options / Show Screenshots

Part-2

1. Project Quote / Project Options Quote
2. Project Payment Schedule
3. Project Assumptions
4. Next Steps
5. Reference Links
6. END page

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Introduction

- Our quote includes all the necessary changes and upgrades to convert your existing Joomla 2.5 site to an improved and up-to-date website using the Wordpress Content Management System (CMS).

- Additionally, your new site will include an improved level of System Security compared to Joomla 2.5.

- The site will also include basic section-508 compatibility

- Site will also provide improved browser and device (e.g.: iPhone & iPad) compatibility enhancements compared to your existing system.

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Part-1

This Section outlines "why" a site upgrade is needed & shows examples of new site pages.

1. Current Joomla - Out-of-Date / No longer Maintained / Extreme Security Vulnerabilities
2. What is Best CMS Option - Joomla vs. WordPress / Why WordPress / WordPress Stats / Who uses WordPress
3. Long-term WordPress Benefits
4. WordPress Theme Examples / Options / Show Screenshots

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Joomla ver.2.5 is Out of Date

- Joomla v.2.5 hit it's *end-of-life* (EOL) December 31, 2014.

Joomla is Frozen in the past – No New Program Extensions

- As of June/2015 the Joomla Extension Directory stopped accepting 2.5 extensions

5

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There are 100's of Security Vulnerabilities in Joomla 2.5

Joomla » Joomla! » 2.5.3 : Security Vulnerabilities

Cpe Name:*cpe:/a:joomla:joomla%21:2.5.3*

CVSS Scores Greater Than: 0 1 2 3 4 5 6 7 8 9

Sort Results By : CVE Number Descending   CVE Number Ascending   CVSS Score Descending   Number Of Exploits Descending

Copy Results Download Results

#	CVE ID	CWE ID	# of Exploits	Vulnerability Type(s)	Publish Date	Update Date	Score
1	CVE-2018-15882	434			2018-08-28	2018-11-05	7.5

An issue was discovered in Joomla! before 3.8.12. Inadequate checks in the InputFilter class could allow specifically prep

| 2 | CVE-2018-15881 | 254 | | | 2018-08-28 | 2018-11-02 | 5.0 |

An issue was discovered in Joomla! before 3.8.12. Inadequate checks regarding disabled fields can lead to an ACL violati

| 3 | CVE-2018-15880 | 79 | | XSS | 2018-08-28 | 2018-11-02 | 3.5 |

An issue was discovered in Joomla! before 3.8.12. Inadequate output filtering on the user profile page could lead to a sto

| 4 | CVE-2018-12712 | 20 | | File Inclusion | 2018-06-26 | 2018-08-20 | 6.5 |

An issue was discovered in Joomla! 2.5.0 through 3.8.8 before 3.8.9. The autoload code checks classnames to be valid,

Source: CVE Details; https://www.cvedetails.com/vulnerability-list.php

6

Can OPUD Upgrade to Current Version of Joomla ??

Current version of Joomla is a complete rewrite of Joomla v.2.5 functions.

Every Joomla subsystem will need to be upgraded to current version - including:

- Theme Layout
- Blog Posts
- Calendar system
- Menu System

WISR has automated tools to help convert old Joomla v.2.5 to current WordPress.

It is Faster & Cheaper to convert to WordPress!

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Why Upgrade to WordPress

WordPress is the most popular Content management systems (CMS).

© W3Techs.com	usage	change since 1 February 2018	market share	change since 1 February 2018
1. WordPress	30.0%	+0.6%	60.2%	+0.2%
2. Joomla	3.1%		6.3%	-0.1%
3. Drupal	2.2%		4.4%	-0.2%
4. Magento	1.2%		2.4%	-0.1%
5. Shopify	1.0%	+0.1%	1.9%	

Above: WordPress hits 30%

source:https://venturebeat.com/2018/03/05/wordpress-now-powers-30-of-websites/

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Why Upgrade to Wordpress

WordPress is supported by thousands of developers.

Plugins

Extend your WordPress experience with 55,877 plugins.

WordPress is "OpenSource", but unlike Joomla has a for-profit company, *Automattic*, that oversees and guilds all Offical WordPress Core functionality; *Thus guaranteeing long-term compatibility*

9

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WordPress Powers Many Well-Known Websites

The New York Times

The New York Times' blogs cover everything imaginable, ranging from arts to economics.

CNN

CNN hosts blogs for their many on-air personalities and for breaking news.

Forbes

Forbes is a leading source for reliable business news and financial information.

REUTERS

Reuters' blogs deliver critical news to decision makers, powered by the world's most trusted news organization.

MACLEAN'S

Maclean's enlightens readers with investigative reporting and exclusive stories from leading journalists.

Fortune 500 Companies

GM

GM's FastLane blog is a forum for GM executives to talk about GM's current and future products and services.

UPS

UPS' Upside shares personal insights and perspective about the world's largest transportation company.

eBay

eBay Ink is your official source for information, opinion and perspective on eBay, Inc.

SONY

PlayStation.Blog is where the people who create the PlayStation experience meet gamers & fans directly.

BEST BUY

Best Buy uses WordPress Multisite to power 1050 local store blogs & their mobile site.

Music

The Rolling Stones

The Rolling Stones' website ("the World's Greatest Rock 'N' Roll Band") including a complete discography and videos.

JAY-Z

LifeandTimes.com is curated by Jay-Z and covers a wide range of the artist's interests.

Katy Perry

Katy Perry is an American singer and songwriter. Her site offers videos, lyrics, ringtones, & more.

Lollapalooza

Lollapalooza is an annual music festival featuring heavy metal, alternative, punk and hip hop.

MP3.com

MP3.com features over 1 million tracks, artist profiles, photos, videos, and new music daily.

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Wordpress Security

The WordPress Security Team:

- is made up of ~50 experts including lead developers and security researchers.

- about half are employees of Automattic.

- identifies and resolve security issues in the core software.

- consults with well-known and trusted security researchers in the web security field.

- believes in Responsible Disclosure by alerting the security team immediately of any potential vulnerabilities.
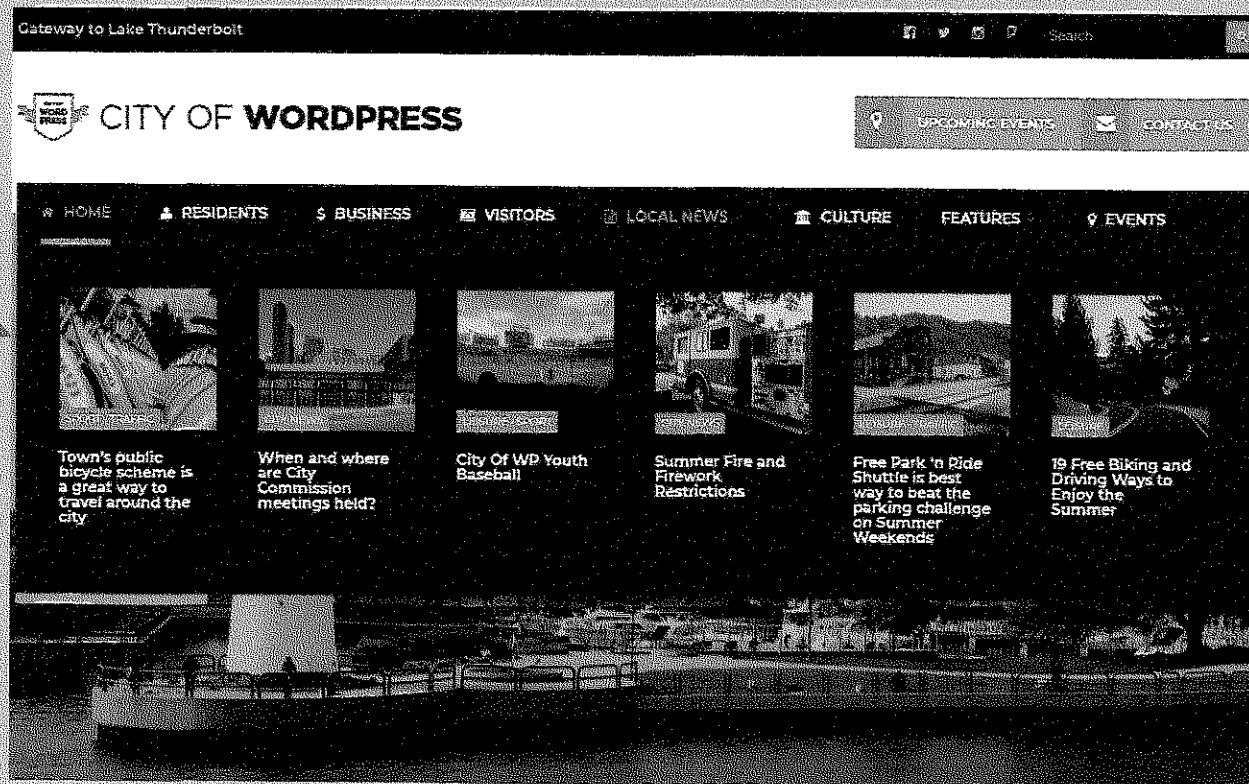 See more: https://wordpress.org/about/security/

WISR

Typical Example - Home Page
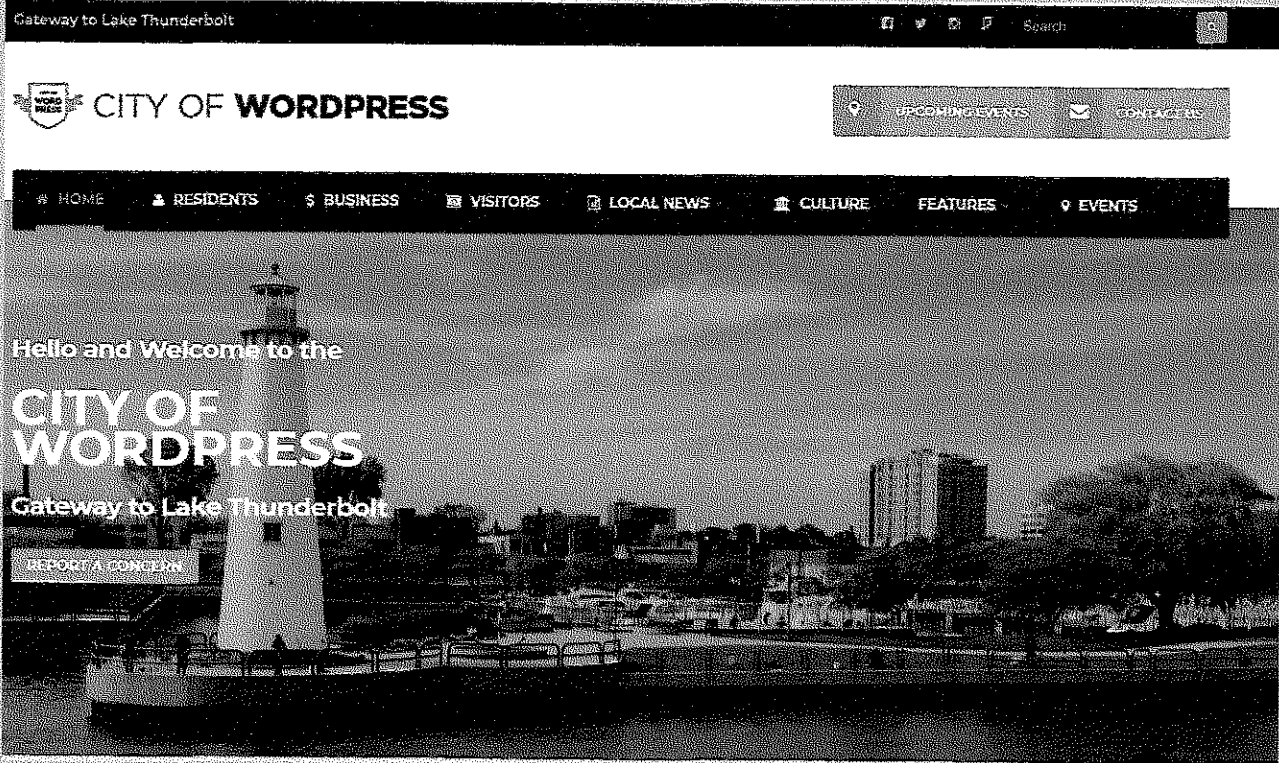
Typical Example - Nav. Sub-Menus

Drop-Down Sub-Menus

Images are optional

Sample EVENTS page / with Search

Example POST with Sidebar page

HOME   RESIDENTS   BUSINESS   VISITORS   LOCAL NEWS   CULTURE   FEATURES   EVENTS

Leisure > 19 Free Biking and Driving Ways to Enjoy the Summer

19 Free Biking and Driving Ways to Enjoy the Summer

June 21, 2016

Summer is a great time to enjoy City of WP and some of its best events and amenities. The City Beautiful offers a wide variety of free activities for everyone, including parks, fairs and festivals and a thriving arts scene that make City of WP a community where quality of life is second to none.

Here are 19 free ways for your family to enjoy the summer in Orlando:

YOUR GOVERNMENT

- Administration
- Residents
- Business
- Contact Us

ANNOUNCEMENTS

- City News
- Leisure
- Traffic
- Sport

VISITORS

- Town Gallery
- City Visitor Center
- Where to Stay
- Events

UPCOMING EVENTS

15

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Mobile Device Compatible

WordPress Themes are
"Responsive"
Which means they adjust
for mobile devices.

16

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Part-2

This Section outlines project tasks and costs.

1. Project Quote / Project Options Quote
2. Project Payment Schedule
3. Project Assumptions
4. Next Steps
5. Reference Links
6. END page

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Project Cost

The following table summarizes all of the Project Phases.

	Phase	~Time	~Duration(2)
1.	Setup New Wordpress Development Server	2.0 hrs	0.5 day
2.	Copy/Clone Current System to Dev area	3.0 hrs	0.5 days
3.	508 Customize New Template for Wordpress	3.0 hrs	0.5 days
4.	Migrate Site Content & Graphics(1) files to new WP system	10.0 hrs	2.0 days
5.	Modify & Configure Wordpress per OPUD requirements	8.0 hrs	3.0 days
6.	Install and Configure Calendar System	6.0 hrs	2.0 days
7.	Add & Config Any/All *New* OPUD Content & Assets	4.0 hrs	1.0 days
	Final Build Phase	2.0 hrs	1.0 days
	Test Phase	2.0 hrs	1.0 days
	Deployment Phase	4.0 hrs	1.0 days
	Final Production Test & Acceptance	3.0 hrs	1.0 days
	Total Time	**47.0 hrs**	**11.5 days**
	Labor Cost @$85/hr - Total	$3,995.	←Total Labor

WISR

Project Software Costs & Options

Estimate of 3'rd Party Commercial Software Licenses:		
Calendar System: ~$100	~$100.	
Estimate for Wordpress Template	~$80	
(3) **Software License Expense - Estimate**	**~$180.**	**<-Est. Software**
Optional Features & Consulting (4)		
Multi-Language Google Translation (site integration)	4.0 hrs / $340.	1.0 days
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Notes: (1) = Some Current Site Graphics may need adjustments or replacement depending on the final Wordpress template choice.
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WISR

Payment Schedule

The following table summarizes the Project Payment Schedule.

Phase	Description	%Amount	$Amount
1	Project Kickoff	50%	$2,251.
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	Totals	100%	~$4,685.

WISR

New Website Features

- **Migrate current OPUD Joomla v2.5 website and content to Wordpress.**
  - Navigational Structure.
  - Content Slide-Show component
  - Various News Modules & Systems
  - Site Blog
  - Basic Events and Calendar System
  - Current Content Migration
  - Photo Galleries
  - Basic Social Bookmarking

WISR

Project Assumptions

1. OPUD Website upgrade construction and deployment to be performed by WISR.
2. WISR will perform design, development and build on WISR servers.
3. OPUD decision-making personnel will be reasonably available for consultation and site construction approval.
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15. This quote does not include the migration of current "Poll" components.

WISR

Next Steps

1. OPUD to discuss via conference call this Quote with the WISR Team.

2. OPUD to approve final WISR Quote with Payment Schedule.

3. OPUD can begin reviewing possible designs, themes, components, etc.

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5. WISR will begin migrating current website with to development area.

6. WISR will commence executing the upgrade

WISR

Thank You
for the Opportunity to provide this
Upgrade Quote

- - - - - - - - - - - - - -

Quote Date: 2018-11-20
This Quote is valid for 30 days.

WISR.net

Clyde Sparks: (714)308-3515

WISR

Click to add Title

Click to add content

WISR

STREAMLINE
The Special District Website Engine

Response to Proposed Website: Olivehurst Public Utilities District

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.

Pricing
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.

- **Monthly Subscription Rate**: $300 (CSDA Members) or $450 (Non-members
  - Includes unlimited hosting, domain name, all new features and updates, unlimited support, access to our knowledge base and website bootcamps
- Optional one-time migration: $2,000

Platform overview: key features
- **Meeting dashboard.** The meeting dashboard is designed to help special districts keep up to date with Brown Act requirements.
- **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.
- **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.
- **Compliance with all current and upcoming government requirements** (for example, the recently passed law 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.
- **Responsive and mobile friendly**
- **Easily embed anything:** Invoice Cloud, MailChimp, Constant Contact, Survey Monkey, Google Maps, PayPal, social media feeds, and even calendars into any page in seconds.

Please don't hesitate to contact me with any questions:

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

THE ULTIMATE WEBSITE PACKAGE
For Your Growing Business

Pronto takes the hassle and headache out of building and maintaining your website. Design, copywriting, hosting, SEO and unlimited updates 24 hours a day.

ALL FOR ONE LOW FIXED MONTHLY PRICE.

CUSTOM, CUSTOMER FRIENDLY DESIGN

We'll create a completely customized design that accurately reflects your brand and makes you proud. And because our subscription model allows you unlimited revisions to your site's design, your website can quickly adapt to changes in your overall business strategy.

CONTENT THAT WORKS ON YOUR TIME

Writing self-promotional copy is difficult, awkward, and just plain time-consuming. Pronto's content specialists give you the outside perspective you need (along with the time savings you want) to communicate effectively to your visitors and keep content fresh for SEO purposes.

UPTIME WITHOUT UPKEEP

From firewalls to backup data, Pronto's managed hosting ensures that your site is always ready to greet your customers. Every day, our team takes care of it all—anticipating updates, fighting spambots, squashing bugs —so that your peace of mind is as stable as your site.

SEO AND REPORTING DASHBOARD

In addition to having your site indexed by all major search engines (Google, Bing, Yahoo), our expert team works with you to help you navigate the complexities of SEO, analyze your traffic trends, and implement simple improvements along the way.

Everything above, supported by over 80 web experts. We're not a tool or a group of consultants. We're a team that does the work for you!

$499 ONE TIME SETUP, $249 PER MONTH AFTER THAT.

IT'S EASY TO GET STARTED:

1 GET ON BOARD
Go to our website and create your free account. Complete a short onboarding survey telling us about your company and website preferences.

2 DESIGN, BUILD & GO LIVE
Our team will drive the production process forward. You'll have a chance to review and suggest changes to your design and preview the website before going live.

3 NEVER STOP IMPROVING
After your website is launched, we'll continue to host and maintain it with unlimited updates until the end of time.

BONUS! Get 1 month free just by mentioning our name when you sign up!

WEBSITES THAT WORK FAQ

HOW LONG DOES IT TAKE UNTIL I GO LIVE?

Most sites are up and running in 4-6 weeks. Some take a little longer, depending on how many revisions are requested and the complexity of the project. Our recommendation is to go live as soon as you can and make changes later. The Managed Website Package allows you to make an unlimited number of changes, so you have plenty of time to get it right.

HOW WILL YOU HELP BRING MORE TRAFFIC?

Although we can't make guarantees, our clients often see a strong increase in organic and overall traffic after switching to Pronto. We do this by improving your website's SEO and making it more visible in local business directories. We have other premium add on services including link building and email newsletter, designed to bring even more traffic to your website.

WILL MY WEBSITE BE MOBILE OPTIMIZED?

Every website we build uses responsive design, which means every page will render correctly and convert visitors, regardless of their device. From smartphones to tablets to laptops to PC monitors, it's great to know that your website will always be looking its best.

WHAT DO YOU DO TO DIFFERENTIATE ME FROM MY COMPETITORS?

We don't use rigid templates or themes. Our website platform allows us to create customized designs to share your unique story. After you go live, if you ever find a competitor has a similar website we can work with you to change it until you're satisfied.

WILL MY WEBSITE INTEGRATE WITH OTHER MARKETING SERVICES?

Yes! Pronto websites integrate with many popular marketing and sales platforms such as Mailchimp, Campaign Monitor, Google Analytics, GravityForms, Salesforce.com, WooCommerce, Zapier and many more. Remember that your website is the foundation of all your online marketing and Pronto can work with you on advanced marketing too.

WILL YOU HOST MY WEBSITE?

Yes! We host and maintain over 1,000 websites around the world via our own secure platform - 99.996% up-time. All you need to do is update your DNS records to point your domain to our servers. Or we can do this for you if you give us your DNS account credentials.

WHAT HAPPENS IF I CANCEL?

There are no contracts - you can cancel at anytime. If you have been with Pronto for twelve consecutive months or more, you can take all website content, blog articles, graphic designs, webpage layout and rendered HTML/CSS. We do not however provide the underlying WordPress theme code, plugins or database files.

Pronto

Granicus Proposal for Olivehurst Public Utility District

Granicus Contact

Name: John Redfern

Phone: +1 3102660243

Email: john.redfern@granicus.com

Proposal Details

Quote Number: Q-52505

Prepared On: 1/9/2019

Valid Through: 2/2/2019

Pricing

Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

Currency: USD

Period of Performance: The term of the Agreement will commence on the date this document is signed and will continue for 60 months.

One-Time Fees

Solution	Billing Frequency	Quantity/Unit	One-Time Fee
govAccess – Website Design and Implementation – Innovator	Milestones - 40/ 20/20/20	1 Each	$15,500.00
		SUBTOTAL:	**$15,500.00**

Annual Fees for New Subscriptions

Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	Annual	1 Each	$0.00 *(First year free)*
		SUBTOTAL:	**$0.00**

Remaining Period(s)				
Solution(s)	Year 2	Year 3	Year 4	Year 5
govAccess - Maintenance, Hosting, & Licensing Fee - Core	$4,800.00	$5,040.00	$5,292.00	$5,556.60
SUBTOTAL:	**$4,800.00**	**$5,040.00**	**$5,292.00**	**$5,556.60**

Product Descriptions

Name	Description
govAccess – Website Design and Implementation – Innovator	govAccess Website Design and Implementation - Innovator provides a citizen focused website and includes: • UX consultation, which may include one (1) or more of the following: 1. One (1) site analytics report 2. One (1) heatmap analysis 3. One (1) internal stakeholder survey • Customized homepage wireframe • Fully responsive design • Custom mobile homepage or standard mobile responsive homepage • Video background or standard rotating limage carousel (switchable at any time) • One (1) specialty alternate homepage - Choose from Granicus' library that includes emergencies, election night, special events • One (1) customer experience feature - Choose from Granicus' library that includes service finder or data visualization banner • Programming/CMS implementation • Migrate up to 200 webpages • Five (5) forms converted into the new CMS • One (1) day of web-based training
govAccess - Maintenance, Hosting, & Licensing Fee - Core	The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. Services include the following: • Ongoing software updates • Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday) • Access to training webinars and on-demand video library • Access to best practice webinars and resources • Annual health check with research-based recommendations for website optimization • DDoS mitigation • Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)

GRANICUS

Terms and Conditions

- Link to Terms: https://granicus.com/pdfs/Master_Subscription_Agreement.pdf
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Olivehurst Public Utility District to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- If submitting a Purchase Order, please include the following language: All pricing, terms and conditions of quote Q-52505 dated 1/9/2019 are incorporated into this Purchase Order by reference.
- Billing Frequency Notes (Milestones - 40/20/20/20):
  - An initial payment equal to 40% of the total;
  - A payment equal to 20% of the total upon Granicus' delivery of the draft homepage design concepts to the client;
  - A payment equal to 20% of the total upon implementation of the main website into the VCMS on a Granicus-hosted development server; and
  - A payment equal to 20% of the total upon completion; provided, however that the client has completed training. If the client has not completed training, then Granicus shall invoice the client at the earlier of: completion of training or 21 days after completion.
- Olivehurst Public Utility District is eligible to receive up to five (5) two-day passes to the 2019 Granicus National Summit, valued at $299.00 each. The Granicus National Summit is the premiere user conference for public sector professionals across federal, state, and local government. Attendees will be provided with hands-on training led by Granicus subject matter experts, as well as opportunities to learn and network with peers and leaders in government. *Granicus National Summit Dates: May 14-15, 2019*

Agreement and Acceptance

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Billing Information

Name:

Phone:

Email:

Address:

Olivehurst Public Utility District

Signature:

Name:

Title:

Date:

Granicus govAccess

A GOVERNMENT WEBSITE TO BETTER SERVE YOUR CITIZENS

Most people come to a government website with one goal – to complete a task -- yet most government websites fail to deliver. With Granicus govAccess, user-friendly design, powerful content, accessibility, and secure transactions have never been easier.

DATA-DRIVEN, CUSTOM DESIGN

All govAccess projects start with research into how your website visitors want to engage with you and what services and information is most important to them. This research informs the design, content structure and development of your website -- the result: extreme usability whether on desktop or mobile.

SIMPLE, YET DYNAMIC GOVERNMENT CMS

govAccess is a content management system (CMS) that was purpose built for government, allowing your staff to easily create content that informs, engages and serves their communities. Our CMS makes it easy to manage mobile experiences, bring more services online, share content through popular social media channels, create custom interior pages, and more- all while ensuring consistency and control.

ENTERPRISE-CLASS HOSTING + SUPPORT

From our state-of-the-art hosting infrastructure with greater than 99.9% uptime, to a team of certified government experts and tech gurus, the govAccess team relentlessly focuses on client satisfaction. Continuous optimization, regular health checks that include research-based recommendations, and 24x7 support deliver guaranteed success.

Heatmaps help us understand where eyes and clicks are going on your site.

"

Basing our redesign on science, rather than emotion, helped to keep everyone on the same page as we worked through the process of transforming our web presence from a mere website to a customer service portal.

Kevin Tunell
Communications Director,
Yuma County, AZ

WEBSITE DESIGN + IMPLEMENTATION – INNOVATOR

- ✓ UX consultation including
  - Heatmap analysis, web analytics, internal stakeholder survey
  - Website analytics report

- ✓ Customized homepage wireframe

- ✓ Fully responsive design

- ✓ Custom Mobile Homepage or Standard Mobile Responsive Homepage

- ✓ Video Background or Standard Rotating Image carousel (switchable at any time)

- ✓ One (1) specialty alternate homepage – choose from our library including emergencies, election night, special events

- ✓ One (1) customer experience feature – choose from our library including service finder, geo finder, data visualization banner

- ✓ Website Programming + CMS Implementation

- ✓ Migrate up to 200 webpages

- ✓ Five (5) forms converted into the new CMS

- ✓ One (1) day of remote Web-based Training (typically used for "Writing for the Web" Training, Accessibility Training, and CMS Training).

KEY CMS FEATURES

- ✓ Ongoing software updates (quarterly)

- ✓ Role-based dashboard for easy content updates, approvals + ability to lock down user permissions

- ✓ Mobile management to analyze mobile traffic and customize display on mobile device

- ✓ Interior page builder with drag-and-drop page building, 100+ widgets, save and reuse layouts + more

- ✓ Social media management with ability to schedule + preview posts to multiple social media accounts

- ✓ Form and survey builder with ready-to-use templates for the m ost common use cases, conditional logic, payment processing, and legally binding digital signatures

- ✓ Flexible search with the ability to define search synonyms, promote page + more

- ✓ Universal API + a vast number of commonly used apps integrated out-of-the-box

SUPPORT + MAINTENANCE

- ✓ 24/7 support

- ✓ Online help, including an extensive library of on-demand training videos

- ✓ Hosting infrastruture with 99.9% uptime

- ✓ Disaster recovery w/ 90 min failover (RTO), data replication every 15 mins (RPO), failover testing every 2 wks.

- ✓ Enterprise grade DDoS migration

- ✓ Industry leading data security (advanced threat detection and penetration)

Helping Clients Comply with
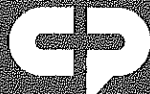
Website Accessibility

Prepared for: Olivehurst Public Utility District

Braedon Burgess

Sales Representative

burgess@civicplus.com

785.370.7796

audioeye

CIVICPLUS

The Need for Accessibility

57 Million Americans have some type of disability

Visual
8.1 Million

Individuals who are blind, have limited vision, or color-blindness

Auditory
7.6 Million

Users who are deaf or hard-of-hearing

Motor
15.2 Million

People that have difficulty using a mouse and/or a traditional keyboard

Cognitive/Learning
15.2 Million

Individuals who have a greater difficulty with mental tasks than the average person

Who is AudioEye?

More accessible. More useable. More people.

AudioEye is a technology company serving governments and businesses committed to providing equal access to their online content.

⇒ **Advanced Automated Compliance Testing**

⇒ **Automatic Remediation of Many Accessibility Issues**

⇒ **Manual Remediation of Other Accessibility Issues**

⇒ **Visitor Toolbar for Web Personalization Tools**

⇒ **Document (PDF) Remediation Services**

⇒ **Only Company providing Accessibility Certification Seal**

A Sampling of Our 800+ Customers

FC Federal Communications Commission

Social Security ADMINISTRATION

ADP

WebMD
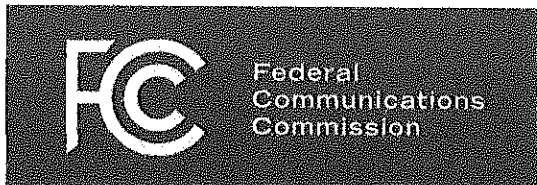
Ally
Managed Service

We leverage technology to deliver efficient, cost-effective testing, remediation, validation and monitoring for fast and sustainable compliance with ADA-related requirements.

Advanced Automated Testing

AudioEye's proprietary test suite automatically detects WCAG 2.0 Success Criteria for conformance with ADA-related laws and guidelines.

Manual Accessibility Testing

True accessibility and proper functionality requires manual testing. AudioEye sites undergo technical analysis and manual testing by Certified Subject Matter Experts, Engineers, and Assistive Technology (AT) testers, including individuals with disabilities.

Remediation Accelerator

This secure, proprietary JavaScript makes achieving and maintaining accessibility on existing sites possible, expedient, and economical. Common issues are addressed programmatically. Others are created by our Engineers.

Auditing & Remediation

AudioEye analyzes and validates all testing — automated and manual. AudioEye engineers author necessary remediations, which are applied either manually or through our dynamic remediation technology.

Conformance Reports

AudioEye provides a high-level summary of conformance evaluations, and as needed, a Source Feedback Report, for collaborating on any necessary source-code fixes that address last-mile issues.

Maintenance & Monitoring

Accessibility is a journey. Ongoing automated conformance evaluation scanning and regular accessibility testing is conducted to ensure substantial conformance is maintained over time.

+ Ally Toolbar

Advanced Web Personalization Tools & Seal of Certification

Ally Toolbar

Advanced Web Personalization Tools

The Man in Blue

The internationally recognized accessibility icon marks the entrance to the Ally Toolbar on client websites.

Help Desk
Reliable support from accessibility experts

Certification
Show commitment to accessibility & inclusion

→

Reader
Customize the visual display of a website

Player
Listen to the content of a web page read aloud

Voice
Command the browser using your voice

Site Menu
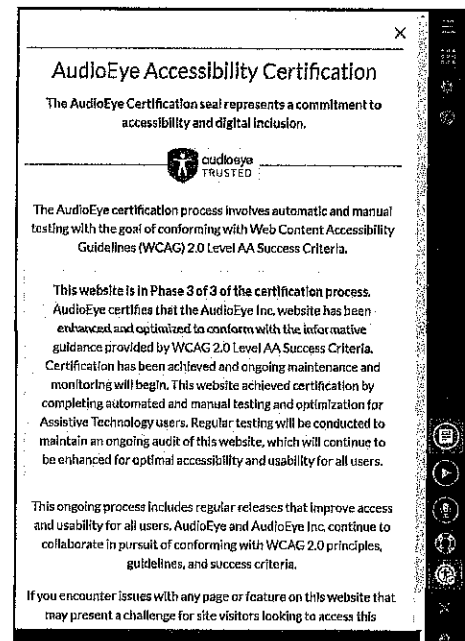*Simplified, consistent, keyboard-friendly*

Page Elements Menu
Built-in keyboard shortcuts

Settings
Personalized user experience

AudioEye Accessibility Certification

×

The AudioEye Certification seal represents a commitment to accessibility and digital inclusion.

audioeye
TRUSTED

The AudioEye certification process involves automatic and manual testing with the goal of conforming with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Success Criteria.

This website is in Phase 3 of 3 of the certification process. AudioEye certifies that the AudioEye Inc. website has been enhanced and optimized to conform with the informative guidance provided by WCAG 2.0 Level AA Success Criteria. Certification has been achieved and ongoing maintenance and monitoring will begin. This website achieved certification by completing automated and manual testing and optimization for Assistive Technology users. Regular testing will be conducted to maintain an ongoing audit of this website, which will continue to be enhanced for optimal accessibility and usability for all users.

This ongoing process includes regular releases that improve access and usability for all users. AudioEye and AudioEye Inc. continue to collaborate in pursuit of conforming with WCAG 2.0 principles, guidelines, and success criteria.

If you encounter issues with any page or feature on this website that may present a challenge for site visitors looking to access this

CIVICCMS®

Olivehurst Public Utility District

Presented by
Braedon Burgess
Sales Representative

CIVICPLUS

February 12, 2019

Elizabeth Mallen
Olivehurst Public Utility District
1970 9th Avenue
Olivehurst, CA 95961

RE: Website Redesign Services

Dear Elizabeth,

Thank you for considering CivicPlus as Olivehurst PUD's future website partner. As we discussed, the CivicCMS solution will save you time and resources while providing your website visitors an accessible, mobile responsive hub for any and all information they may require.

While CivicPlus builds ADA Compliant websites—the journey doesn't stop there. We understand that compliance is a moving target, which is why I'm recommending you implement the AudioEye Ally Toolbar. Instead of reacting to violations or site errors, this solution will provide you with on-going proactive remediation and improvements to your site, resulting in a much more inclusive experience for citizens with disabilities.

Meeting the expectations of citizens is at the core of civic responsibility. Finding that perfect blend of functionality, ease of maintenance, and cost effectiveness can be daunting. Today's "what I want, when I need it" society is all about digital and timely responses. Saving time and money and increasing citizen satisfaction is every website's goal. With the cost-effective CivicCMS solution, and added functionality of AudioEye, CivicPlus can help you achieve your vision of success.
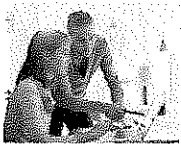
Sincerely,

Braedon Burgess
Special District Sales Representative
(785) 370-7796
burgess@civicplus.com

CIVICCMS

Created to Meet Your Needs

Developing your new website under the Open Source Initiative provides CivicCMS with the flexibility to develop new features and modules to help you meet your goals and vision.

Our Drupal Platform

CivicPlus will develop your site on one of the industry's most trusted open source platforms, Drupal. It is the platform of choice by national, state, and local governments all over the world.

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.

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.

Custom & Responsive Design

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

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 options to meet your budgeting needs.
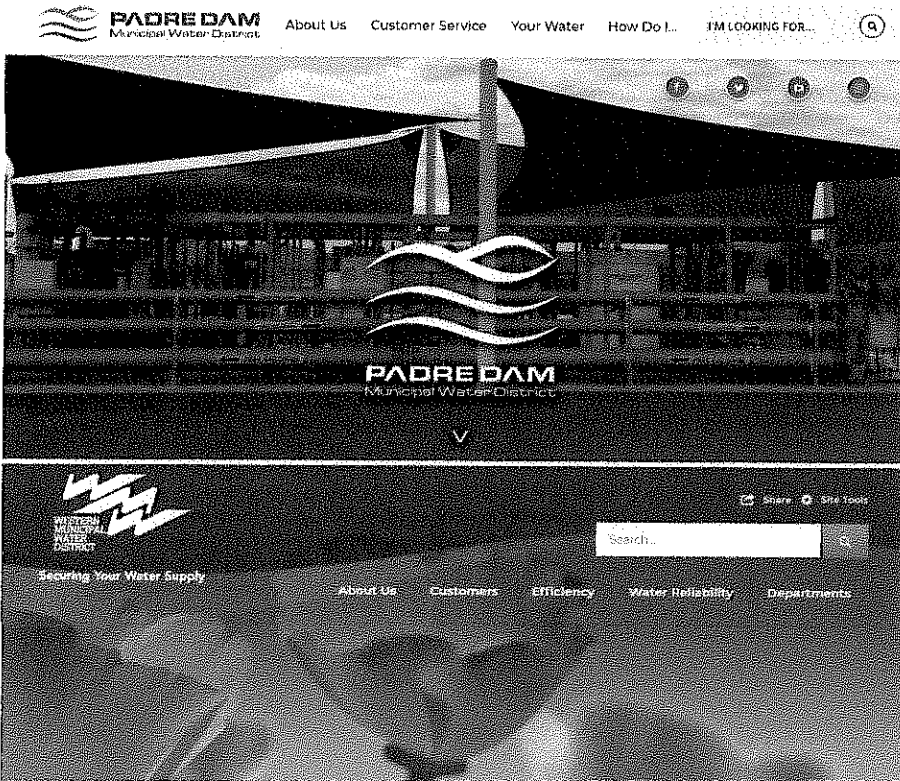
Security and Protection—Priority One!

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.

Open Source Initiative

Drupal™

Includes a Custom Design!

Padre Dam MWD

Website:
https://www.padredam.org/

Western Municipal Water District

Website:
https://www.wmwd.com/
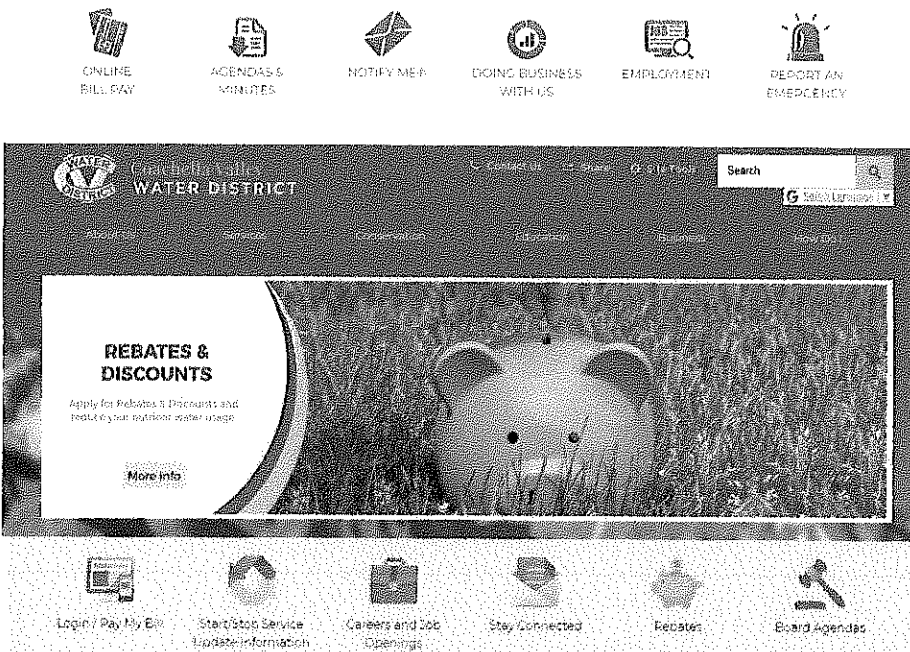
Coachella Valley Water District

Website:
http://www.cvwd.org/

CIVICCMS

Features & Functionality

Content Management Functionality

- Schedule Publishing
- Schedule Expiration Dates
- "Review-On" Dating
- Unpublish/Archive Content
- WYSIWYG Editor
- Dept/Board Specific News
- Persistent Navigation
- ADA Compliance
- Job Opportunities

- Web Forms Module
- Versioning
- Embed Video Player
- Online File Center
- Quick Links
- Protected Email Addresses
- Recyclopedia
- FAQs
- Audit Trail/History Log

- Content Previewing
- CAPTCHA Visitor Authentication
- Printer Friendly Pages
- Surveys & Polling
- Bids & RFPs
- Business Directory
- SSL Certificates
- Dynamic Breadcrumbs

Communication Features

- Email Notifications (E-subscriber)
- Dynamic Site Map
- RSS Feeds
- Facebook & Twitter Integration
- Service Requests Forms

- Urgent Alert Banners
- Two-Way Blogging
- Private Comment Forms
- Rotating Bulletin Boards
- Staff Directory
- "Share this Page"

Administrative Functionality

- Intranet Options
- User Roles & Permission Levels
- Traffic Analysis
- Broken Links Reporting
- Menu Control

- Complete User History
- Board Membership Duties
- Domain Name Management
- Complete User History

Design Features

- Responsive Design
- Rotating Mastheads
- Dynamic News Modules
- Urgent News Banners
- Upcoming Meetings Module

- Custom Subtitles
- Cascading Navigation
- Multiple Navigation Schemes
- Mega-Menus
- FIND IT FAST

Graphic & Image Functionality

- Media Library
- Image Editor
- Photo Gallery
- Slide Shows

- Captioning/ALT Text
- Rotating Department Images
- Rotating Bulletin Boards

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	• Define Core Objectives • Needs Assessment
Phase 2 Design & Architecture	2-3 Weeks	• 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	• Identify Global and Cascading Navigation (and related links) • Implement Design within CivicCMS
Phase 4 Content Development	3-4 Weeks	• Migrate Agreed Existing Content
Phase 5 Training & Education	1 Week	• Sessions for Content Editors and Site Administrators • Group and Individual Sessions
Phase 6 Deployment & Go-Live	1 Week	• Final Quality Check of Website • Install and Activate Selected Modules • DNS & SEO Activities

Olivehurst Public Utility District

All quotes are priced per project and presented in US dollars.
Pricing is valid for 60 days from February 12, 2019

CIVICCMS Standard Website Package

Graphic Design

♦ Custom Design

♦ Fully Responsive Format (Smart Phones, Tablets)

Content Development

♦ Create All Department & Board Pages

⇒ Contact Info, Staff Table, Welcome Text

♦ Build out ALL Additional Pages/Files of Content

Staff Training

♦ One Full Day of Online Group Training

♦ Full Access to Library of Videos/Documentation

Post Launch Analysis (After 60-90 Days)

♦ Group Refresher Training Session (2 Hours)

♦ Project Manager Review

⇒ Traffic Stats, Navigational Structure, ADA Re-check

Supplemental Modules at No Cost

♦ Bids/RFPS

♦ Business Directory

♦ 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, Up to 4 Primary Users

♦ Free Monthly Webinars

♦ 24/7 Technical Support

CIVICCMS Application

♦ Annual CMS Usage License

♦ 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

Year One Investment: $14,750
Includes Upfront Development & Annual Services

Year 2 and Beyond
Website 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**

- **AudioEye Ally Toolbar and on-going ADA compliance remediation**

- **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**

> **Beginning Year 2 Annual Maintenance and Hosting Services: $5,750**