



CITY COUNCIL AGENDA REPORT



DEPARTMENT: Administration

MEETING DATE: June 18, 2013

PREPARED BY: Alexis Newell, Management Analyst

AGENDA LOCATION: AR-4

TITLE: Agreement with Aha Consulting, Inc., in the Amount of \$22,600 for the period June 18, 2013 through June 30, 2015, to Complete a Redesign of the City's Website in Addition to Hosting, Maintenance, and Support for the City Website

OBJECTIVE: To approve a two-year agreement between the City of Monrovia and Aha Consulting, Inc., for website services for the 2013-2015 Fiscal Years

BACKGROUND: Aha Consulting, Inc. (Aha! Consulting), is a privately held corporation in Lake Oswego, Oregon. Incorporated in 2008, the company is one of the leading providers of web-based open source solutions for local government agencies. After researching several leaders in government web services, Aha! Consulting emerged as the most viable candidate to complete the City's web design started in 2012 by Mad Haus Creative. Due to decreased staffing levels and the growing complexity of the City's online website needs, Mad Haus, a Monrovia firm, was unable to complete the redesign as contracted for in the 2012-2013 fiscal year.

Aha! Consulting specializes in local government websites, serving over 50 municipal clients in 15 states, including Los Altos, California, and Vancouver, Washington. Aha! Consulting uses Drupal as their content management system, an open-source platform.

ANALYSIS: This agreement includes a three-month design-build process with ongoing maintenance, hosting and support. Aha! Consulting will provide departmental micro-sites for each City Department, a mobile-specific site for those accessing the website on a smartphone or tablet, email subscriptions, emergency alert ticker, Google-optimized search engine, social networking integration, compatibility with our other hosting sites, rotating banner images, photo album slideshows, customized design for branding and marketing, and ongoing website hosting and support. The total scope of service can be found in the attached proposal.

ENVIRONMENTAL IMPACT: Ongoing website support continues Monrovia's commitment to providing online access to reports, documents and services.

FISCAL IMPACT: This agreement will be valued at \$17,800 over the next 12 months. This price breaks down to \$13,000 for the initial setup, and \$4,800 for the annual maintenance, hosting and support costs for 2013-2014. During 2014-2015, the annual costs will drop to the \$4,800 for maintenance, hosting and support. In addition, Staff was able to recoup \$2,000 from

AR-4

the previous design contract. This amount is accounted for in the Community Relations budget.

OPTIONS: The following options are presented for consideration:

1. Approve the agreement with Aha Consulting, Inc., for services related to the City's website
2. Reject the agreement and direct Staff to investigate alternatives for the website redesign, hosting, maintenance and support services.

RECOMMENDATION: Staff recommends that the City Council approve the two-year agreement with Aha! Consulting for the period ending June 30, 2015.

COUNCIL ACTION REQUIRED: If the City Council concurs, the appropriate action would be a motion to approve an agreement with Aha Consulting, Inc., in the amount of \$22,600.00 to complete a redesign of the City's Website and Hosting, Maintenance, and Support for the City Website for the period June 18, 2013, through June 30, 2015, and authorize the City Manager to execute the necessary documents.

PROFESSIONAL SERVICE AGREEMENT

This Professional Service Agreement ("Agreement"), dated June 18, 2013, is entered into between The City of Monrovia, California ("CITY") and AHA Consulting, Inc ("CONSULTANT").

The parties agree as follows:

1. **TERM.** This Agreement commences on the date it is executed and shall continue until full performance by both parties, or until earlier terminated by one party under the terms of this Agreement. Any termination of this Agreement shall not extinguish or prejudice CITY's right to enforce this Agreement with respect to (i) breach of any warranty; or (ii) any default or defect in CONSULTANT's performance that has not been cured.

2. **COMPENSATION.** It is understood and agreed by and between the parties hereto, that the CITY shall pay the CONSULTANT for services provided and the CONSULTANT shall accept a total not to exceed Seventeen Thousand Eight Hundred Dollars (\$17,800.00) during the first year and Four Thousand Eight Hundred dollars (\$4,800.00) per year in subsequent years as full payment for such services.

Invoices will be submitted by the CONSULTANT monthly. Thereafter, hosting and support invoices will be submitted annually on the same month and day as the initial hosting and support invoice. The processing of payment will be expedited by the CITY through proper accounting procedures. Payment will be made to the CONSULTANT within thirty (30) days of the receipt of the approved invoices for services rendered.

3. **SCOPE OF SERVICES.** CONSULTANT's services under this Agreement shall consist of services as detailed in Exhibit A, Website Redesign Proposal.

4. **INTEGRATION.** This Agreement, along with the description of services to be performed attached as Exhibit A contain the entire agreement between and among the parties, integrate all the terms and conditions mentioned herein or incidental hereto, and supersede all prior written or oral discussions or agreements between the parties or their predecessors-in-interest with respect to all or any part of the subject matter hereof.

5. **WARRANTY.** CONSULTANT warrants that (i) any services provided hereunder will be performed in a professional and workmanlike manner and (ii) the functionality of the services will not be materially decreased during the term. CONSULTANT's entire liability and your exclusive remedy under this warranty will be, at the sole option of CONSULTANT and subject to applicable law, to provide restored service(s) which conforms to these warranties within 7 days or to terminate the service(s) and provide a pro-rated refund of any prepaid subscription fees (for the period from the date of the breach through to the end of the term).

6. **TERMINATION.** This Agreement shall terminate upon the CITY's providing CONSULTANT with sixty (60) days' advance written notice. In the event the Agreement is terminated by the CITY 's issuance of said written notice of intent to terminate, the CONSULTANT shall pay CITY a pro-rated refund of any prepaid hosting and support fees (for the period from the date of the termination through to the end of the term). If, however, CONSULTANT has substantially or materially breached the standards and terms of this Agreement, the CITY shall have any remedy or right of set-off available at law and equity.

7. **RELATIONSHIP.** CONSULTANT is an independent contractor. Notwithstanding any provision appearing in this Agreement, all personnel assigned by CONSULTANT to perform services under the terms of this Agreement shall be, and remain at all times, employees or agents of CONSULTANT for all purposes. CONSULTANT shall make no representation that it is the employee of the CITY for any purposes.
AHA is an independent contractor to the CITY and is not receiving any benefits from the CITY, nor has the CITY granted any authority to AHA to hire, employ or associate anyone on behalf of the CITY.

8. **OWNERSHIP OF DOCUMENTS.** CONSULTANT hereby acknowledges that all documentation, reports, data, and the like, including all copies thereof, prepared or compiled by or on behalf of CITY in connection with its performance of the Services are the exclusive property of the CITY regardless of whether it is delivered to the CITY. Copies of all such documentation shall be delivered to the CITY at or prior to the expiration or termination of this Agreement.

9. **CONFIDENTIALITY.**
 - (a) Confidential Information. For purposes of this Agreement, the term "Confidential Information" means all information that is not generally known by the public and that: (i) is obtained by CONSULTANT from CITY, or that is learned, discovered, developed, conceived, originated, or prepared by CONSULTANT during the process of performing this Agreement, and (ii) relates directly to the business or assets of CITY. The term "Confidential Information" shall include, but shall not be limited to: inventions, discoveries, trade secrets, and know-how; financial data and information; business plans and processes; and any other information of CITY that CITY informs CONSULTANT, or that CONSULTANT should know by virtue of its position, is to be kept confidential.

 - (b) Obligation of Confidentiality. During the term of this Agreement, and at all times thereafter, CONSULTANT agrees that it will not disclose to others, use for its own benefit or for the benefit of anyone other than CITY, or otherwise appropriate or copy, any Confidential Information, whether or not developed by CONSULTANT, except as required in the performance of its obligations to CITY hereunder. The obligations of CONSULTANT under this paragraph shall not apply to any information that becomes public knowledge through no fault of CONSULTANT.

10. INDEMNIFICATION

- (a) To the full extent permitted by law, CONSULTANT shall indemnify, hold harmless and defend the CITY, its officers, agents, employees and volunteers from and against any and all claims and losses, costs or expenses or any damage due to death or injury to any person and injury to any property resulting from any alleged intentional, reckless, negligent, or otherwise wrongful acts, errors or omissions of CONSULTANT or any of its officers, employees, servants, agents, or subcontractors in the performance of this Agreement. Such costs and expenses shall include reasonable attorneys' fees incurred by counsel of CITY's choice.
- (b) CONSULTANT's obligations under this or any other provision of this Agreement will not be limited by the provisions of any workers compensation act or similar act. CONSULTANT expressly waives its statutory immunity under such statutes or laws as to the CITY, its officers, agents, employees and volunteers.
- (c) CONSULTANT agrees to obtain executed indemnity agreements with provisions identical to those in this section from each and every subcontractor or any other person or entity involved by, for, with or on behalf of CONSULTANT in the performance of this Agreement. In the event CONSULTANT fails to obtain such indemnity obligations, CONSULTANT agrees to be fully responsible and indemnify, hold harmless and defend the CITY, its officers, agents, employees and volunteers from and against any and all claims and losses, costs or expenses for any damage due to death or injury to any person and injury to any property resulting from any alleged intentional, reckless, negligent, or otherwise wrongful acts, errors or omissions of CONSULTANT's subcontractors or any other person or entity involved by, for, with or on behalf of CONSULTANT in the performance of this Agreement. Such costs and expenses shall include reasonable attorneys' fees incurred by counsel of CITY's choice.
- (d) The CITY does not, and shall not; waive any rights that it may possess against CONSULTANT because of the acceptance by the CITY, or the deposit with the CITY, of any insurance policy or certificate required pursuant to this Agreement. This hold harmless and indemnification provision shall apply regardless of whether or not any insurance policies are determined to be applicable to the claim, demand, damage, liability, loss, cost or expense. CONSULTANT agrees that CONSULTANT's covenant under this section shall survive the termination of this Agreement.
- (e) CONSULTANT agrees to pay all required taxes on amounts paid to CONSULTANT under this Agreement, and to indemnify and hold CITY harmless from any and all taxes, assessments, penalties, and interest asserted against CITY by reason of the independent contractor relationship created by this Agreement. CONSULTANT shall fully comply with the workers' compensation laws regarding CONSULTANT and CONSULTANT's employees. CONSULTANT further agrees to indemnify and hold CITY

harmless from any failure of CONSULTANT to comply with applicable workers' compensation laws. CITY shall have the right to offset against the amount of any fees due to CONSULTANT under this Agreement any amount due to CITY from CONSULTANT as a result of CONSULTANT's failure to promptly pay to CITY any reimbursement or indemnification arising under this Section.

11. **INSURANCE.** CONSULTANT shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the CONSULTANT his/her agents, representatives, or employees.

Minimum Scope of Insurance Coverage shall be at least as broad as:

1. Insurance Services Office Commercial General Liability coverage (occurrence Form CG 0001).
2. Insurance Services Office Form Number CA 00 01 covering Automobile Liability, Code 1 (any auto).
3. Workers' Compensation insurance as required by the State of California and Employer's Liability insurance.
4. Errors and Omissions Liability insurance appropriate to the CONSULTANT's profession. Architects and engineers' coverage is to be endorsed to include contractual liability.

Minimum Limits of Insurance

CONSULTANT shall maintain limits no less than:

1. General liability: (Including operations, products, and completed operations.): \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.
3. Employer's Liability: \$1,000,000 per accident for bodily injury or disease.
4. Errors and Omissions Liability: \$1,000,000 per occurrence.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the CITY. At the option of the CITY, either (a) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the CITY, its officers, officials, employees and volunteers or (b) the CONSULTANT shall provide a financial guarantee satisfactory to the CITY guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

Other Insurance Provisions

The commercial general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

1. The CITY, its officers, officials, employees, and volunteers are to be covered as insureds as respects: liability arising out of work or operations performed by or on behalf of the CONSULTANT; or automobiles owned, leased, hired or borrowed by the CONSULTANT.
2. For any claims related to this project, the CONSULTANT's insurance coverage shall be primary insurance as respects the CITY, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the CITY, its officers, officials, employees, or volunteers shall be excess of the CONSULTANT's insurance and shall not contribute with it.
3. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the CITY.
4. Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under Subdivision (b) of Section 2782 of the Civil Code.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A-: VII, unless otherwise acceptable to the CITY.

Verification of Coverage

CONSULTANT shall furnish the CITY with original certificates and endorsements, including amendatory endorsements, effecting coverage required by this clause. The endorsements shall conform to CITY requirements. All certificates and endorsements are to be received and approved by the CITY before work commences; however, failure to do so shall not operate as a waiver of these insurance requirements. The CITY reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

Waiver of Subrogation

CONSULTANT hereby agrees to waive subrogation which any insurer of contractor may acquire from vendor by virtue of the payment of any loss. CONSULTANT agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation. The workers' compensation policy shall be endorsed to contain a waiver of subrogation in favor of the CITY for all work performed by the CONSULTANT, its agents, employees, independent contractors and subcontractors.

12. **ASSIGNMENT.** Neither party may assign or subcontract its rights or obligations under this Agreement without prior written consent of the other party, which shall not be unreasonably withheld.
13. **GOVERNING LAW.** This Agreement shall be governed and construed in accordance with the laws of the State of California without resort to any jurisdiction's conflicts of law, rules or doctrines.
14. **NOTICES.** All notices and other communications to be given by either party shall be in writing and delivered in person, by overnight courier or by depositing the same in the United States mail, postage prepaid, return receipt requested and addressed to the appropriate party as follows:

To CITY:
City of Monrovia
ATTN: Office of the City Clerk
415 South Ivy Avenue
Monrovia, CA 91016

To CONSULTANT:
brian.gilday@ahaconsulting.com OR
AHA Consulting Inc.
ATTN: Brian Gilday
415 North State Street, Suite 138
Lake Oswego, OR 97034

Delivery is deemed to have been made on the date that the writing is personally delivered or is deposited with an overnight courier or the United States mail.

Either party may change the addresses set forth above for purposes of notices under this Agreement by providing notice to the other party in the manner set forth above.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly appointed officers as of the date first written above.

CITY

CITY OF MONROVIA

Laurie Lile, City Manager

ATTEST:

APPROVED AS TO FORM:

Alice D. Atkins, CMC, City Clerk

Craig A. Steele, City Attorney

CONSULTANT

AHA CONSULTING, INC.

Brian Gilday, President

Name:
Title:



Exhibit A

City of Monrovia California

Website Redesign Proposal

Aha Consulting, Inc.
415 North State Street #138
Lake Oswego, OR 97034
www.ahaconsulting.com

Contact: Brian Gilday
brian.gilday@ahaconsulting.com
Phone: 503-675-5121
Fax: 888-475-3753



May 7, 2013

City of Monrovia
ATTN: Alexis Newell
415 S. Ivy Avenue
Monrovia, CA 91016

Dear Ms. Newell:

Thank you for the opportunity to deliver a proposal for your website design project. We appreciate the opportunity to share our proposed plan for creating a solution that will enable you to deliver a highly-effective, long-term web solution for your residents, businesses, visitors, and staff. This proposal is valid for 60 days.

Please do not hesitate to call us if you have any questions or are interested in an online demonstration.

We look forward to the opportunity of working with you.

Sincerely,

A handwritten signature in black ink that reads "Brian Gilday". The signature is written in a cursive style with a large, looping "y" at the end.

Brian Gilday
CEO



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Executive Summary

About Aha!

Aha Consulting, Inc. is a privately held corporation in Lake Oswego, Oregon. Incorporated in 2008, the company is the leading provider of web-based open source solutions for local government agencies.

| | | |
|----------|--|-----------------------|
| Offices: | Lake Oswego, Oregon | Hudson, New Hampshire |
| Website: | www.ahaconsulting.com | |
| Email: | sales@ahaconsulting.com | |
| Phone: | 503-675-5121 | |

We "Get" Local Government.

We are website experts, and we 'get' local government. We understand the importance of using the web as a strategic communication vehicle to:

- ✓ Improve Your City's Image and Profile
- ✓ Increase Citizen Self-Service
- ✓ Reduce Calls into City Hall
- ✓ Communicate Efficiently and Effectively

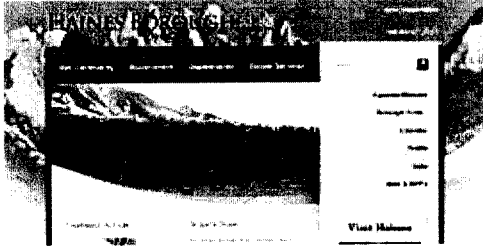
We have the answer ~ *Aha Fast Track* ~ our turnkey local government website solution.

Features.

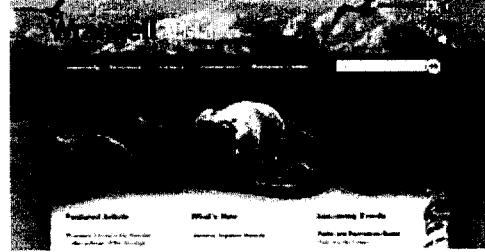
Aha Fast Track comes equipped with several base features that allow you to effectively communicate and engage your citizens.

- ✓ Custom website design
- ✓ Departmental/group micro-sites (sites-within-a-site)
- ✓ Mobile Application with Citizen Support Center
- ✓ Mobile-specific site theme
- ✓ Email Subscriptions / Notifications
- ✓ Emergency Alert Ticker
- ✓ Meeting Agendas, Minutes, and Calendar
- ✓ Search Engine - indexes web pages and PDF/ Word file attachments
- ✓ Social Networking Integration (Facebook, Twitter)
- ✓ Online Job Postings and Bids/RFPs
- ✓ Rotating Banner Images, story carousels, and photo album slideshows
- ✓ Website Hosting and Support
- ✓ much, much more

Example Local Government Websites



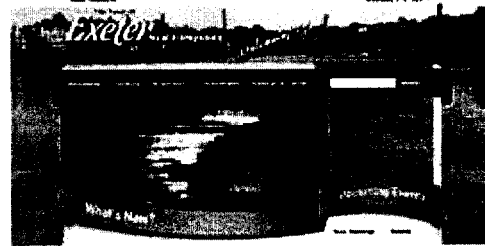
Haines - www.hainesalaska.gov



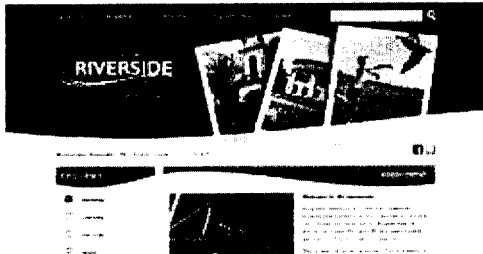
Wrangell - www.wrangell.com



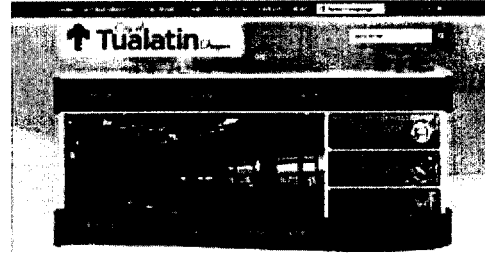
Lake Oswego - www.ci.oswego.or.us



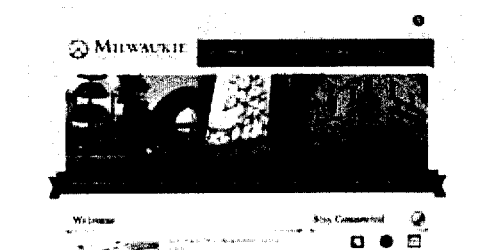
Exeter - www.town.exeter.nh.us



Riverside - www.riversidemo.com



Tualatin - www.tualatinoregon.gov



Milwaukie - www.ci.milwaukie.or.us



Great Falls - www.greatfallsmt.net

You can view our **full portfolio** at www.ahaconsulting.com/portfolio



Our Team

We are focused on customer service and have the necessary skills to ensure your project's success. Your team will consist of the following:

Brian, Project Manager

Brian is an information technology expert, former U.S. Naval Officer, and former Big 5 consultant with Deloitte Consulting. He has led engagements large and small with budgets ranging from \$5k to \$50M covering a wide spectrum of web and other technologies. Brian holds a BS in Computer Science with distinction from the United States Naval Academy (Annapolis, MD) and an MS in Computer Information Systems from Boston University. Brian has also served as an Associate Professor at MIT and Boston University.

Jarrold, Development and Training Lead

Jarrold has that unique ability to put technical concepts into easy-to-understand terms. Jarrold will lead your training efforts and will also act as your account manager.

Drago, Design Lead

Drago's work speaks for itself. He has the unique ability to capture the essence of your branding and communication requirements and transform them to stunning web designs.

Website Features and Deliverables

Your website will be feature rich and easy to use. The below list summarizes the site's key features and project deliverables. Please see the Appendix for a detailed description of each item.

| | |
|------------------|---|
| 1 - Requirements | <p>Base</p> <ul style="list-style-type: none"> 1-01 Website Analysis 1-02 Requirements/Scope Refinement 1-03 Organization Surveys 1-04 Project Schedule Baseline |
| 2 - Design | <p>Base</p> <ul style="list-style-type: none"> 2-02 Custom City Website Design with on-site Design Workshop <p>Options</p> <ul style="list-style-type: none"> 2-03 Specialty Sub-site Designs 2-04 Mega Menus |
| 3 - Build | <p>Base</p> <ul style="list-style-type: none"> 3-1 Dynamic Home Page with ability to promote featured articles 3-2 Rotating Banner Images 3-3 Rotating Headline Articles 3-4 Web Page Search (Web Pages, PDFs, and Word Docs) 3-5 Email Subscriptions |

| | |
|-------|---|
| | 3-6 Social Networking Tool Integration (Facebook, Twitter) |
| | 3-7 Unlimited Online Web Forms, Permits, Applications, Polls, Surveys |
| | 3-8 Emergency Alerts Ticker |
| | 3-9 Event Calendar / Upcoming Events |
| | 3-10 Sub-calendars for boards, committees, departments |
| | 3-11 Meeting agendas and minutes with auto-archiving |
| | 3-12 Online Job Postings |
| | 3-13 Online Bid/RFP Postings |
| | 3-14 Photo Album Slideshows |
| | 3-17 City Services Directory |
| | 3-18 Forms, Permits, Applications, Key Documents Directory |
| | 3-19 Google Maps Integration |
| | 3-20 Citizen Support Center |
| | 3-21 Resource/Document Center |
| | 3-22 Image Auto-scaling and resizing |
| | 3-23 Site Metrics (Google Analytics) |
| | 3-24 Content Scheduling (Publish Today, Unpublish Tomorrow) |
| | 3-25 Unlimited User logins |
| | 3-26 Unlimited Content |
| | 3-27 Word-like WYSIWYG Editor |
| | 3-28 Web Page Categories - create a page once, have it show up in multiple places |
| | 3-29 RSS Feeds - Inbound and Outbound |
| | 3-30 Printer Friendly Pages |
| | 3-31 Email a Friend Links |
| | 3-32 Latest News / Press Releases |
| 3 - | 3-33 Anti-spam controls |
| Build | 3-34 Content Versioning / Audit Trail / Revert to Previous Version |
| | 3-35 ADA / Section 508 Compliance |
| | 3-36 Email Harvesting Protection |
| | 3-37 Broken Link Finder |
| | 3-38 Dynamic Sitemap |
| | 3-39 Support for Windows, Mac, Linux |
| | 3-40 Video |
| | 3-41 Client owns rights to all data |
| | 3-42 Browser and Mobile Device Compatibility |
| | 3-43 Mobile Application for iPhone and Android |
| | 3-44 Department Micro-sites (sites-within-a-site) |
| | 3-45 Organization/Staff Directory |
| | 3-46 Mobile site theme |
| | 3-51 SSL Support |
| | Options |
| | 3-15 City Projects Directory with interactive map |
| | 3-16 City Parks Directory with interactive map |
| | 3-47 Private Staff Only Pages (Intranet) |
| | 3-48 Business Directory with Interactive Maps |



| | |
|-------------------------|--|
| | <p>3-49 Sex Offender Directory with interactive maps</p> <p>3-50 Online Bid/Vendor Management System</p> <p>3-52 Municipal Code</p> <p>3-53 Custom Feature Development</p> |
| 4 - Migrate Content | <p>Base</p> <p>4-01 Initial Content Migration - 500 pages</p> <p>Options</p> <p>4-02- Additional Content Migration</p> |
| 5 - Train | <p>Base</p> <p>5-01 Training - User Manuals</p> <p>5-02 Training - Web Teleconference</p> <p>5-04 Training - Onsite</p> <p>Options</p> |
| 6 - Test | <p>Base</p> <p>6-01 Functional Testing</p> <p>6-02 Browser Compatibility Testing</p> <p>Options</p> <p>6-03 Usability Testing</p> |
| 7 - Go Live | <p>Base</p> <p>7-01 Pre Go-Live Checklist</p> <p>7-02 Website DNS Changes</p> <p>7-03 Post Go-Live Checklist</p> |
| 8 - Hosting and Support | <p>Base</p> <p>8-01 Hosting by Aha</p> <p>8-02 Maintenance and Customer Support</p> |



Project Schedule and Milestones

Every project differs in terms of scope and timeline. The typical project takes 3 to 5 months from start to finish, but we have completed projects as quickly as 4 weeks to as long as 8 months.

The below high-level timeline is an approximation. We will finalize the schedule once we meet with you to discuss the project in greater detail.

| Phase | Month 1 | Month 2 | Month 3 | Month 4 |
|------------------------|---------|---------|---------|---------|
| 01 Requirements | █ | | | |
| 02 Design | █ | █ | | |
| 03 Build | █ | █ | | |
| 04 Migrate Content | █ | █ | █ | |
| 05 Train | | █ | █ | |
| 06 Test | | █ | █ | |
| 07 Go-Live | | | | ★ |
| 08 Hosting and Support | | | | █ |

Project Costs

Initial Setup \$12,000

Initial setup includes all base features listed above -- requirements confirmation, custom design, build, on-site training, content migration, and testing. This is a fixed bid quote that includes travel costs.

Annual Hosting and Customer Support \$4,800

Total Costs Year One \$16,800

Additional Options

- 2-04 Mega Menus \$1000
- 3-48 Business/Organization Directory with Interactive Maps \$2000
- 3-15 City Projects Directory with interactive map \$2000
- 3-16 City Parks Directory with interactive map \$2000
- 3-47 Private Staff Only Pages (Intranet) \$4000
- 3-52 Online Municipal Code \$2500
- 3-50 Online Bid/Vendor Management System \$500 + \$50 per month
- 3-53 Custom Feature Development \$100 per hour
- 4-02- Additional Content Migration - basic web pages \$4 per page
- 4-02- Additional Content Migration - online web forms \$25 per form



Assistance from Client

- The Client will make available to Aha the inventory of existing applications, websites, and content at the start of this effort.
- The Client will assign a single point of contact for Aha to interact with that will be responsible for coordinating the schedules of other project stakeholders
- The Client will review any deliverables requiring formal approval within 5 business days and return all comments/issues to Aha at or before those 5 days have elapsed. Aha will in turn return updated deliverables for final review within 5 business days.
- The Client will assign one person who will act as the "ultimate decision maker" in the case where consensus among the team cannot be reached.
- The Client will provide Aha relevant images, photos, logos, colors, and other branding material to be incorporated into the site.
- The Client must agree to applicable terms of services for Google related services such as Google Analytics and Google Maps in order to access those features

References

We consistently deliver our projects on time and budget. Please feel free to contact our references.

| Client | Point of Contact |
|---|--|
| Lake Oswego, Oregon www.ci.oswego.or.us | Christine Kirk, Public Affairs Manager ckirk@ci.oswego.or.us 503-635-0285 |
| Haines, Alaska www.hainesalaska.gov | Julie Cozzi, Borough Clerk jcozzi@haines.ak.us 907-766-2231 ext 31 |
| Exeter, New Hampshire www.town.exeter.nh.us | Russell Dean, Town Manager rdean@town.exeter.nh.us 603-778-0591 ext 102 |
| Great Falls, Montana www.greatfallsmt.net | Jon Legan, IT Director jlegan@greatfallsmt.net 406-455-8483 |
| West Linn, Oregon www.westlinnoregon.gov | Kirsten Wyatt, Assistant City Manager kwyatt@westlinnoregon.gov 503-722-3428 |



Appendix A: Features Index

An index of base and optional features.

Appendix A: Features Index

| ID | Requirements |
|------|--|
| 1-01 | Website Analysis Aha will complete an analysis of your current website to assess the site's navigation structure, features/functions, quantity of content, and quality of content. |
| 1-02 | Requirements/Scope Refinement Aha will conduct meetings with you to confirm baseline and optional features, including any unique features that need to be incorporated. |
| 1-03 | Organization Survey Aha will provide an organizational overview document for you to complete as part of this assessment. |
| 1-04 | Project Schedule Baseline We will create a baseline project schedule based on your specific needs and overall project scope. The schedule will take into consideration team availability, holidays, and any of your specific requirements for a needed go-live date. |

| ID | Design |
|------|---|
| 2-01 | Standard City Website Design Although most clients prefer a custom one-of-a-kind-design, you may choose to implement a site using one of our standard templates. These templates can be modified to incorporate your requested logo, colors, and photographs. |

| ID | Design |
|------|---|
| 2-02 | <p>Custom City Website Design with On-site Design Workshop</p> <p><u>Design Workshop</u> Aha will facilitate a half-day on-site design workshop with your appointed Design Advisory Team of 5-8 members. During the Design workshop, we will cover the main aspects of the your overall home page and microsite (department/group) home page elements, including:</p> <ul style="list-style-type: none"> • Site branding (logos, seals, colors, slogans, photos/imagery) • Site high-level navigation • Site components and layout options • Example websites <p>The main output of this design workshop will be a website design specification sheet used by Aha to aid in the creation of Website Design concepts.</p> <p><u>Main Home Page Design</u> Aha will create an initial Main Home Page design concept for the Design Advisory Team's review. Based on the Design Team's feedback, Aha will make a series of revisions to the design in an iterative process. We will create up to a total of 8 revisions. The feedback of each revision will influence the approach to the succeeding revision.</p> <p><u>Micro-site Home Page Design</u> Once the Main Home Page design is approved, Aha will create a Micro-site Home Page design. Based on the Design Team's feedback, Aha will make a series of revisions to the Microsite home page design in an iterative process. We will create up to a total of 3 revisions.</p> <p><u>Individual Home Page Design</u> Once the Main Home Page design and Microsite Home Page designs are approved, Aha will create a design for the individual page. This design will include the layout of a standard page and the style definition for page headers (H2 to H6). Based on the Design Team's feedback, Aha will make a series of revisions to the individual page design in an iterative process. We will create up to a total of 3 revisions.</p> |

| ID | Design |
|------|--|
| 2-03 | <p>Specialty Sub-site Designs</p> <p>As part of our base project implementation, we will define a default Home Page layout and graphical look and feel for your micro-sites.</p> <p>In some cases, you may desire a 'custom' design for one or more micro-sites that incorporates a decidedly different look and feel than the default micro-site design. These sites will have the same functionality as other micro-sites, but the look and feel will be different.</p> <p>For each custom specialty site, we will conduct a 2-hour design workshop to discuss the design requirements for that site. Items that will be covered include:</p> <ul style="list-style-type: none"> • Specialty Site Logo / Title • Colors and Fonts • Photos / Imagery • Site Layout options • Site Navigation and Menu Structure <p>We will then create a custom design concept in PhotoShop based on the results of the design meeting. We will go through a series of design iterations until the team is happy with the final design. Once the final PhotoShop design is approved, we will incorporate that new design into the City website, and that design will replace the default micro-site design.</p> <p>example 1 default microsite theme: http://westlinnoregon.gov/parksrec specialty (custom) theme A: http://westlinnoregon.gov/musicinthepark</p> <p>example 2 default microsite theme: http://www.ci.florence.or.us/building specialty (custom) theme A: http://www.ci.florence.or.us/urbanrenewal specialty (custom) theme B: http://www.ci.florence.or.us/eventscenter</p> <p>example 3 default microsite theme: http://www.orcity.org/building specialty (custom) theme A: http://www.orcity.org/cemetery</p> |
| 2-04 | <p>Mega Menus</p> <p>We have the ability to create an enhanced hover-type menu for you main navigation links that we refer to as a 'mega menu'. An example of this type of menu can be found by hovering over the main menu links for the City of Lake Oswego website: http://www.ci.oswego.or.us</p> |

| ID | Build |
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| ID | Build |
|------|---|
| 3-01 | <p>Dynamic Home Page with ability to promote featured articles</p> <ul style="list-style-type: none"> • <u>User Control</u>: your webmaster controls the home page via our browser-based interface • <u>Instantly Promote a Page</u>: instantly promote any web page or calendar event as a home page headline/featured item with one click. When something important happens that your audience needs to know, promote it to the home page • <u>Key Links menu</u>: provide one-click access to your most frequently visited pages • <u>Upcoming Events</u>: automatically updated based on your calendar • <u>Press Releases / Newsletters</u>: provide special block for latest news • <u>How do I / Where to I quick links</u>: provide quick links to most frequently asked questions • <u>Rotating Banner</u> • <u>Current Weather</u> • <u>More.....</u> choose from several possible blocks to feature on the home page |
| 3-02 | <p>Rotating Banner Images</p> <p>As part of your design choice, it may include a rotating, cross-fading banner. Your staff will be able to easily change out the banners with new photos on a regular basis (for example - by season). Banners have a slow cross-fade effect to comply with the Americans with Disabilities Act (ADA)</p> |
| 3-03 | <p>Rotating Headline Articles / Carousel</p> <p>You may choose to incorporate rotating headline articles as part of your design.</p> |
| 3-04 | <p>Web Page Search (Web Pages, PDFs, and Word Docs)</p> <p>We provide search functionality in many fashions including basic site-wide search, advanced search based on type of content, advanced search by department.</p> <p>In addition to the standard web page search, the site can be configured to index file attachments such as PDFs and Word documents. We provide this service at no extra charge when you host the website through us.</p> |
| 3-05 | <p>Email Subscriptions</p> <p>We provide your site visitors a full subscribe/unsubscribe capability by category. You create one or more lists for visitors to subscribe to, and you can send email notifications to those users directly via the website.</p> |
| 3-06 | <p>Social Networking Tool Integration (Facebook, Twitter)</p> <p>We can provide links to or integrate with Facebook and other social networking sites. Publish any web page to your organization's Facebook or Twitter page.</p> |



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| ID | Build |
|------|---|
| 3-07 | <p>Online Web Forms, Permits, Applications, Polls, Surveys</p> <p>We provide you a tool to create unlimited online web forms. We will train key staff on how to use this tool. You will be able to:</p> <ul style="list-style-type: none">• create forms, permits, applications, and surveys that site visitors can submit online• send email notifications to the person submitting the form as well as the form owner immediately upon form submission• IP address of person submitting the form is automatically captured• ability to create form 'templates' with common fields• ability to create file/image field upload and limit to specific file types• form results stored in the database• export form results to spreadsheet or CSV and then use for mail merge, further analysis, etc |
| 3-08 | <p>Emergency Alerts Ticker</p> <p>Create special alerts on your website to alert site visitors of emergencies such as power outages, street closings, water main breaks, and other emergencies. The website displays a temporary red bar with scrolling notice while an alert is active. Visitors can click on the scrolling alert to get a full-page description of the alert.</p> |
| 3-09 | <p>Event Calendar / Upcoming Events</p> <p>Easily create calendar events. Each calendar event is its own web page with the option of including file attachments, text, photos, and links. Your home page may include an upcoming events section that is automatically updated every 15 minutes with the latest events. In addition, each calendar event is also displayed in a monthly calendar. You may also view the calendar in daily, weekly, and yearly format. Calendar events can be exported to your Outlook Calendar, Google Calendar, iPhone Calendar or other calendar program as iCal events.</p> <p>When integrated with our email subscription feature, calendar event 'reminder' email notifications can be sent to subscribers based on category.</p> |
| 3-10 | <p>Sub-calendars for boards, committees, departments</p> <p>You can easily filter the monthly calendar as well as the meetings page based on specific board, committee, commission, or department.</p> |
| 3-11 | <p>Meeting agendas and minutes with auto-archiving</p> <p>Calendar events that are designated as meetings can include standard calendar event fields as well as meeting agendas, meeting minutes, and e-Packet attachments. Meetings are also automatically displayed in a special "Meetings" table that is filterable by date as well as category. This allows for your meetings to be auto-archived and easily searchable by category.</p> <p>When integrated with our email subscription feature, meeting 'reminder' email notifications can be sent to subscriber based on category.</p> |



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| ID | Build |
|------|--|
| 3-12 | Online Job Postings Post job openings online. All job openings will be automatically added to a summary jobs page. Each individual job opening will have its own page, and its status can automatically change to closed based on your defined closing date. |
| 3-13 | Online Bid/RFP Postings Post bids and RFPs online. All postings will be automatically added to a summary bids and rfps page. Each individual posting will have its own page, and its status can automatically change to closed based on your defined closing date. NOTE: We also offer a more feature rich Online Bid/Vendor Management System described in greater detail below. |
| 3-14 | Photo Album Slideshows Our solution includes the ability to attach one or more images to a web page. These images will be automatically re-sized to a web-friendly size to maximize performance. When more than one image is added to a page, the page template will be auto-detect this and automatically create a light box photo album slideshow feature for those images. |

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| 3-15 | <p>City Project Directory with interactive map</p> <p>A summary "Project Search" page will be created that allows for the display of all city projects with the ability to search for projects based on key-word and filter search results based on status, neighborhood, and custom categories.</p> <p>Each project page has a standardized template layout with the following fields:</p> <ul style="list-style-type: none">• Project Title• Project Department• Project ID• Project Type (types to be defined by the City)• Project Date• Project Status (status options to be defined by City)• Project Contact Information• Project Location• Project Background/Summary• Project Description• Status Updates (allows for latest project status update)• Related City Meetings (automatic cross-links to all meetings where this project is on the meeting agenda)• Related Projects (automatic cross-links to any projects that are related to this project)• File Attachments (Reports, Presentations, Handouts, Exhibits)• Project Photos/Images <p>example: http://www.ci.oswego.or.us/projects</p> <p>example: http://www.ci.oswego.or.us/planning/lu-12-0004-exceptions-west-side-yard-setback-and-floor-area-requirements-r-75-zone</p> |
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| 3-16 | <p>City Parks Directory with interactive map</p> <p>A summary "Parks Search" page will be created that allows for the display of all city parks with the ability to search for parks based on key-word and filter search results based on amenities, neighborhoods, and custom categories.</p> <p>Each parks page has a standardized template layout with the following fields:</p> <ul style="list-style-type: none">• Park Name• Park Photos/Images• Park Location• Park Amenities (list of amenities to be defined by the City)• Park Contact Information• Park Neighborhood (city to define neighborhoods)• File Attachments (Trail Maps, General Information, Brochures)• Custom fields (as defined by the City)• Custom Categories (as defined by the City) <p>example: http://www.tualatinoregon.gov/parksites</p> |
| 3-17 | <p>City Services Directory</p> <p>Your website includes the ability to add any page to an A- o Z services directory. You are allowed to submit a page under multiple key words, allowing the same page to be found under multiple common names.</p> |
| 3-18 | <p>Forms, Permits, Applications, Key Documents Directory</p> <p>You may flag any page as containing an organizational form, permit, application or key document. Those pages immediately become visible and available in an A to Z organizational Forms page and key documents page.</p> |
| 3-19 | <p>Google Maps Integration</p> <p>We will integrate your calendar events with the Google Maps API. You can add a location to each web page or calendar event that will be geo-coded and available for display on a Google Map.</p> <p>When you create a calendar event, you will be able to select from a pre-defined list of locations that are Google-maps enabled. An embedded Google Map for that standard location will be shown on the page/event.</p> <p>In addition, you will be able to create a custom, non-standard location that is specific to each event or page.</p> |



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| 3-20 | <p>Citizen Support Center / Help Desk Ticketing System We partner with Public Stuff to provide a powerful citizen support center application that allows citizens to submit questions, comments, and requests online. The system provides email notification, workflow assignment, and the ability for citizens to submit requests from their mobile device. This feature allows for 3 staff user accounts.</p> |
| 3-21 | <p>Resource/Document Center The Resource Center that automatically consolidates all forms, documents, and services across the site in A to Z lists.</p> |
| 3-22 | <p>Image Auto-scaling and resizing Your content contributors will be able to upload images and photos via a standard image upload field. Our solution will automatically scale those images to one or more sizes that you specify and save the file in a web-friendly reduced size. There is no need for your content contributors to use a 3rd party product like Photoshop to optimize the image size for the web. Our solution automatically does that work for you.</p> |
| 3-23 | <p>Site Metrics (Google Analytics) We will integrate Google Analytics for generating web usage statistics and presenting that information in an easy to understand format. This is useful for tracking which areas of your site are receiving the most visits and which are receiving the least.</p> |
| 3-24 | <p>Content Scheduling (Publish Today, Unpublish Tomorrow) Our platform includes the ability to schedule content to appear on the website at a given date and time, and to cease being published at a future date and time. This feature allows you to author content in advance of when it should be published – letting the system handle publishing the content at the appropriate time. It also provides the ability for the system to automatically “un-publish” content at a user-defined date and time.</p> |
| 3-25 | <p>Unlimited User logins Our web CMS can support user ids and passwords for an unlimited number of your staff.</p> <p><u>Internet based</u>: login and update the site from home, office, or abroad <u>Role-based permissions</u>: user permissions restricted based on role <u>Request new password</u>: request a new password if and when you forget it</p> |
| 3-26 | <p>Unlimited Content You may create as many pages as you wish and upload files/images to each page. You are only limited by the size of the web server hosting space.</p> |
| 3-27 | <p>Word-like WYSIWYG Editor <u>Browser-based</u>: create and update web pages right from your web browser with a Word-like editor and the pages are available for instant display on the website</p> |



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| 3-28 | <p>Web Page Categories - create a page once, have it show up in multiple places</p> <p>Your new website will allow site visitors to find content in multiple ways. A web page will only be created once, but it will automatically show up in multiple locations based on the way the content is tagged or categorized. We will provide a site navigation structure that accommodates user-specific landing pages for your audience (e.g. residents, visitors, businesses, customers, prospects). In addition, we will incorporate a department-specific navigation that show content relevant to each department.</p> |
| 3-29 | <p>RSS Feeds - Inbound and Outbound</p> <p><u>Inbound</u>: We have a robust RSS feed capability that allows site visitors to sign up for specific content based on category.</p> <p><u>Outbound</u>: In addition, we can automatically pull web content from external websites and display them on your website. Your site will automatically refresh the data on an hourly basis.</p> |
| 3-30 | <p>Printer Friendly Pages</p> <p>Site visitors can click a link at the bottom of individual web pages to create a printer-friendly version of the page that is based on simple CSS.</p> |
| 3-31 | <p>Email a Friend Links</p> <p>Site visitors can click a link at the bottom of individual web pages to send a copy of the page to one or more email addresses.</p> |
| 3-32 | <p>Latest News / Press Releases</p> <p>You may mark any page as a news item. Latest News can be shown on the home page if desired, and a link to all past news is also provided.</p> |
| 3-33 | <p>Anti-spam controls</p> <p>We implement the popular CAPTCHA feature to prevent spam bots from submitting your online forms. We present either a letter-based challenge or simple math challenge to ward off the spam.</p> |
| 3-34 | <p>Content Versioning / Audit Trail / Revert to Previous Version</p> <p>When you update a web page, the system retains the previous version in the database for audit purposes. It does not delete previous versions. The website keeps track of every time a web page is updated, including the user id of the person making the update, the IP address of the updating computer, and any administrative comments the user made regarding the change. You can also easily revert back to a previous version of a page.</p> |
| 3-35 | <p>ADA / Section 508 Compliance</p> <p>We will work with you to incorporate the ADA/508 compliance elements into your newly redesigned website via a combination of automated and manual processes and policies: specific examples include a hidden "Skip to Main Content" link, inclusion of alt tags for images, and the incorporation of slowly fading banners and headline articles.</p> |

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| 3-36 | <p>Email Harvesting Protection The system will obfuscate email addresses within the HTML markup to make it difficult for email harvesting robots and crawlers to grab email addresses from your website</p> |
| 3-37 | <p>Broken Link Finder Our website includes a broken link checker that will regularly scan your site for broken links. You will have a broken link report that allows you to easily clean up those broken links.</p> |
| 3-38 | <p>Dynamic Sitemap We automatically generate a sitemap of website content based on the site menu structure.</p> |
| 3-39 | <p>Support for Windows, Mac, Linux</p> <ul style="list-style-type: none"> • <u>Site visitor operating system support</u>: You new website can be browsed by the most popular operating system such as Windows, Mac, and Linux. • <u>Server operating system</u>: Windows or Linux • <u>Web Server Application</u>: IIS or Apache • <u>Database Server</u>: MySQL • <u>Language</u>: PHP |
| 3-40 | <p>Video You will be able to easily embed You Tube, Google Video, Vimeo, and other video providers within the body of a page. We will also integrate your site with 3rd party video providers such as Granicus</p> <p>In addition, You will be able to add links to videos on City Meeting pages for any meetings that have related videos.</p> |
| 3-41 | <p>Client owns rights to all data Our solution is non-proprietary. It is based on the open source content management system Drupal. You have rights to all source code and data.</p> |
| 3-42 | <p>Browser and Mobile Device Compatibility We will test your site for content uniformity and presentation based on 99% of current browsers per W3C. Data Source: http://www.w3schools.com/browsers/browsers_stats.asp</p> <p>We will create your website to ensure content is viewable on the iPhone. It may render properly in other modern mobile devices as well.</p> <p>If you are interested in a separate website theme/skin that is optimized for mobile devices, see the "Mobile Site Theme" feature that is described below.</p> |



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| 3-43 | <p>Mobile Application for iPhone and Android We partner with Public Stuff to provide you a Mobile Application that citizens can download on the iPhone or Android device. The Mobile Application allows you to create a mobile dashboard with buttons that link to your Calendar, Meeting Agendas, and other important pages. In addition, your citizens can submit Citizen Requests directly from the device - requests can include the citizen's location and allows for submitting photos with he request.</p> |
| 3-44 | <p>Micro-sites (department/group sites-within-a-site) <u>Home Page for each department or group:</u> all the functionality of the site-wide home page, but controlled at the department/group level: <u>Role-based control:</u> only allowed to change pages within your assigned departments or groups <u>Simple to use:</u> all controls are browser-based and can usually be learned during a short training session <u>Specifics:</u> each group will be able to control its own home page headline articles, menu, sub-calendar, department resource center, and more</p> |
| 3-45 | <p>Organization/Staff Directory We provide the capability for you to create a directory of all staff. example: http://www.tualatinoregon.gov/staffdirectory</p> |
| 3-46 | <p>Mobile site theme We can create a simplified mobile site theme that is specifically tailored to mobile devices, providing a less graphic-intensive format for those devices.</p> <p>When a visitor browses to the main site, the website will determine if the visitor is using a mobile device. If the visitor is using a mobile device, the site will automatically switch to a mobile theme that provides a simplified layout and navigation that is tailored for mobile devices.</p> <p>Mobile visitors will have the capability to click links that allows them to switch back and forth between the full version of the site and the mobile version.</p> <p>example: www.greatfallsmt.net , http://m.greatfallsmt.net</p> |
| 3-47 | <p>Private Staff Only Pages (Intranet) We will build the capability to post secure web pages and calendar events to the website that are only visible to logged in staff. There will be a separate Intranet Home Page, Menu links, Calendar of Events, and File Attachments that are only viewable by staff. Only staff with the 'post to intranet' role will be able to post content to the intranet.</p> |
| 3-48 | <p>Business Directory with interactive maps</p> |
| 3-49 | <p>Sex Offender Directory with interactive maps</p> |



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| 3-50 | <p>Online Bid/Vendor Management System</p> <p>Note: You already get bids/rfps posting capability with the base system. The online bid/vendor management system is an upgraded version that allows for greater vendor management capabilities.</p> <p>Aha will create and configure an online bid and rfp management solution that includes the following features:</p> <ul style="list-style-type: none"> • <u>Drupal website</u>: Drupal-based website that displays your logo/seal and uses the standard Aha bid management theme • <u>“Bid Webmaster” role and “Staff” role</u>: permissions for a staff member to be designated the ‘bid webmaster’ with the ability create new user accounts for an unlimited number of City staff • <u>“Vendor” role</u>: ability for vendors and other interested users to create a user account with a unique user id and password. • <u>Create profile</u>: vendors will have the ability to create and update their profile • <u>Create and Update Bids</u>: ability for staff members to be able to create new bids, update existing bids, and mark a bid as closed • <u>Add Bid/RFP to Watch list</u>: vendors will have the ability to add a bid or RFP to their watch list. This immediately puts the vendor on the bidders/plan holders list. • <u>Email notifications</u>: designated staff will receive email notification when bids/rfps have been updated and when vendors create/update their profiles. Vendors will also receive an email notification when updates are made to bids/rfps that are on their watch list. • <u>Bids Report</u>: A Bid Report will be available to all users to search and filter for RFPs based on key words or status. • <u>Plan holder’s list report</u>: Reports will be made available that auto-generate the plan holder’s list for each bid/rfp and allow users to export the list to excel. • <u>Questions and Answers</u> - vendors may submit questions online regarding the bid, and staff may post answers. This will produce an auto-generated list of questions and answers for each bid. • <u>Training</u>: Aha will conduct a two-hour user training session for up to six staff on the use of the system. • <u>Hosting and Support</u> : Aha Consulting will host the solution on Aha servers , enable secure SSL for the login page and any pages where forms are being filled out by online users (note: you must provide valid SSL certificate). Aha will also be available via email and telephone to answer any staff questions related to the use of the system. • |
| 3-51 | <p>SSL Support</p> <p>Many clients choose to have certain pages of the website encrypted such as online forms and the user login screen. We can SSL-enable these pages. You are required to provide us a valid SSL certificate.</p> |



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| 3-52 | <p>Municipal Code City Staff will have the ability to create and publish municipal code pages on the website. Aha will work with City Staff to help define the structure/taxonomy for the municipal code (chapters, sub-chapters, sections) and to post the code sections as file attachments and/or to enter the code sections in text format.</p> <p>Site visitors will have the ability to search the code by keyword or to navigate and view the codes pertaining to a specific chapter, sub-chapter, or section. A search on the municipal code could be performed as part of site-wide search as well as a separate search specifically within the municipal code.</p> <p>example: http://www.tualatinoregon.gov/municipalcode</p> <p>example: http://www.cityofevans.org/municipalcode/search</p> |
| 3-53 | <p>Custom Feature Development / Contingency We can customize your website to fit specific business processes unique to your organization. We can perform custom graphic work, and we can also integrate with back-end systems as needed.</p> |

| ID | Migrate Content |
|------|--|
| 4-01 | <p>Initial Content Migration Aha will migrate 500 web pages with up to five attachments/links per page.</p> <p>This does not include pages with special formatting such as the use of custom HTML or tables.</p> <p>In addition, archived meeting minutes and other files that can be organized in a 'structured' folder format will be migrated at no cost - City to provide files in logical folder structures - example: http://www.ci.florence.or.us/ru/board-council-and-commission-meeting-minute-archives</p> |



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| ID | Migrate Content |
|------|---|
| 4-02 | <p>Additional Content Migration</p> <p><u>Additional Migration options</u></p> <ul style="list-style-type: none"> • Aha will migrate additional web pages beyond the base migration on a per-page basis. This includes web pages with up to 5 attachments/links per page. • For more complex pages, we can provide a custom quote • We will provide custom quotes for additional manual or automated migration requirements that might not be satisfied by the above criteria <p><u>Online Web Forms</u></p> <ul style="list-style-type: none"> • You have the capability to create your own forms with the online form-building tool • We will create online webforms on your behalf on a per-form basis (each form containing up to 10 fields per form) |

| ID | Train |
|------|---|
| 5-01 | <p>Training - User Manuals</p> <p>Aha will provide a set of PDF user manuals that will provide instructions for login, user administration, creating pages, and editing pages.</p> |
| 5-02 | <p>Training - Web Teleconferences</p> <p>Aha will provide two 2-hour web teleconference training sessions during the project.</p> |
| 5-03 | <p>Training - Onsite</p> <p>Aha will come on-site and conduct 3-hour training sessions with up to 15 staff per session. You must provide trainees with internet-capable laptops or workstations.</p> |

| ID | Test |
|------|--|
| 6-01 | <p>Functional Testing</p> <p>We will fully test each baseline and optional feature of the website to ensure it functions properly. In addition, we will ask you to confirm functionality of each feature by signing off an 'acceptance' document that confirms the feature is operating as designed. We will also continue to fix any defects free of charge for up to one year following initial site go-live.</p> |
| 6-02 | <p>Browser Compatibility Testing</p> <p>We will test your site for content uniformity and presentation based on 99% of current browsers per W3C.</p> |



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| ID | Test |
|------|---|
| 6-03 | <p>Usability Testing Some clients choose to conduct usability testing with a citizen user group prior to go-live.. We recommend that this occur for a limited set of users in a controlled fashion.</p> <p>You may choose to conduct this usability testing on your own, or we are happy to assist with this phase of the project.</p> |

| ID | Go Live |
|------|--|
| 7-01 | <p>Pre Go-Live Checklist We will conduct a final pre go-live review and actions that includes a standard Aha checklist of items. This review will occur just prior to go-live.</p> |
| 7-02 | <p>Website DNS Changes We will coordinate with your IT team the changing of DNS "A" record entries from your existing web servers to the new web servers to ensure a smooth go-live transition.</p> |
| 7-03 | <p>Post Go-Live Checklist We will conduct a post go-live set of actions that includes a standard Aha checklist of items. This will occur immediately following go-live.</p> |

| ID | Hosting and Support |
|----|---------------------|
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| ID | Hosting and Support |
|------|---|
| 8-01 | <p>Hosting - Aha</p> <p><u>Web server</u> Aha will host the website and ensure adequate bandwidth and performance. The site will reside on an Aha-configured RackSpace Cloud Server located in Texas.</p> <p><u>Backup</u> A redundant incremental backup of your website database will be made to our web servers in Oregon. Thus, copies of your website data will reside in two separate geographical locations (Texas and Oregon).</p> <p><u>Disk space</u> Aha will provide up to 40GB of disk storage for the website files and database.</p> <p><u>Bandwidth</u> Aha will provide up to 1Terabyte of data transfer per month to support website visitor traffic.</p> <p><u>FTP Access</u> aHa will provide FTP access to the production website folders and files upon request. You can download copies of this data at any time.</p> <p><u>Guaranteed Uptime</u> aHa will guarantee web server uptime of 99.9%. In the event this service level is not met within a given month, you will receive a credit for that month's hosting service.</p> <p><u>Indexed Document Search / Facets</u> - included</p> |



Appendix A: Features Index

An index of base and optional features.

| ID | Hosting and Support |
|------|---|
| 8-02 | <p>Maintenance and Customer Support Maintenance and Support is required for the first year of the project and optional in years two and beyond.</p> <p><u>Free site upgrades:</u> as we update our <u>base</u> Aha features, you receive those upgrades for FREE</p> <p><u>24x7 Customer support:</u> We will provide your primary IT contact numbers to reach us for 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday via email and telephone to handle routine questions from staff related to the operation of the website.</p> <p><u>Security upgrades:</u> Aha will apply security upgrades to your solution's core and contributed modules as they are published by drupal.org. This ensures that your website stays secure. Aha will perform security upgrades and other web server and website optimizations during off-hours, typically between the hours of 12AM-3AM Pacific Time. In the event a scheduled upgrade is expected to take longer than 5 minutes, Aha will get pre-approval prior to implementing the upgrade.</p> <p><u>Site Monitoring and Site Recovery:</u> Aha will install auto-monitoring software routines that constantly monitor website performance and instantly alert us when problems occur. We will take immediate action as problems are detected</p> <p><u>24x7 Customer support:</u> We will provide your primary IT contact numbers to reach us for 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday via email and telephone to handle routine questions from your staff related to the operation of the website</p> |