Note: These minutes are not official until approved by the Ad Hoc Website Review Committee at a subsequent meeting. Please refer to the meeting minutes when these minutes are approved to obtain any changes to these minutes.

DeKalb County Government
Sycamore, Illinois

Ad Hoc Website Review Committee Minutes
August 24, 2017

The Ad Hoc Website Review Committee of the DeKalb County Board met on August 24, 2017 at 7 p.m. in the Community Outreach Building's Conference Room West in DeKalb, Illinois. Chairman Pietrowski called the meeting to order. The roll reflected that the Members present were Ms. Askins, Mr. Bagby, Mr. Osland, Mr. Whelan, Ms. Willis, and Chairman Pietrowski. Mrs. Emmer and Mr. Faivre were absent. A quorum was established.

Others present were Gary Hanson, Joan Hanson, and Lisa Sanderson.

APPROVAL OF THE MINUTES
It was moved by Ms. Askins, seconded by Mr. Whelan and it was carried unanimously to approve the minutes from the July 27, 2017 meeting.

APPROVAL OF THE AGENDA
Mr. Whelan moved to approve the agenda as presented and Mr. Osland seconded the motion. The motion was carried unanimously by voice vote.

PUBLIC COMMENTS
There were no public comments made.

REVIEW AND DISCUSSION OF COUNTY'S WEBSITE
Chairman Pietrowski explained at the recent NACO Conference he and Mr. Bagby attended, he had discussions with a representative from GovOffice Wed Solutions. They are a national leader in delivering state-of-the-art Web solutions for government, education, nonprofit, advocacy and campaign sectors. The representative put together and send Chairman Pietrowski a proposal. He detailed that he didn't want the Committee to take this as a formal proposal but more as a guide to use as a checklist/wish list of things the Committee may think would be beneficial to have on DeKalb County's Website. He continued that down the line if the Committee would like to go in the direction of a re-design, they would then put together a formal Request For Pricing (RFP) and hopefully generate some interest from local vendors as well. The Committee agreed that one element that they currently have and would like to continue to maintain is local control.

The Committee went through page by page the proposal from GovOffice Web Solutions. The Committee additionally visited some of the websites that GovOffice has been instrumental in designing and reviewed the different design elements of each. Chairman Pietrowski noted that these websites are a doormat to the Community and it is important to display images that are relevant to the area and not just stock photos. They also discussed the benefits of having a mobile-friendly, responsive design website as well as keeping up with the latest and necessary ADA requirements.

The creation of a style guide was suggested in order to maintain a consistent template throughout all of the County's unique department's pages. The County's current website has a very centralized process for content editing and maintenance and in doing that it helps to keep consistencies throughout the pages and ensures the most up-to-date information is disseminated, Ms. Sanderson explained.

While going through the proposal, Ms. Hanson noted that an important takeaway is that this is a content management system. Chairman Pietrowski noted that decisions would have to be made whether it would be more beneficial to go with a content management system or a software system.

Chairman Pietrowski reiterated through the Committee's discussions they agreed that they are looking to maintain an ADA compliant website and to have a responsive design, possible auto image slider, and other updated design elements.

Chairman Pietrowski noted that he wanted to compile everyone's "wish list" of what they would ideally like to see incorporated into an RFP for a new website design, if that decides to be the road they venture down. Then the next meeting they could make any adjustments to that list. He additionally mentioned that he would like to begin reviewing the Website Policy Guide.
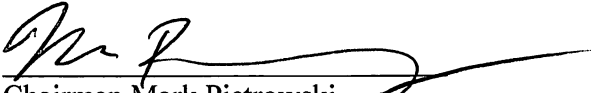
NEXT MEETING DATE
It was determined that the next Ad Hoc Website Review Committee Meeting would take place on Thursday, September 28th at 7:00 p.m. at the Sycamore Campus.

ADJOURNMENT
It was moved by Ms. Askins, seconded by Mr. Osland and it was carried unanimously to adjourn the meeting.

Respectfully submitted,

Chairman Mark Pietrowski

Tasha Sims, Recording Secretary

Note: These minutes are not official until approved by the Ad Hoc Website Review Committee at a subsequent meeting. Please refer to the meeting minutes when these minutes are approved to obtain any changes to these minutes.

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DeKalb County, Illinois

Responsive Website Design, Development and Hosting Services Proposal

July 28, 2017

Key Contact:
Ross Heupel
Marketing Director
651-270-0442
ross@govoffice.com
www.govoffice.com

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GOVOFFICE

About GovOffice

AVENET web solutions   **GOV**OFFICE

Our 16 Year History
GovOffice Web Solutions is a division of Avenet LLC, a national leader in delivering state-of-the-art Web solutions for government, education, nonprofit, advocacy and campaign sectors. Avenet was founded in 1999 and began serving local governments in 2001 through its GovOffice partnership with the International City/County Management Association (ICMA) and 12 state municipal leagues. The company is based in Minneapolis, Minnesota and has 12 full-time employees. GovOffice is a leading national provider of web sites and content management systems to local governments, serving over 1,500 cities and counties in 42 states and Canada.

The GovOffice Value Proposition
Our population-based pricing makes GovOffice an effective, affordable solution for every size of local government. With GovOffice, you don't pay for a bunch of pricy features you don't want or need. Our solution provides all the core features used by most local governments, and enables you to add more specialized features as needed. In short, we're easier to use, more affordable, and offer the features you and your citizens need, designed to fit a government budget. And as governments try to do more with less now more than ever, that's the perfect win-win for you and your constituents!

Powerful - Yet Affordable
GovOffice delivers the solution you need with a whole lot less hassle and expense, including:
• Custom, professional graphic design
• Powerful, flexible Content Management, with unlimited sections and subsections
• Free mobile version of your website
• Robust online forms system for sign-ups, surveys, comment forms, polls, and more
• Audio and video files integration
• Calendars, News, Image galleries
• Security system enabling multiple users with varying levels of editing permissions to update the website

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Over 1,500 Local Government Clients in 42 States

Ashland County, WI - http://co.ashland.wi.us
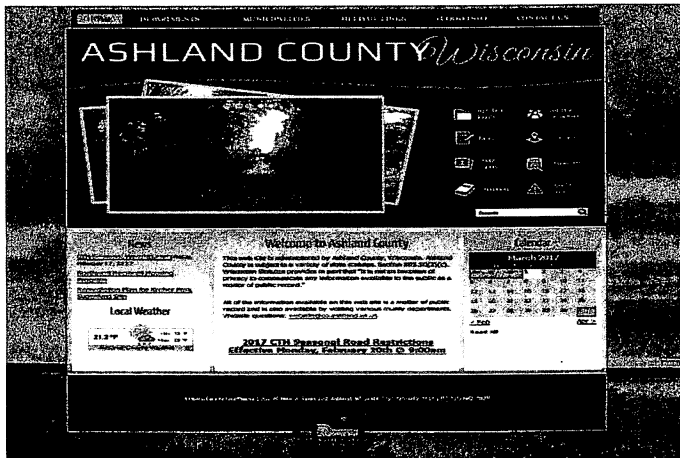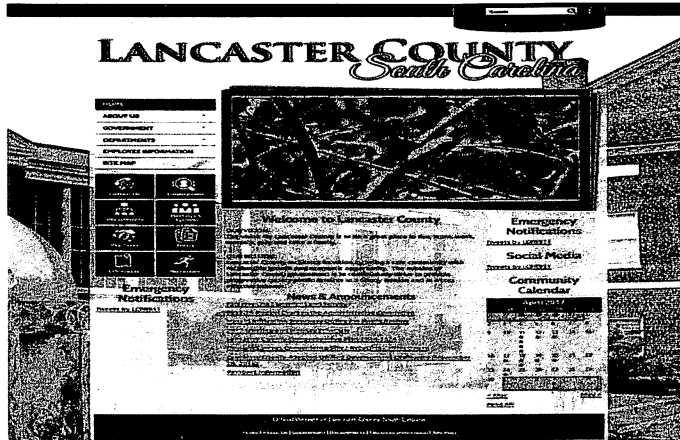
Lancaster County, SC - www.mylancastersc.org
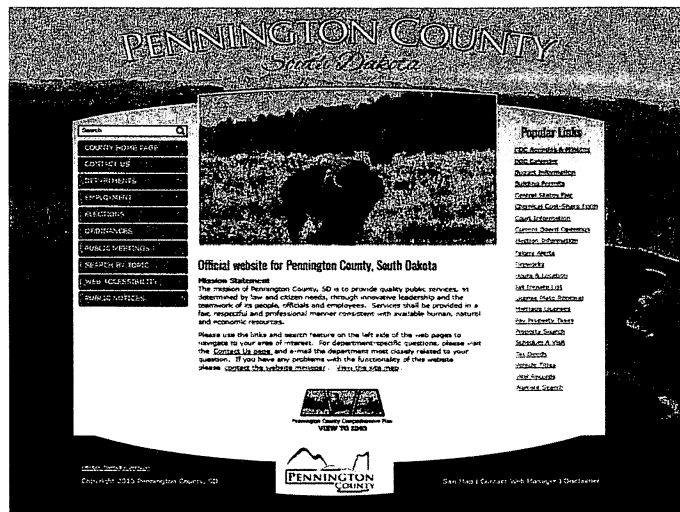
Pennington County, SD - www.pennco.org

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New GovOffice Clients Include:

Prosser, WA - http://cityofprosser.com
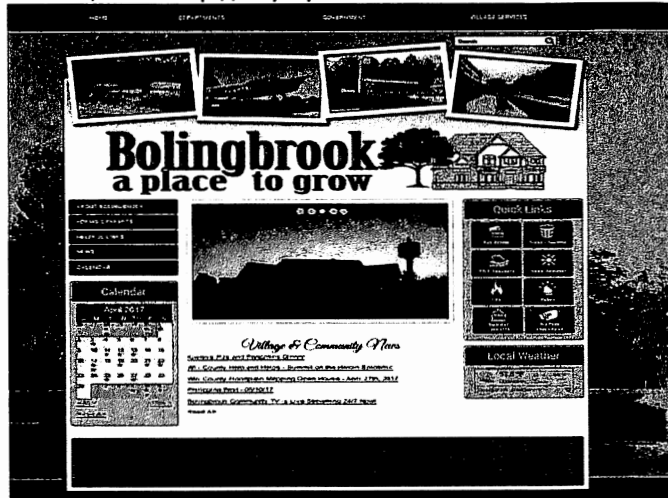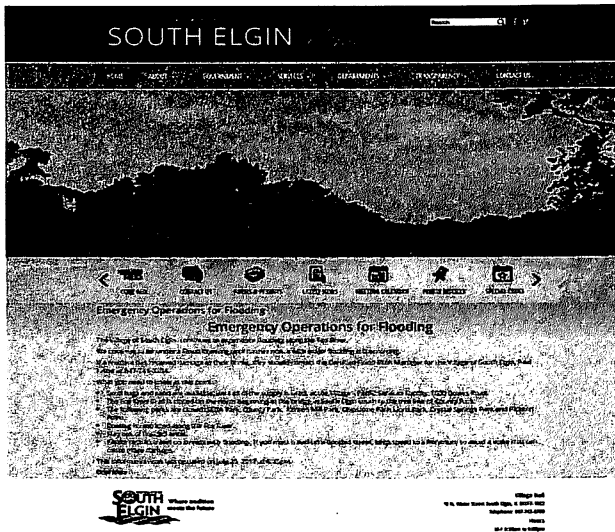

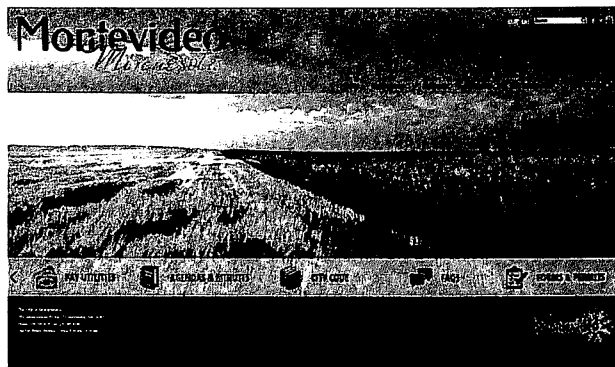Boilingbrook, IL - www.bolingbrook.com
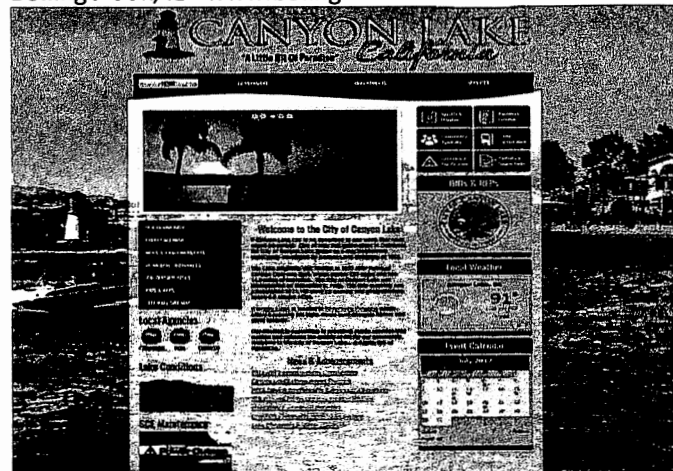
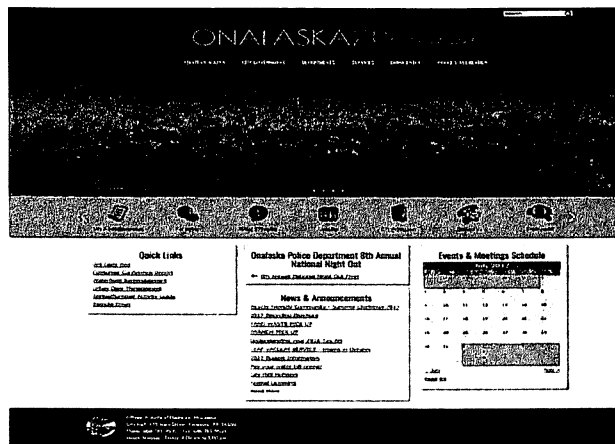Canyon Lake, CA - www.cityofcanyonlake.org

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New Responsive Designs Include

South Elgin, IL - www.southelgin.com

Montevideo, MN - www.montevideomn.org

Onalaska, WI - www.cityofonalaska.com

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Technical Approach - GovOffice Content Management System

Showcase Your Community. Responsive Designs. Stunning Websites.
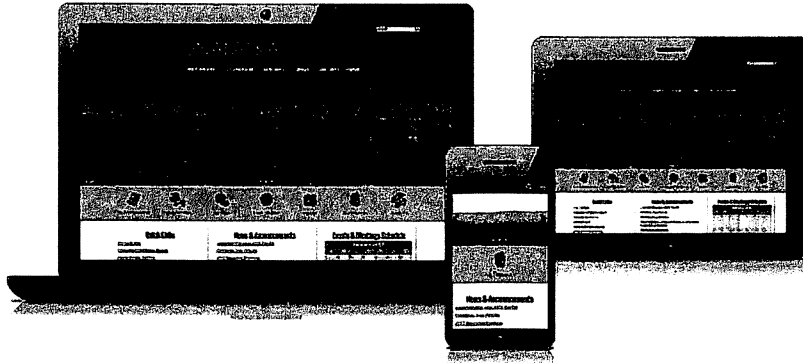
Every day GovOffice users efficiently manage their Websites from their office and at home--on any computer that is connected to the Internet through a Mozilla Firefox 2.0 or Internet Explorer 6.0 (or higher) browser--and they enjoy the many features that GovOffice offers:

- Unlimited number of sections and subsections are allowed to expand your site
- Unlimited number of links throughout your site
- Build a home page that includes a greeting, breaking news, upcoming events
- Online sign-up for newsletters, comment forms, polls, and surveys
- Audio and video files posted throughout the site
- Image gallery that serves as an online photo album
- News articles that can be featured and archived
- Post meetings agendas and minutes as documents
- Calendar of all community events and meetings
- Contact information of staff and elected officials
- Advanced users may switch to "HTML mode" for added flexibility
- Security system that allows multiple users with varying levels of editing permissions to update the Website simultaneously

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Web Hosting Included	Standard	Optional
Up to 2 GB (2,000 MB) of stored uploads and regular maintenance of CenturyLink servers	✓	**Additional storage is available for larger communities**
Secure Tier 3 Hosting	✓	
Nightly Backups Included	✓	

All GovOffice customers are provided secure, Tier One Cloud hosting provided by CenturyLInk, which ensures the highest levels of security and firewall technology, powerful and reliable servers and systems, and robust bandwidth. Specifically designed to provide state-of-the-art hosting for mission-critical Websites and enterprise applications.

CenturyLink Data Center are staffed 24/7 with highly trained technical engineers. In addition, the CenturyLink Call Center adheres to a strict escalation procedure to help ensure that GovOffice's applications are available to our customers at all times. It is noteworthy that CenturyLink Data Centers were constructed to withstand natural disasters, such as earthquakes, tornadoes, and floods. This has brought the utmost value especially to our clients in regions of the country that experience severe weather capable of knocking out telecommunications and utilities.

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Technical Support Included	Standard
Live 2-hour training session (webinar) provided to all new clients and new site administrators	✓
No fees for future training sessions	✓
Live technical support	✓
Online Help Guide with Training Videos	✓

Training Experience
Most training sessions only take two-hours, if you have a basic understanding of Word or PowerPoint, then you'll easily pick-up our Content Management System. We'll schedule a training session that fits your schedule, sessions are conducted over the Internet and phone, no expensive on-site meetings are necessary. No charge for future training sessions with new staff.

Customer Service
The Customer Service Center is open Monday through Friday, excluding national holidays, from 8:00 AM to 5:00 PM (Central Standard Time), and it provides assistance to customers in the areas of initial online training of the GovOffice tool, additional training (if needed), technical support of Websites, and more.

GovOffice Provides:
-Online Training Sessions
-Toll-Free Phone Support
-Quick-Tips
-Online Help Guide – Includes video training sessions, FAQ and much more.
-Support Documents

GOVOFFICE

Administrative Website Management	Standard
100% Web-Based Content Management	✓
Unlimited Number of Editors	✓
Permission Level Management	✓
Edit Preview Feature	✓
Data Storage Tracker	✓
Audit Log – reports editing activity of each page	✓
Site Statistics and Google Analytics	✓
ADA Compliant	✓
HTML Editor Option	✓

The GovOffice Content Management System (CMS) will enable your community to rapidly deploy and manage its own high-tech and interactive Website at a fraction of the cost of traditional Web development.

GovOffice requires no specialized software skills, and it allows staff to administer the site anytime, from anywhere (with Internet access and a Web browser). GovOffice CMS is a database driven web application based upon underlying Microsoft technologies, including SQL Server.

Our Software as a Service (SaaS) hosting model means your website will be worry-free. GovOffice provides the hosting, technical infrastructure, upgrades and maintenance, saving you time and money.

No additional software is required – we provide everything you need!

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GovOffice Key Features	Standard
Easy-to-Use Editor - Non-Technical Staff	✓
Import, Type, Spell-Check Text	✓
Load Documents – Agendas and Minutes	✓
Upload Photos	✓
Events Calendar	✓
Newsletter Registrations	✓
Display Job Postings	✓
Apply Sidebars	✓
Cross Promote Section Headlines - Promotions	✓
Directories	✓
Post Announcements	✓
Frequently Asked Questions	✓
Printer Friendly Option	✓
Site Map	✓
Search Engine – entire site or per section	✓
Image Gallery Slideshow	✓
Password Protected Sections	✓

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Enhanced Interactive Features	Standard
E-Newsletter Solution	✓
Citizen Alerts	✓
Service Request - Report a Problem Forms	✓
Community Survey Forms	✓
Polls that Display Results	✓
RSS Weather and News Feeds	✓

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Optional Services

SuperForms - Citizen Service Request Forms

GovOffice SuperForms provides a robust, interactive system for engaging citizens. Automate procedures, reduce costs for printing and mailing, and provide 24/7 services to citizens. This robust module enables you deploy online forms for:

- Public Works Complaints/Services (street light out, pothole, graffiti, etc.)
- Satisfaction Survey (for entire website, one department, etc.)
- Contracting/Vending Bids
- Parks/Facilities/Sports League Registration
- Start/Stop Utilities

Report Lost/Found Animals
See examples – www.govoffice.com/superforms

GovOffice ePayment - Simple. Secure. Convenient

GovOffice ePayment powered by PACE, is a custom government payment solution that allows your website to accept credit cards for typical payments. There are no setup costs and all processing costs associated with credit card acceptance are recovered through a small convenience fee. GovOffice ePayment was designed to make the work of local government easier by streamlining payment processing and reducing staff time required for managing orders. In addition, it provides your citizens the convenience of completing online transactions anytime and anywhere – a convenience they increasingly expect.

In as short as 1-2 weeks, your government office can begin accepting credit card payments for:

Make a New Payment

Select a Department below.

Animal Licenses Arborist Licenses
Mechanical Licenses Permits
Water/Sewer Payments

- Property taxes
- Parking tickets
- Auto and boat registration fees
- Utility payments (water, sewer, etc.)
- Court and bond fees
- Fish and game licenses
- And more!

Minimum monthly transaction volume of $5,000 required. For lower volumes, account cost is $20 per month.

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Proposed Project Quote – DeKalb County, IL – 105,000 population

Standard Design Quote	Fees
Annual Hosting, Maintenance and Customer Service • Unlimited bandwidth & Cloud-based hosting up to 2 GB of uploads • Unlimited toll-free technical support for staff • Online training/re-training of Content Management System (CMS) software • Daily backups of stored website content and design files • Maintenance of Web servers and their installed security systems • 24/7/365 access for an unlimited number of Administrative users • Secure SSL Administrative website • Upgrades of Content Management System • GovOffice Mobile for optimal website display on smartphones	$7,100
Additional Site Storage – Additional 2 GB	$250
Responsive Design With Sliders, Quick Links, Mega Menus, Alert Banner and Navigation Analysis & Restructure	$8,750
Content Transfer Project – Website content and documents to be transferred, documents less than two years old.	$6,750
Grand Total – Not To Exceed	$22,850
Ongoing Hosting Service Package (Annual Contract)	$7,350

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Multi-Year Value Payment Option

The GovOffice Multi-Year Value Payment Plan offers a manageable, fixed payment amount, exempt from any rate increase, for up to 6 years.

How do you benefit?

Lowers your website implementation payment by combining it with your annual charges and then spreading the total out evenly over the term of your multi-year contract.

Helps ensure that your evolving branding needs and Web standards are met by including a graphic redesign any time after the end of the initial multi-year period if you renew your contract.

Locks in your annual rate so you avoid cost increases.

Standard Design Multi-Year Agreement Fees
• Equal payments spread evenly over 3 years
• Rates are locked in for up to 6 years
• New custom design delivered at renewal
• Smallest payment amount
• 3 year agreement required
Year One - $11,415
Year Two - $11,415
Year Three - $11,415
Year Four – Renew Agreement and you receive a new custom design or start paying Annual Service/Hosting $7,350 (subject to rate adjustment)

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Development and Scope of Work

The implementation timeline for deliverables is subject to client participation, direction and approvals. Your new GovOffice website can be deployed within three months.

Site Creation	1 day
Content Transfer – Site Migration Design Process	10 -15 weeks
Training session	2 hour webinar with following up support phone calls
Site Testing	2-3 days
Prelaunch Review with staff	1-2 hours
Domain Redirect	Client to provide GovOffice domain information domain provider (GoDaddy, Network Solutions, etc.). 1 to 6 hour process

Key City Staff Responsibilities include:

- Assist GovOffice staff with design mockups/reviews

- Complete formal two-hour training session

- Review recommended menu and homepage setup (per Responsive Design)

- Assist with the URL redirect process – contact domain provider

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Responsive Design Elements

All creative and programming customizations for the Client will be based on the GovOffice
Responsive framework and may include:
-Official logo and a unique color scheme that fully matches the Client's branding
-Custom font treatment for title graphic and slogan, if necessary
-Custom font treatment (may be Google Fonts) for section, promotion, and sidebar titles
throughout the website
-Full set of social media icons (Facebook, Google+, Twitter, Pinterest, LinkedIn, YouTube,
Blogger, Flickr)
-Favicon (favorites icon), only if requested and if possible

Auto Image Slider – 5 boxes

The Auto Image Slider will be programmed to appear on the homepage of the Responsive design
only. The Auto Image Slider will support up to 5 images uploaded by the Client on its
administrative website, and any of these images may be swapped for another image by the
Client at any time. Images must be correctly sized according to specifications (to be determined;
will be communicated by GovOffice to the Client) in order to display optimally within the Auto
Image Slider.

Enhanced Film Strip – 10 buttons

The Enhanced Film Strip will be graphically styled for color and programmed to appear on the
homepage of the Responsive design only. It includes development of up to 10 Quick Links Icons.
Each Icon may be linked to any interior page of the website or to any external Web page and
may be activated/ de-activated by the Client via the Site Administration at any time. The number
of Icons within the Film Strip that will appear at one time (without arrowing backward or
forward) will depend on the width capacity and the professional judgment of the graphic
designer.

Mega Menu

A special menu that promotes key sections and subsections to be applied, includes custom
colors.

Design Process

The Responsive design service with upgrades is a 3 draft, 3 revision process whereby the
GovOffice Design Team will create up to three drafts that reflect the goals and objectives shared
by the Client during the initial interview but are within the deliverables as described above.
When ready, the drafts will be submitted to the Client for evaluation. Upon selection of the
preferred draft (1 out of the 3) by the Client, GovOffice will further develop it with up to three
rounds of revision before asking for final approval.

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Web Development – Content Services Included

Homepage Makeover
The Homepage Makeover is performed by a Content Specialist and includes the following:
- Upload and linking of Quick Links Icons to the Enhanced Film Strip
- Incorporation of up to 5 images to the Auto Image Slider
- Adding Promotions to display news, events, calendars, etc. in a visually appealing way
- Adding Sidebars to display related links, text, and images

Navigation Analysis & Restructure
A Content Specialist will analyze the entire site navigation menu and then organize and label up to 300 pages according to best practices of information architecture, Web design and usability. The end result will be an attractive, well organized website that ensures site visitors will quickly and easily find the information they need.

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GovOffice References

City of Federal Heights, CO Tim Williams Economic Development Manager 303-412-3558 twilliams@fedheights.org www.fedheights.org	City of Medina, WA Craig Fischer IT Director 425-454-9222 cfischer@medina-wa.gov www.medina-wa.gov
Polk Count, MN Joanne Johnson IT Analyst 218-470-8320 Joanne.johnson@co.polk.mn.us www.co.polk.mn.us	City of Solana Beach, CA Dan King City Manager's Office 858-720-2477 DKing@cosb.org www.ci.solana-beach.ca.us
City of Benicia, CA Naveed Ashraf IT Director 707-751-3768 NAshraf@ci.benicia.ca.us www.ci.benicia.ca.us	City of Oxford, NC Barb Rote City Clerk brote@oxfordnc.org 919-603-1105 www.oxfordnc.org

South Elgin, Illinois

"The GovOffice team made our redesign project simple, even for a non-technical government professional, like myself. Everyone loves the updated photographs of the community and the cleaner navigation design. I have heard nothing but high praise for our new website!"

Mary Vandenboom
Assistant to the Village Administrator

Montevideo, Minnesota

"I highly recommend GovOffice and their team of outstanding professionals. We continue to work with them on website redesigns every 3-4 years and they keep outdoing themselves every time!"

Angie Steinbach
Assistant City Manager