November 10, 2022

AGENDA FOR DELTA COUNTY COMMISSIONERS COURT

Meeting time is 9:00 AM, Monday, November 14, 2022 in the District Courtroom on the Second Floor of the Delta County Courthouse, located at 200 West Dallas Avenue, Cooper, Texas 75432.

Order
Pledge of Allegiance
Invocation
Announcements

*FILED FOR RECORD
AT 10:50 A.M.
NOV 10 2022
Jane Jones, County Clerk
DELTA COUNTY, TEXAS*

AGENDA

1. Public participation

2. Discuss and possible action – Approve Commissioners Court minutes of October 24, 2022 – Jane Jones

3. Discuss and possible action – Acknowledge and accept Delta County Child Welfare Board's use of Delta County's Tax ID Number – Debbie Huie

4. Discuss and possible action – Proposal to Assist with Abatement Negotiations – Jeff Snowden

5. Discuss and possible action – Consider approval of contractual services related to IT contract service, website design and hosting, and email hosting – Tanner Crutcher

6. Discuss and possible action – Jail report - Charla Singleton

7. Discuss and possible action – Payment of bills – Jennifer Houchins

8. Adjourn

Reminder of Texas Government Code Chapter 551 regarding open meetings that if a member of the public or of the Board inquires about a subject that is not on the agenda, and for which notice has not been given as required any discussion of or decision about the subject of the inquiry shall be limited to a proposal to place the subject on the agenda for a future meeting.

This notice is given pursuant to "Section 551.002, Government Code"; and the notice shall be posted at the Courthouse, being a place convenient to the public, for at least 3 days.
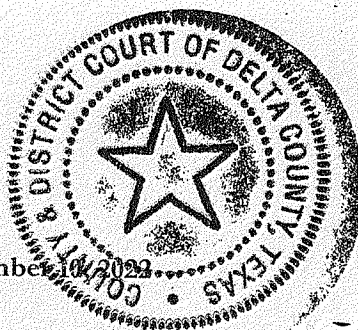
Jason Murray, County Judge

ATTEST: Jane Jones, County Clerk – November 10, 2022

DELTA COUNTY COMMISSIONERS COURT

REGULAR TERM, NOVEMBER 14, 2022

BE IT REMEMBERED THAT A MEETING OF THE COMMISSIONERS COURT WAS HELD THIS DAY AT THE COURTHOUSE IN COOPER, TEXAS.

THOSE ATTENDING WERE:

MORGAN BAKER, COM. PREC. #1

JIMMY SWEAT, COM. PREC. #2, ATTENDING BY PHONE

ANTHONY ROBERTS, COM. PREC. #3

MARK BRANTLEY, COM. PREC. #4

MEETING WAS CALLED TO ORDER BY JUDGE MURRAY.

PLEDGE OF ALLEGIANCE WAS LED BY JUDGE MURRAY.

INVOCATION WAS GIVEN BYMRS. LOUISE STONE.

ANNOUNCEMENTS: NONE

AGENDA

1. PUBLIC PARTICIPATION: NONE

2. DISCUSS AND POSSIBLE ACTION- APPROVE COMMISSIONERS COURT MINUTES OF OCTOBER 24, 2022.

COMMISSIONER BAKER: I MAKE THE MOTION TO APPROVE THE MINUTES OF OCTOBER 24, 2022 AS PRESENTED.

COMMISSIONER BRANTLEY: SECOND

JUDGE: MOTION MADE AND SECOND TO APPROVE THE MINUTES OF OCTOBER 24, 2022 AS PRESENTED. ANY DISCUSSION? COURT VOTES? 4 TO 0, AYES HAVE IT, MOTION CARRIED.

3. DISCUSS AND POSSIBLE ACTION-ACKNOWLEDGE AND ACCEPT DELTA COUNTY CHILD WELFARE BOARD USE OF DELTA COUNTY'S TAX ID NUMBER-DEBBIE HUIE.

THIS IS IN ORDER TO REMOVE MS. WANDA LAWLER'S NAME FROM THE BANK ACCOUNT. MS. LAWLER IS DECEASED. CHILD WELFARE BOARD HAS ALWAYS USED DELTA COUNTY'S TAX ID NUMBER FOR THE PURCHASE OF THE TOYS ETC FOR THE CHILDREN'S CHRISTMAS.

JUDGE: WITH NO OBJECTIONS WE WILL ALLOW THE CHILD WELFARE BOARD TO USE DELTA COUNTY'S TAX ID NUMBER.

4. DISCUSS AND POSSIBLE ACTION-PROPOSAL TO ASSIST WITH ABATEMENT NEGOTIATIONS-JEFF SNOWDEN.

JUDGE: THIS IS THE SAME CONTRACT AS BEFORE WITH MR. SNOWDEN, , NO CHANGES. THERE ARE 2 OTHER SOLAR COMPANIES COMING INTO DELTA COUNTY. SEE ATTACHED.

COMMISSIONER BAKER: I MAKE THE MOTION ACCEPT THE CONTRACT FROM MR. JEFF SNOWDEN TO WORK WITH THE SOLAR COMPANIES.

COMMISSIONER BRANTLEY: SECOND

JUDGE: MOTION AND SECOND MADE TO ACCEPT THE CONTRACT FROM MR. JEFF SNOWDEN FOR THE TWO SOLAR COMPANIES COMING INTO DELTA COUNTY. ANY DISCUSSION? COURT VOTES? 4 TO 0, AYES HAVE IT, MOTION CARRIED.

5. DISCUSS AND POSSIBLE ACTION- CONSIDER APPROVAL OF CONTRACTUAL SERVICES RELATED TO IT CONTRACT SERVICE, WEBSITE DESIGN AND HOSTING AND EMAIL HOSTING-TANNER CRUTCHER.

    NR, CRUTCHER WAS NOT PRESENT. JUDGE MURRAY PRESENTED THE INFORMATION FROM ESSENTIAL BUSSINESS SOLUTIONS. SEE ATTACHED.

    COMMISSIONER MORGAN: I MAKE THE MOTION TO ALLOW JUDGE MURRAY TO NEGOTIATE WITH ESSENTIAL BUSINESS SOLUTIONS FOR THE IT SERVICES FOR DELTA COUNTY FOR THE GOLD PACKAGE OF SERVICE.

    COMMISSIONER BRANTLEYI SECOND

    JUDGE: MOTION MADE AND SECOND TO ALLOW COUNTY JUDGE THE AUTHORITY TO NEGOTIATE WITH ESSENTIAL BUSINESS SOLUTIONS FOR IT SERVICES FOR DELTA COUNTY FOR THE GOLD PACKAGE SERVICE. ANY DISCUSSION? COURT VOTES? 4 TO 0, AYES HAVE IT, MOTION CARRIED.

6. DISCUSS AND POSSIBLE ACTION- JAIL REPORT-CHARLA SINGLETON.

    NRS, SINGLETON STATED THERE WERE 17 INMATES. THEY WERE DOWN 1 DISPATCHER AND 3 DEPUTIES.

7. DISCUSS AND POSSIBLE ACTION-PAYMENT OF BILLS-JENNIFER HOUCHINS.

COMMISSIONER BRANTLEY: I MAKE THE MOTION TO PAY ALL BILLS AS PRESNETED.

COMMISSIONER MORGAN: SECOND

JUDGE: MOTION MADE AND SECOND TO PAY ALL BILLS AS PRESNETED. ANY DISCUSSION? COURT VOTES, 4 TO 0, AYES HAVE IT. MOTION CARRIED.
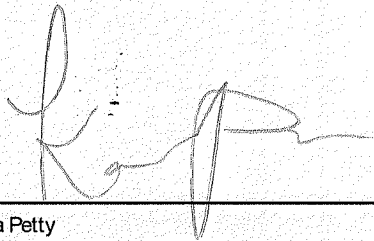
8. ADJOURN.

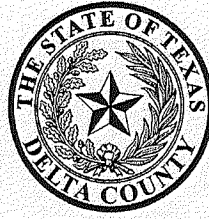IF THERE IS NO FURTHER BUSINESS, THIS MEETING IS ADJOURNED.

TEXAS A&M AGRILIFE EXTENSION

The Texas A&M University System
Extension Activity and Travel Report to County Commissioner Court

Name: Kara Lacey

Title: Delta CEA-Ag/NR

County: Delta

Month: October 2022

DATE	Monthly Activities/Travel	MILES	MEALS	LODGING
10/5	Farm Bureau Youth Wildlife Contest- Lake Cooper			
10/8	4-H "Dunk Tank" Fundraiser at Cotton Harvest Festival			
10/10	** OFF ** Columbus Day			
10/11-14	** OFF ** Vacation			
10/17	4-H November Meeting and Rifle Safety Training			
10/19	Beef Cattle Series part 1- Supplementation on low quality forage, winter feeding supplementation after drought			
10/22	District Horse Show- Commerce			
10/26	Beef Cattle Series Part 2- Vaccinations and health records, External Parasite management for beef cattle			
10/26	Lamb Validation			
10/27	Heifer Validation			
	Bi Weekly Commissioners Court			
	Monthly Reports			
	Weekly Crop Reports			

		Totals			

Other expenses (list) _____

		CURRENT MONTHS CONTACTS					
Extension Office Visits by Clientele	Site Visits Farm, Home, Project Ranch, Business, Etc.	Telephone	Mail	Total Individual Contacts	Total Contact Hours in Group Methods	Media News Articles, TV/Radio, Etc.	Newsletters Written
5	5	336	189	88	20	1	1

MAJOR PLANS FOR NEXT MONTH	
DATE	ACTIVITY
11/1	Turn in Program Plans
11/1	Photography Practice
11/2	Food Challenge Practice
11/4	District 4 Food Challenge- Sulphur Springs
11/7	November 4-H Meeting
11/8	Uploaded all Registration papers for Lamb and Heifer Validation
11/8	Horse Project Meeting at Longhorn arena- Greenville
11/23-25	***OFF- THANKSGIVING***
	Bi Weekly Commissioners Court
	Monthly Reports
	Weekly Crop Reports

	Plan for Natural Resource Program	

I hereby certify this is a true and correct report of activities, travel and other expenses incurred by me in the performance of official duties for the month shown.

X _____
Kara Petty
CEA- AG/NR

Date: _____11/6/2022_____   Signed:

Texas A&M AgriLife Extension Service *The Texas A&M University System*, College Station, Texas
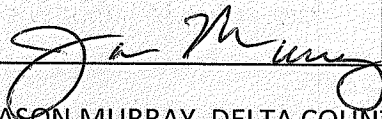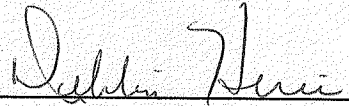
To Whom It May Concern:

Delta County Child Welfare Board is a separate not-profit organization that provides goods and services to foster children in Delta County. Delta County Child Welfare Board does not have a separate Tax ID Number or tax exempt status. Delta County acknowledges and agrees to allow Delta County Child Welfare Board to use our TIN 75-6000914 for the purposes of purchasing goods for the foster children of Delta County.

_____
JASON MURRAY, DELTA COUNTY JUDGE

_____
DEBBIE HUIE, DELTA COUNTY TREASURER

October 18, 2022

The Honorable Jason Murray
County Judge
Delta County
Delta County Courthouse
200 W. Dallas Avenue
Cooper, Texas 75432

RE: Engagement Letter for the Preparation of Abatement Agreements, Development Incentives and Related Negotiation Services – Eagle Springs Solar

Dear Judge Murray:

Thank you for the opportunity to provide consulting services to your ongoing projects in Delta County. **Capex Consulting Group** is a project finance and economic consulting firm based in Frisco, Texas. A significant percentage of our client base is made-up of local governmental entities like Delta County. Our specific public sector utility services include:

- Sales Tax Analysis & Optimization
- Identification of Omitted Property, Development and Presentation of Challenge Petition on Ad Valorem Valuations
- Affordability Analysis
- Bond Feasibility
- Comprehensive Project Definition, Feasibility, and Development Services
- Development of Comprehensive Financial and Technical Feasibility Models
- Economic Development Agreements / Incentive Structuring
- Electricity, Natural Gas, Water, Wastewater, and Solid Waste Cost of Service / Rate Studies
- Impact Fees/System Development Charges
- Industrial District Program Development
- Life Cycle Cost Analysis
- Litigation Support
- Loan and Grant Program Management [Identification / Application / Disbursement / Compliance]
- Lost Business Income Claims / Time Element Deductible
- Municipal Airport Fee Development and Revenue Studies
- Oil and Gas Lease Negotiation and Royalty Analysis
- Owners Representative Services
- Project Definition and Feasibility Studies

- Program Management
- Renewable Energy Credit and Carbon Financial Instrument Marketing
- Retail / Wholesale Electricity and Natural Gas Contract Negotiation, Procurement, and Supply Services

It is my understanding that the primary objective of Delta County is to develop an incentive structure that provides maximum benefit to the County while adequately incentivizing eligible projects. To assist you in achieving this objective, Capex Consulting Group will provide the following deliverables:
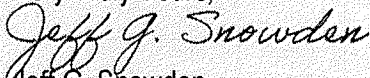
1.) Preparation of project economic impact analysis

2.) Prepare and manage timeline of events required by statue to include all public notices

3.) If needed, develop County Guidelines and Criteria for Granting Tax Abatements

4.) Development, assistance with developer input, processing, and presentation to Commissioner's Court of Application for Tax Abatement and Designation of Reinvestment Zone

5.) If applicable, offer mechanism to ensure future PILOT revenues are restricted to precinct/district of origin.

6.) General coordination with County Legal Counsel

7.) Provide background on separated material and labor agreements and recommend structure, as applicable

8.) Establish restricted revenue accounts, if applicable

9.) Define estimated taxable value or total range of taxable values of the project or facility for which abatement is sought

10.) Periodic Reporting to Commissioner's Court as requested

11.) Take the lead on the development, negotiation, and final execution of a Tax Abatement Agreement that provides maximum economic benefits to Delta County.

As Chief Executive of Capex Consulting Group, I will serve as Project Manager and will be responsible for all aspects of this effort.

Based on my understanding of your needs I propose a not to exceed fee of $30,000.00. Progress payments will be billed on a monthly basis. Additional phases and fees will only begin with the express written authorization of Delta County.

If this proposal is acceptable to you, please execute one copy of this letter and return it to our Frisco office. Thank you for this opportunity; we look forward to working with you on this important engagement.

Very Truly Yours,

Jeff G. Snowden

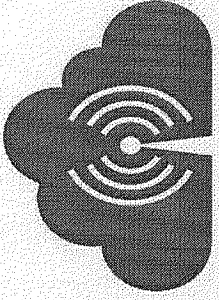Jeff G. Snowden
Principal
Capex Consulting Group

ACCEPTED BY:

_____   11-14-22
   Date

Essential Business Solutions

GOLD PACKAGE

Workstation Monitoring Services

- Whitelisted Patches
- Whitelisted Security Updates
- Asset Inventory
- Web Root Anti-Virus
- Control Access Full Version
- Network Documentation
- 3hrs Onsite Support per Month

Pricing Breakdown

- $75 Each Server/Physical or Virtual
- $25 per PC
- $75 Network Monitoring

$1755.00 Plus Setup

PLATINUM PACKAGE

Monitoring Services

- Includes everything in the Gold Package

Unlimited Remote Support

- Trouble Ticketing
- Unlimited Phone Support
- Unlimited Remote Log-In Support
- 8-5 Monday-Friday

Unlimited Onsite Support

Pricing Breakdown

- $100 Each Server/Physical or Virtual
- $45 Per PC
- $75 Network Monitoring

$2500.00 Plus Setup

ese amounts include up to 45 in-house workstations & 4 servers. All amounts reflect monthly installments. Monthly on-site hours in Gold Package are accumulative d any unused hours roll over monthly and expire on the contract anniversary date time is billed in quarter hour increments. Set up cost equal to 1 month service.

⊂⊃ CIVICPLUS

municipal websites

OPEN

Website Design & Hosting Solution

Proposal Valid Through December 31, 2022
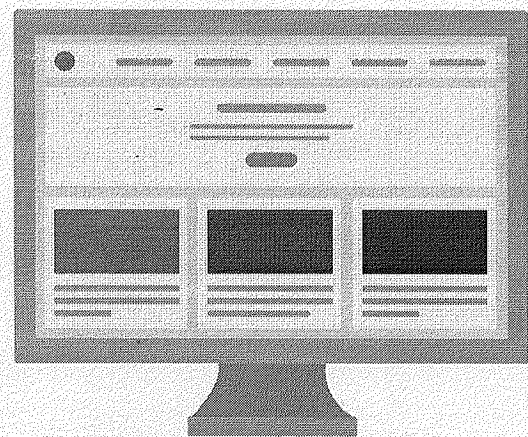
CivicPlus Company Overview

CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.
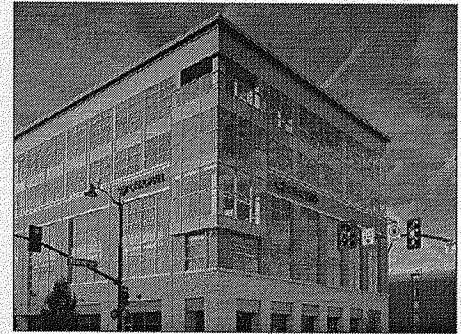
Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and citizen relationship management, process automation and digital services, codification, and licensing and permits.

EXPERIENCE

20+ Years

12,000+ Customers

900+ Employees

RECOGNITION

Inc. 5000 11-time Honoree

GovTech 2022 Top 100 Company

Stevie® Awards Recognized with multiple, global awards for sales and customer service excellence

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 12,000 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

Primary Office

302 S. 4th Street Suite 500
Manhattan, KS 66502
Toll Free: 888.228.2233 | Fax: 785.587.8951
civicplus.com

Powering & Empowering Local Governments

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

Local government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.
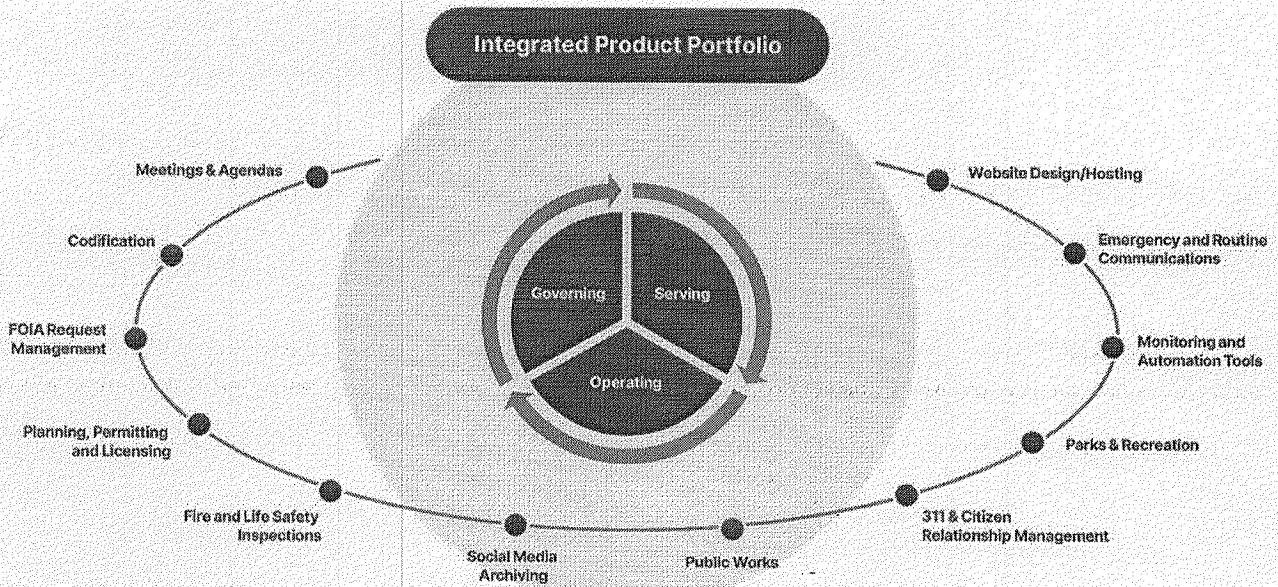
What sets us apart is our Civic Experience Platform. CivicPlus is the only government technology company exclusively committed to powering and empowering local governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among customers.

Premium Designs

The included design portfolio will provide you with an idea of the different directions we can take your creative design. Your art director will work with you to understand your municipality's needs and style.

Our Premium Designs are ideal for communities that want a professional, mobile-friendly design without the added expense of extensive custom design work. A Premium Design offers all the same features and functionality; any differences are website design related. Premium designs have fewer custom design elements, such as a non-scrolling site element, while still retaining enough design elements to make the site yours. Customize your logo, color palette menu, quick link layouts, and background images.

Hooper City, Utah
hoopercity.com

Livingston, California
cityoflivingston.org
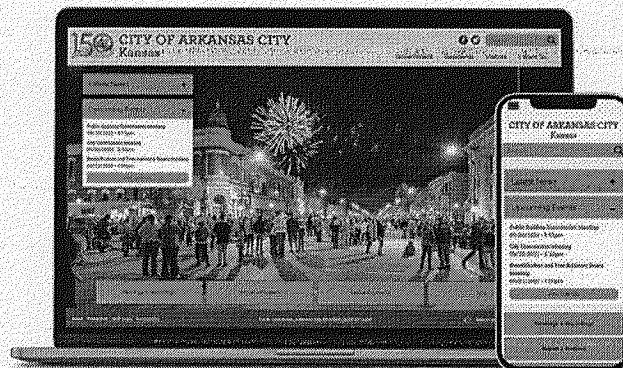
**Arkansas City, Kansas**
arkcity.org

Ultimate Designs

An Ultimate design allows you to start with a blank slate and provide optimal flexibility and design options for your new website. It is offered in both a scrolling and non-scrolling format. You will work with our designer to build a layout that uses our extensive widget library and add styling to give the site a unique look that fits your municipality.
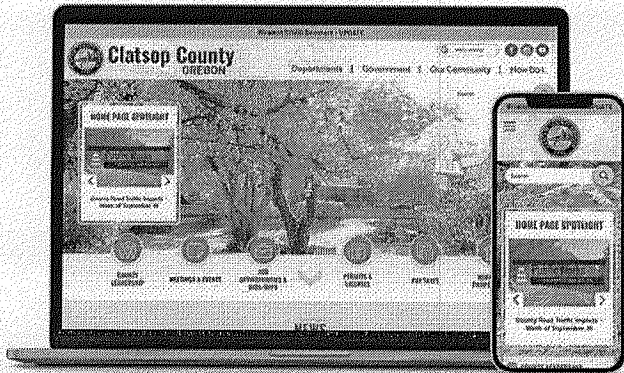
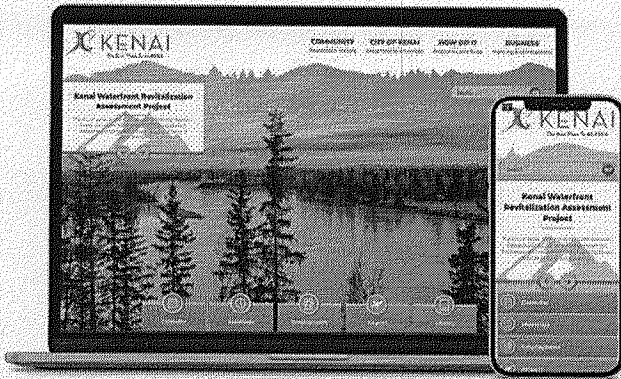**Clatsop County, Oregon**
co.clatsop.or.us

Mission Springs Water District, California
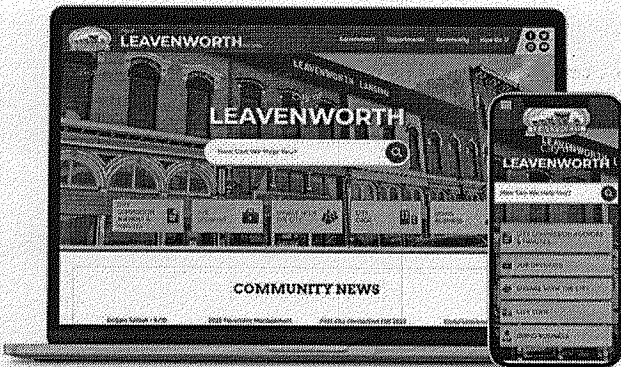mswd.org
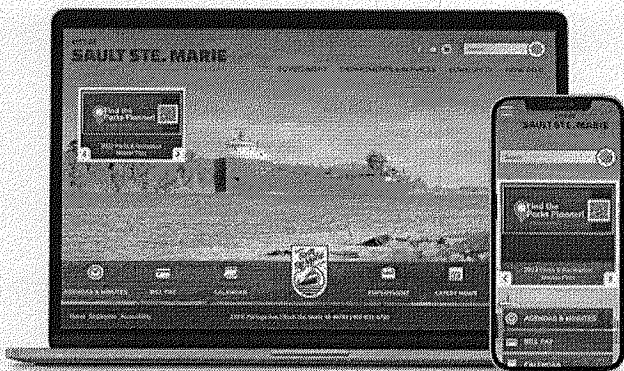
Sault Ste. Marie, Michigan
saultcity.com

Estacada, Oregon
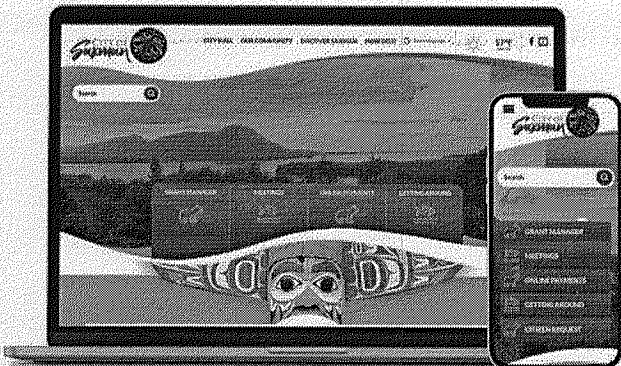cityofestacada.org

Kenai, Alaska
kenai.city

Wilsonville, Oregon
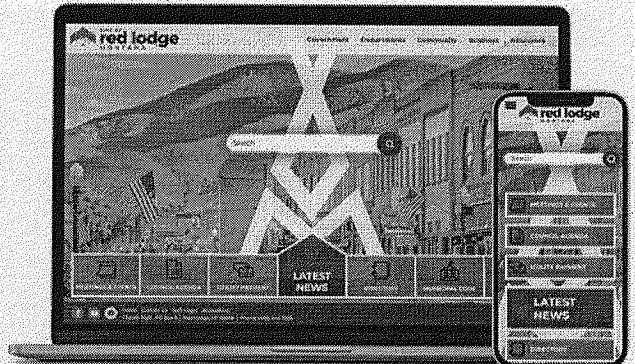ci.wilsonville.or.us

Leavenworth, Kansas
leavenworthks.org

Royal Palm Beach, Florida
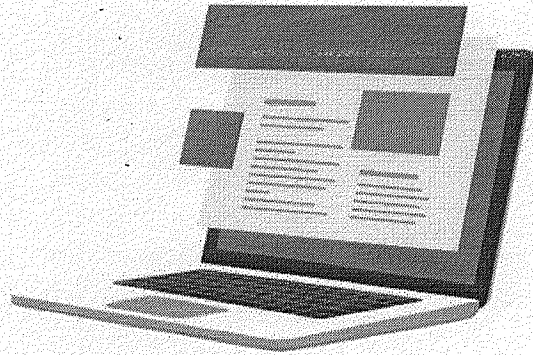royalpalmbeach.com

Saxman, Alaska
cityofsaxman.com

Red Lodge, Montana
cityofredlodge.net

CMS Features & Functionality

CivicPlus' municipal websites are built using a CMS specifically for local governments and offers full feature sets for all your department's needs. Using CivicPlus for your website provides an excellent experience for both your staff and residents in the community. Granular permissions can allow each department to easily edit content and manage their residents' interactions.

We have the solution to the challenges you face with full feature sets for all your department needs!

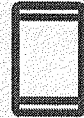**Website Design Tailored to Your Needs**

Hosting, Security, & Reporting

Modules That Provide Transparent Information

Resident Engagement Tools

Tools for Residents to Do Business Online

Convenient Access from Any Device

Intuitive & Easy to Use

Granular Permissions to Match Your Processes

ADA Compliance

Can Expand & Grow with Your Ever-Changing Needs

CivicPlus Website Features

WEBSITE DESIGN TAILORED TO YOUR NEEDS

Stunning Design – A professional art director will work closely with you to design a website that fits your municipality's style and needs.

Intuitive Site Navigation – Main navigation menu, via a mega menu or drop-down, keeps it simple to get to any page.

Image Displays – Interactive widgets that include photos and videos to showcase your community.

Unlimited Number of Department Specific Pages (microsite) – A page specifically for an individual department/board that can automatically display department-specific information in the sidebar of your pages. This allows categorization and filtering by department and allows permissions to be department based.

Site Within a Site (subsite) – Add-on that allows any department/board or page to have an entirely different look and feel to match your department's style, while still being part of the same website and using the same backend CMS.

HOSTING, SECURITY, & REPORTING

Domain Management – CivicPlus can provide full-service domain hosting.

Secure Site Gateway – Every website receives an SSL certificate for your peace of mind.

Secure Login – Optimal security is available through Microsoft's Identity Server.

Single Sign On (SSO) – Ability to log into multiple CivicPlus products with the same login credentials.

Custom Identity Provider (IdP) – A custom IdP is available as an add-on through Azure AD, Okta, and ADFS.
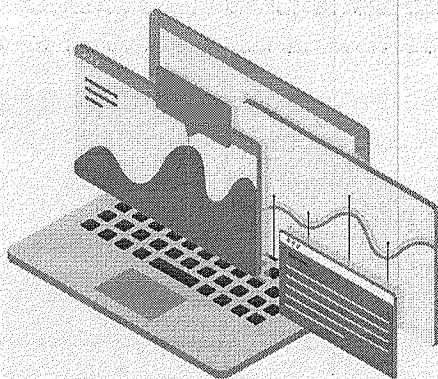
CAPTCHA Secure – The CMS uses CAPTCHA technology to restrict auto-generated submissions.

Data Ownership – Customers always own the rights to all their data.

Audit Trail/History Logs – The CMS captures and stores a complete history of content postings.

Archive Center – All non-published content can be stored in a cabinet location for reference and future use.

Analytics and Reporting – Google Analytics provide web analytics and other reporting is available such as a broken links report.

MODULES THAT PROVIDE TRANSPARENT INFORMATION ON YOUR SITE

Advanced Calendaring – Create meetings and events to be displayed in calendars throughout your website. Residents can easily use our calendars with custom filters, multiple event views, and export capabilities.

Meetings and Agendas – Manually post meetings and agendas on the website with a built-in module. For advanced functionality, including automated agenda and packet generation and live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Advanced Search in Your Website – Quickly search all pages and uploaded files across the website. Department-specific search options are also available.

News & Announcements – Display the most recent news on your home page or department pages.

FAQs – Easily show your most frequently asked questions and their corresponding answers.

Important Alerts – Prominently display urgent messages on the home page and/or department home pages to notify residents of time-sensitive information, such as closings or inclement weather warnings.

Document Center – Staff can upload and manage documents in one central repository.

Image Library – Store all your photos and graphical images in one central location for access by all applicable staff.

Staff Directory – Manage staff names and contact information in one central repository, and easily display applicable staff members on various pages.

Business Directory – List information about businesses within your community by category; businesses can also submit their information on a form to be approved by your staff before publishing.

Embedded Videos & iFrames – Embed Vimeo or YouTube videos or iFrame in third-party partners on any page.

Dynamic Site Map – Sitemap configuration that search engines can easily consume.

RESIDENT ENGAGEMENT TOOLS

Unlimited Email Subscriptions/Notifications – Allow residents to subscribe and receive email alerts for new website posts that interest them.

SMS Subscriptions/Notifications – This add-on feature allows residents to subscribe and receive SMS text messages for new website posts they're interested in.

RSS Feeds – RSS feeds are available for department updates, news, and urgent alerts.

TOOLS FOR RESIDENTS TO DO BUSINESS ONLINE

Requests, Feedback, and Submissions from Residents via Web Forms – Our fully customizable web forms allow for a variety of resident interaction. Form submissions can be automatically routed to a specific person or department. Common uses cases of our custom web forms include:

- Service Requests
- Contact Us
- Surveys and Polling
- Applications
- Suggestions, Complaints, and Tips

Interactive Maps – Provide a graphical representation of location-specific information shown on a map.

Job Postings and Applicants – Staff can post job openings, allowing residents to browse available jobs online and apply through an online form submission.

Payments – Citizens can make payments online through CivicPlus Pay (add-on) or you can iFrame or link out to another third-party payment system.

CONVENIENT ACCESS FROM ANY DEVICE

Responsive Design / Mobile Support – Your website design will be built to automatically adjust and scale so that it works well on all devices regardless of screen size, including wide screen monitors, tablets, and mobile devices.
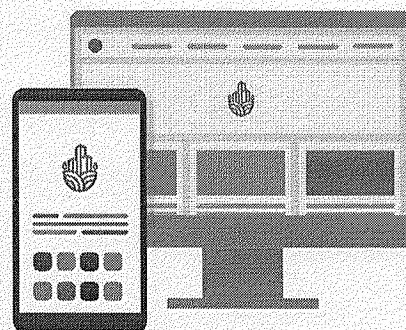
INTUITIVE & EASY TO USE

Intuitive CMS – Easiest website editing with only a few clicks that's intuitive for even non-technical users.

Text and Image Editors – One WYSIWYG editor interface, similar to Microsoft Word, for all types of content, as well as an image editor to adjust focal points on photos.

**Previewing** – Edit pages to your liking before publishing to the live website.

Scheduling Options – Schedule content to automatically publish and unpublish on your site at a specific date and time.

Social Media Integrations – Quickly auto-post to Twitter and Facebook while you're adding content, news, or alerts to your website. Conversely, we often use iFrames to display your Twitter and/or Facebook feeds right on your website page. Our web pages also come equipped with built-in YouTube video players.

Versioning – All previous versions of pages are saved online, allowing you to view or re-publish at any time.

Google Translate – Translate content on your site to multiple languages, utilizing Google Translate, for ease of use for all residents.

Easy to Use Forms Builder – Feature-rich webform builder available for simple and advanced tasks, that when submitted can be routed to the appropriate people.
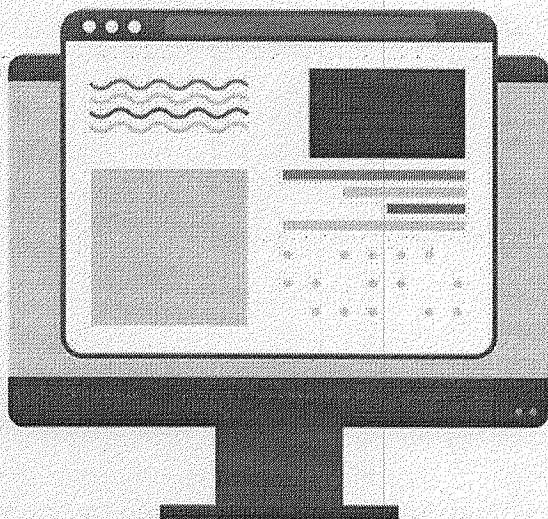
Content Efficiencies – Create and manage content once and have it display multiple places.

Tags/Views – All files can be easily found through filters of tags on items such as documents and images.

GRANULAR PERMISSIONS TO MATCH YOUR PROCESSES

Roles & Permissions – User accounts are assigned a role, granting the users specific levels of permissions within the CMS.

Department Specific Permissions – Permissions can be set so individuals have access to edit their own department's content (or multiple departments) without having to rely on an IT director or Administrator to make website changes for them.

Menu Manager – Department users can manage their own sub-menus, and advanced users control primary navigation and homepage components.

Staff Intranet – Easily create private pages or entire private department areas with user and password log-in protection.

Unlimited Users and Pages – Customers can add unlimited staff users and create unlimited pages to their website.

ADA COMPLIANCE

Start Compliant – The CivicPlus implementation team builds websites that are ADA WCAG 2.0 compliant.

Stay Compliant – Tools are built into the system to reduce the chances of violating ADA compliance guidelines, such as requiring an Alt Tag on photos that are uploaded. We offer our Monsido Web Governance program to provide a wide array of tools for maintaining the quality, ADA compliance, internal policy compliance, and optimal functionality of your site. And as a partner program, we can include AudioEye for automatic ADA remediation at a discounted rate.

Your CivicPlus Website Can Expand and Grow with Your Ever-Changing Needs

- Your new website will be built on the trusted Drupal platform.
- Full functionality is available with an unlimited number of uses to meet your needs now and in the future.
- Integration with CivicPlus product suites for many additional benefits. For example:
  - SSO, email notifications, text notifications (add-on), and a resident portal.
  - Access to add-on other integrated CivicPlus products such as service request, FOIA, social media archives, or mass emergency notification software.
  - SSO, email notifications, text notifications (add-on), and a resident portal.
- Free regular group trainings to continuously keep new staff trained.
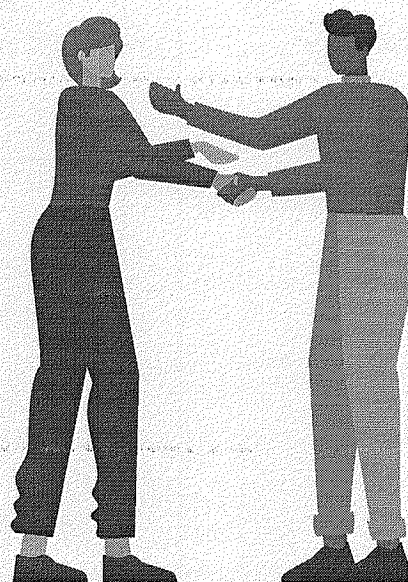
Implementation

Project Timeline

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your new CivicPlus Municipal Website. Your exact project timeline can vary based on the determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, adherence to approval deadlines, and other factors. Some of the phases listed here can overlap and occur concurrently.

Based on our experience, the estimated timeline for the successful completion of your website project is approximately 10-12 weeks. A finalized schedule will be compiled after we meet with you.

PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN	3-4 Weeks	• Website Assessment • Website Design Meeting • Project Manager Meeting
PHASE 2: DESIGN & BUILD	2 Weeks	• Design Concept Creation & Approval (Ultimate designs) • Website Setup, Configuration, and Customization
PHASE 3: MIGRATE CONTENT	1-2 Weeks	• Content Finalization & Departmental Review • Directory Pages/Staff Directory, Projects, Commercial/Industrial properties, Business Directory, Ordinances/Resolutions
PHASE 4: STAFF TRAINING	2-3 Weeks	• Flexible staff training schedule allows attendance over an extended timeframe, even allows individuals to repeat a session at their direction
PHASE 5: TESTING	1 Week	• Functional Testing • Acceptance Testing
PHASE 6: GO LIVE	1 Week	• Go Live

Approaching Your Project Implementation

Communication & Management

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed.

Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan. Tasks, deliverables, and milestones are aligned to deliver your website in an optimal timeframe

Cloud Coach utilization, combined with regular check-ins with your project manager, provides ample opportunities to review project progress quickly and efficiently.

Phased Approach

PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN

Website Assessment	CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality.
Website Design Meeting	CivicPlus will conduct a design meeting with a customer- defined web advisory team. We recommend the advisory team be limited to a maximum of four members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. The individual or team will review website version images provided by the designer. **Deliverables:** Website design specifications (graphic design, information)
Project Manager Meeting	CivicPlus assigns a qualified Project Manager to guide you through the Website Content build-out. They will assist you with determining the content to be migrated or developed. During your initial meeting they will discuss topics such as website menuing, domains & DNS, training approach, and a variety of other related website topics. **Deliverables:** Customer will develop an overall understanding of how the process will flow right through to Implementation.

PHASE 2: DESIGN & BUILD

Design Concept Creation & Approval (Ultimate Designs)	CivicPlus will complete concepts for the homepage. These concepts will incorporate all the graphical elements and layouts. You will select a concept after a series of iterative design revisions—up to six mockup revisions. You will officially sign-off on the final website design selected once it meets your expectations. **Deliverables:** Design concepts, Finalized design (Adobe XD)
Website Setup, Configuration, & Customization	CivicPlus will create a fully functional website that includes the elements described in this proposal. CivicPlus will finalize the remaining components within the approved design and navigation as part of the website setup. **Deliverables:** Functional website setup, Content migration initiated

PHASE 3: MIGRATE CONTENT

Content Finalization & Departmental Review	CivicPlus will migrate all content for your staff to review and finalize before go-live. See the pricing section for the specific number of included pages. **Deliverables:** Content creation and migration, Homepage and Departmental content review
Directory Pages | Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/ Resolutions	Depending upon website options selected and the volume of data CP may provide you with a custom Microsoft Excel template to complete to allow for auto-importing. **Deliverables:** Content creation and migration, Departmental content signoff
Agenda & Minutes Migration	The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

PHASE 4: STAFF TRAINING

Staff Training

Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend training sessions over 3–4-week period prior to going live. During this time, you have the option of repeating any session as desired. Our flexible scheduling of sessions will make it easier to fit training into your weekly schedule.

Deliverables: Online Training with a Qualified Instructor, Video Conference, Videos and User guides

PHASE 5: TESTING

Functional Testing

CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal.

Deliverables: Complete and Comprehensive Testing

Acceptance Testing

A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages.

Deliverables: Site acceptance by customer

PHASE 6: GO LIVE

Go Live

We will work with you to make the appropriate Domain and DNS entry changes to initiate the process of making the new site available on the internet. Once the website is Live we will transition you to our Technical Support organization for the best post-implementation experience.

Deliverables: Final Website – Live!

Your Role During Implementation

A smooth, on-time deployment is dependent on the customer's participation, providing timely information and approving proofs quickly.

- The customer will make available relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed.
- The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders.
- The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed.
- The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached.
- The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs.

Continuing Services

Technical Support & Services

With technology, unlimited support is crucial. Our live technical support engineers based in the United States are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding the technical functionality and usage of your new website.

CivicPlus Technical Support will provide a toll-free number as well as an online email support system for users to submit technical issues or questions. Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone and email
- 4-hour response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center (civicplus.help)

AWARD-WINNING

CivicPlus has been honored with one Gold Stevie® Award, two Silver Stevie® Awards, and four Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 100 Employees, and Most Valuable Response by a Customer Service Team (COVID-19). The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CIVICPLUS HELP CENTER

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

2021 Support Metrics

- Total Tickets – 103,759
- Average Phone Response – 7:57 Minutes
- Customer Satisfaction Score – 95.7%
- Solved in One Touch – 71.2%

CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager. They will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

MAINTENANCE

CivicPlus is responsible for all ongoing maintenance. This includes various security and other patches provided by the greater Drupal community, as well as any module updates provided by the module maintainers. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis.

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites sites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

Your new website will be hosted by CivicPlus in conjunction with a third-party managed solution, Acquia, a software as a service provider specializing in the Drupal Platform (acquia.com). Acquia Cloud is built on AWS infrastructure using a High Availability architecture across AWS Availability Zones. The CivicPlus platform is multi-tiered with its load balancers, application, database, and a file system each on separate tiers. Multi-tier infrastructure has resiliency, performance, scalability, and security advantages over a single-tier system. This will allow CivicPlus to maintain greater control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website will be protected by several yearly industry audit certifications. Your infrastructure will also be protected from downtime via horizontal and vertical scaling capabilities that can handle as much traffic as is needed at any time. Please reach out if you would like more information on our audit certifications, infrastructure methodologies, hardware specifications, or any other aspect of the hosting and security of your new website.

Project Costs

Features & Functionality

- CivicPlus Municipal Website
- Unlimited user licenses
- Unlimited staff page creation ability

Implementation

- Chosen Design Package
- Up to 150 pages Content Migration
- Up to 3 years worth of Agendas & Minutes PDF/DOC Migration
- Pre-scheduled weekly training sessions allow you to register and attend sessions to fit your schedule

Annual Recurring Services

- Hosting & Security
- Software maintenance including service patches & system enhancements
- 24/7 Technical support
- Free monthly training webinars
- Access to the CivicPlus Help Center with click-through tutorials
- Dedicated customer success manager

|	Premium Design	Ultimate Design
One-Time Implementation Fee	No Fee	No Fee
Hosting & Support Annual Fee	$3,450	$4,325
	20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management AND Codification	
	10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management OR Codification	

Optional Enhancements

| Optional Items	Cost
Business Directory	$750 / year
Projects Directory	$350 / year
Properties Directory	$350 / year
Parks Directory	$350 / year
Bids and RFPs	$200 / year
Specialty Subsites	$1,500 / year
Website Redesign Every Fourth Year (Ultimate Package only)	$750 / year
Chatbot for Residents	$2,500 / year
Text Messaging (up to 20,000 SMS texts included)	$500 / year
CivicPlus Pay	$3,000 one-time $1,500 / year
Additional Pages of Content Migration (150 pages and 3 years of meetings are migrated as a part of the base price)	$250 / 50 pages

Specialty Subsite Graphic Designs

We also offer the option of having graphic designs for subsites that require specialized branding. These specialty subsites leverage your content management system and database, enabling the same functionality as your primary website with a unique look and feel.

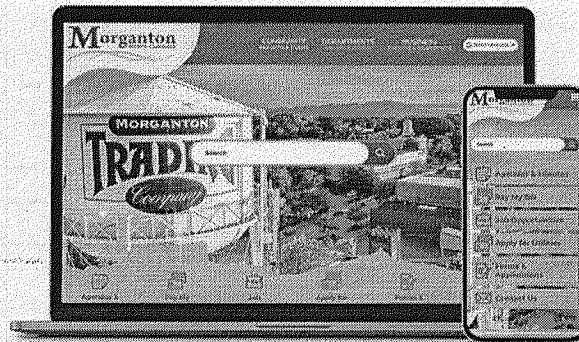### Montgomery Township, New Jersey - Parks & Recreation Subsite
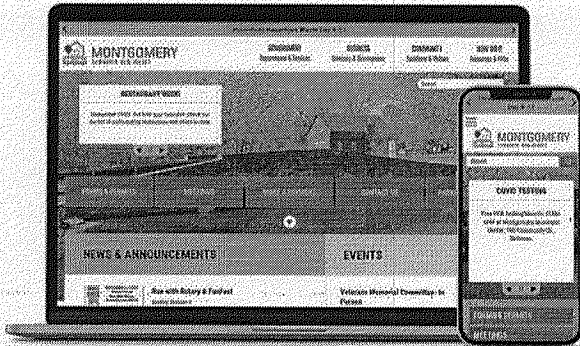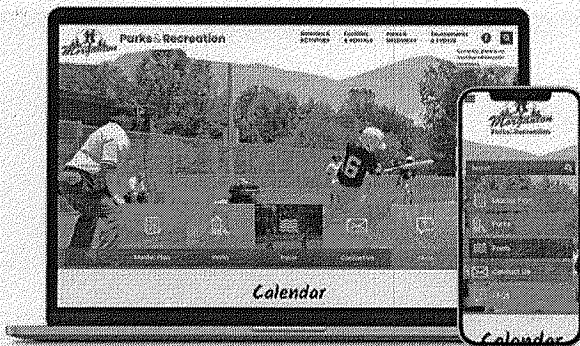

montgomerynj.gov
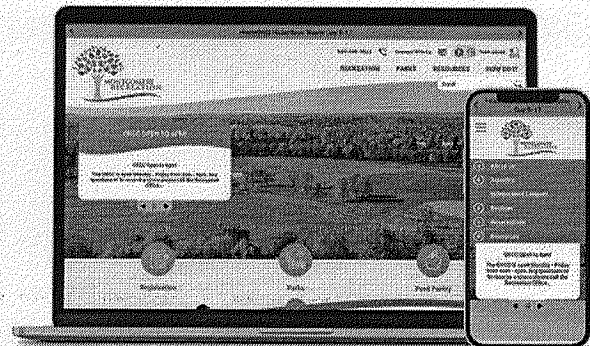
montgomerynj.gov/parksrec

Morganton, North Carolina – Parks & Recreation Subsite & Downtown Subsite

morgantonnc.gov

morgantonparksandrec.com/parksrec

downtownmorganton.com/main-street

Invoicing Details

- 100% of Year 1 costs upon contract signing.
- Annual recurring Services shall be invoiced on the start date of each Renewal Term.
- Annual Recurring Services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment schedule and terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available.

A formal, summarized Statement of Work that delineates your chosen project scope will be provided for your review and final signature.

If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.

Additional Solutions & Services

Our Civic Experience Platform provides a bridge between citizens and governments for positive interactions. We offer the following solutions and services for our customers:

- Meetings and Agenda Management
- Codification (Municode)
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management
- Process Automation and Digital Services
- Public Works
- Fire and Life Safety Inspections

- Planning, Permitting, Licensing, and Code Enforcement
- Web Governance and ADA Remediation (ADA Compliance, Quality Assurance, Internal Policy Compliance, Site Functionality Optimization)
- Social Media Archiving
- FOIA Management

Visit our website or reach out to your Account Executive for additional information, a schedule a demo, or to obtain a quote.

THIS IS TO CERTIFY THAT I, JANE JONES, COUNTY CLERK DO EREBY CERTIFY TO
THE CORRECTNESS OF THE MINUTES OF *November* 1, 2022 THIS THE *28*
DAY OF *November* 2022.

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JANE JONES, CLERK