

**City of Carson City
Agenda Report**

Date Submitted: July 24, 2015

Agenda Date Requested: August 6, 2015

Time Requested: 30 minutes

To: Mayor and Board of Supervisors

From: Eric Von Schimmelmann, Interim Information Technology Director

Subject Title: Direction and possible action to approve a contract between Carson City's Information Technology (IT) Department and Vision Internet to provide a graphic redesign for the City's website (<http://www.carson.org>) and to upgrade the current Content Management System to the latest version called visionCMS™. (Eric Von Schimmelmann, evonschimmelmann@carson.org and Ashley Fruechting ashley@visioninternet.com)

Staff Summary: A revitalized website is one aspect of Carson City's Strategic Goals focusing on Efficient Government. The Carson City's current website (<http://www.carson.org>) is stagnant, outdated and in dire need for a redesign with a more responsive design for mobile devices. Vision Internet has been our web design and content management provider with excellent services for approximately ten years. Vision Internet has provided a quote for updating the existing site and migrating the current data for a total of \$39,725. This includes the basic items necessary for the website redesign for \$24,500. IT is recommending we purchase optional components and services for an additional \$8625. In addition, the quote includes the annual maintenance cost of \$6600 for the first year, which will be an ongoing annual expenditure that will need to be added IT Software Maintenance budget line item.

Type of Action Requested: (check one)

Resolution

Ordinance

Formal Action/Motion

Other (Specify):

Does this Action Require a Business Impact Statement:

Yes No

Recommended Board Action: I move to approve the contract between Carson City's Information Technology Department and Vision Internet to provide a graphic redesign for the City's website (<http://www.carson.org>) and to upgrade the current Content Management System to the latest version called visionCMS™.

Explanation for Recommended Board Action: A revitalized website is one aspect of Carson City's Strategic Goals focusing on Efficient Government. The Carson City's current website (<http://www.carson.org>) is stagnant, outdated and in dire need for a redesign with a more responsive design for mobile devices. Vision Internet has been our web design and content management provider with excellent services for approximately ten years. Vision Internet has provided a quote for updating the existing site and migrating the current data for a total of \$39,725.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: To be funded from Capital Projects - Board designated projects 210-0000-411.78-10. Currently there is \$226,270 available in this line item.

Explanation of Impact: First year funding of \$39,725 would come from the Capital Projects fund. There will be an ongoing annual maintenance cost of \$6600 that will need to be added to the Information Technology Software maintenance line item starting FY17.

Supporting Material: Vision Internet Proposal.PDF, Vision Internet Budget Details.PDF

Prepared By: Eric Von Schimmelmann, Interim Information Technology Director

Reviewed By: 
(Department Director)

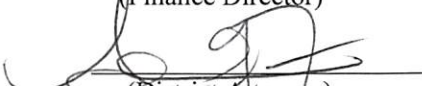
Date: 7/28/15


(City Manager)

Date: 7/28/15


(Finance Director)

Date: 7/28/15


(District Attorney)

Date: 7/28/15

Board Action Taken:

Motion(s): _____ 1) _____ Aye/Nays _____
2) _____ _____

(Vote Recorded By)



vision internet

2530 wilshire blvd. 2nd fl
santa monica ca 90403

888.263.8847 / 310.656.3100
310.656.3103 fax
info@visioninternet.com
www.visioninternet.com

July 7, 2015

Eric Von Schimmelmann, Information Technology Director
City of Carson City
201 North Carson Street
Carson City, NV 89701

Re: visionCMS™ Platform Upgrade Quote

Dear Eric,

We've enjoyed working with you on the City of Carson City's website, and appreciate the opportunity to provide information about the most recent visionCMS™ platform.

Our latest version has incorporated many innovations that will enhance your website management process. This system is built upon current .NET technology, incorporates new tools and improved functions, and is easier to use. Your staff will see and appreciate the difference!

Below is a brief summary of the additional functionality and services included with the new platform. Please note that this is only an overview based on our initial discussions with you, and that we can discuss additional work as required by the City.

If you have any questions about this quote, please feel free to contact me. I look forward to speaking with you further about your website!

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Reed McGinnis", written in a cursive style.

Reed McGinnis
Regional Sales Manager
Vision Internet Providers



ALL-NEW VISIONCMS™ PLATFORM

Functionality Overview

The most recent version of the visionCMS™ includes many enhancements and features that were created in direct response to suggestions from clients like you. We are excited to be able to offer even more advanced tools to allow for greater flexibility for website administrators.

Highlights include:

- › **Page template builder** for creating new layouts on the fly.
- › **Departmental page restrictions** so that you can control staff access to individual page templates.
- › **Drag & drop** for uploading and sorting pictures, files, and documents in one simple step.
- › **Personal toolbars** making it easy for your staff to access frequently used features with one click.
- › **Backend dashboard** so that users can oversee site activity and tailor their workspace to their unique needs.
- › **In-page editing** for updating content from a front-end view.
- › **iOS friendly editing** to allow basic page editing on mobile devices like the iPad and iPhone.

Included Interactive Components and Features

Included in your estimate are the following components and functionality:

SITE ADMINISTRATION AND SECURITY

- | | |
|---|---|
| › Audit Trail Log | › Flexible Site Variable Settings |
| › Backend Content Title Search | › Image Library |
| › Backend Dashboard | › Page Template Library |
| › Broken Link Reporter | › Personal Toolbar |
| › Content Review and Publishing | › Role-Based Security |
| › Component Manager | › Scheduled Content Review |
| › Content Scheduling | › SiteMaster™ Template Builder |
| › Context Sensitive Online Help | › Submission Validation (reCAPTCHA) |
| › Departmental Page Restrictions | › Recycle Bin |
| › Document Central | › Updated and Expired Content Reporting |
| › Drag and Drop Multiple File and Image Uploading | › Web Traffic Statistics |
| › Email Address Masking | › Widget-based Layout Options |
| › Enhanced User Interface | › Workspace |

CONTENT EDITING

- | | |
|---------------------------|----------------|
| › Advanced WYSIWYG Editor | › Table Wizard |
|---------------------------|----------------|



- › Search and Replace
- › Spell Checker
- › Style Gallery
- › Undo/Redo
- › User Commenting
- › Version Control

ADVANCED NAVIGATION MANAGEMENT

- › Automatic Breadcrumbs
- › Connected Pages
- › Content Categories
- › Dynamic Drop Down Menus
- › Error 404 (Page Not Found) Handling
- › External Link Splash Page
- › Friendly URL Redirect
- › Navigation Control
- › Navigation Redirect
- › Page Linking
- › Quick Links
- › Single-Source Publishing
- › Site Search (Google CSE)
- › Sitemap Generator

USER EXPERIENCE AND INTERACTIVITY

- › Business Directory
- › Business Submissions
- › Community Spotlight
- › Dynamic Calendar System
- › Dynamic Homepage
- › Event Registrations
- › Event Submissions
- › Facilities Directory
- › Facilities Reservations
- › Feedback Form
- › Form Builder
- › Frequently Asked Questions
- › In-page Content Editing
- › Job Application Manager
- › Job Posts
- › News
- › Online Polls
- › RFP Posts
- › Rotating Homepage Banners
- › Service Directory
- › Single Sign On
- › Staff Directory
- › Sticky News
- › Weather Update

DEPARTMENT MANAGEMENT

- › Department-Level Administration
- › Department-Level Navigation
- › Department-Level Sitemap

OUTREACH, MEDIA, AND SOCIAL NETWORKING

- › Audio and Video Embedding
- › Bookmark and Share
- › eNotification
- › Emergency Alert (site wide)
- › Facebook FeedReader™
- › Forward to a Friend
- › GovTrack CRM™
- › OneClick Social Networking™
- › Photo Gallery & Slideshow
- › RSS FeedReader™
- › Twitter FeedReader™



ACCESSIBILITY

- › Automatic Alt-Tags
- › Dynamic Font Resizing
- › Dynamic Reader Download Links
- › Google Translation Integration
- › Printer Friendly Pages
- › Table Accessibility Tools

ADDITIONAL INTERACTIVE COMPONENTS AND FEATURES

- › Approval Cycle
- › Extranet (Members Only)
- › Online Payment Integration
- › Responsive Design with visionMobile™

While the most important tools and functions carry over to the new version, not all functionality from your current content management system will be identical in the new platform. We will do everything reasonably possible to ensure at least 95% similarity between your current design and that of the new site. Please note:

- › If your staff has created customizations or integrations to the site files or database, they will not carry over to the new visionCMS™. Your staff may be responsible for identifying any customizations they have made and implementing them in the new system.
- › The following components will not be carried over to the new visionCMS™:
 - Agenda and Minutes Archiver (replaced by Meetings List)
 - Display in Left Navigation
 - Link Library
 - News (blog)
 - Newsletter
 - Page Count
 - Photo album (flash view)
 - Social network RSS feeds
 - Urchin Traffic Report (Replaced by Google Analytics)
 - Voter Information
- › The following components will carry over to the new visionCMS™:
 - Approval Cycle
 - Extranet (data will not carry over)
 - Service Request



Key Component Descriptions

As outlined above, the upgrade includes many system enhancements and greatly expanded standard functionality. Key features are described below:

APPROVAL CYCLE

For websites where content authorship and updates are distributed throughout an organization's departments, it is helpful to implement the Approval Cycle where content updates and changes do not go live on the website until one or more persons have approved them. Our clients find that having the Approval Cycle allows website maintenance to be delegated while ensuring consistency throughout the site. This eliminates errors and the posting of inaccurate content.

Our Approval Cycle allows you to segment the management of content by groups of users (such as departments), in addition to types of content as determined by the interactive components. Unlike most content management systems available today which restrict you to only two-step workflows such as authoring and publishing, the Vision CMS is extremely flexible allowing you to define as many workflows as you require with as many steps in the approval as you deem necessary! As your work requirements change overtime, you will want the flexibility and scalability of the Vision CMS to customize your current and future approval process needs.

EXTRANET (MEMBERS ONLY)

Vision Internet can implement an Extranet where restricted content is integrated into the main city website. The restricted content is not viewable by users until they log into the website (i.e. designated staff or elected officials). Once they log in, they will see the additional content within the menus or as an additional section to the main website.

When implementing the Extranet, you may want to have different levels of information access. With our Extranet tool, you can define an unlimited number of groups such as designated staff, executive management, and elected officials. Registered users can belong to any number of groups and any number of groups can be associated with most pages in the Extranet. Once implemented, the website visitors will need to log into the website using a username and password to view the secure pages.

The Extranet functionality is included as part of the following components: Business Directory, Calendar, Document Central, Facility Directory, FAQs, Forms Builder, Job Postings, News, Pages, Photo Gallery, RFP Postings, Service Directory, and Staff Directory.

SITEMASTER™ TEMPLATE BUILDER

Unique to the visionCMS™ the SiteMaster™ Template Builder allows your website administrators to create and configure custom interior page layouts throughout website. Need to create a two column page that displays just news and calendar items? Have a special event that needs a unique landing page? No problem! Simply drag and drop your desired content and widgets and your new layout is set. Best of all, you can determine which department content editors are able to use individual templates, providing additional oversight. The SiteMaster™ Template Builder puts you in control and ensures you will be able to easily adapt to your organization's changing content needs.

GOVTRACK CRM™

With the govTrack CRM™ your residents will be able to make service and information requests based on categories defined by the City. Users can also send comments and files (such as photos of a street lamp requiring maintenance, graffiti that needs to be removed, etc.) to the case processor so that they will have a clearer idea of the work that needs to be done. These requests will be automatically routed to the appropriate case processor and a confirmation email will be



sent to the user. Passwords provided to users will allow them to log-in and track the progress of their request throughout the process. Users will also receive emails updating them on their requests.

Additionally, because govTrack CRM™ is integrated with the included Frequently Asked Questions component, your users will also be able to check for common solutions to their problem before sending it to the City.

ONECLICK SOCIAL NETWORKING™

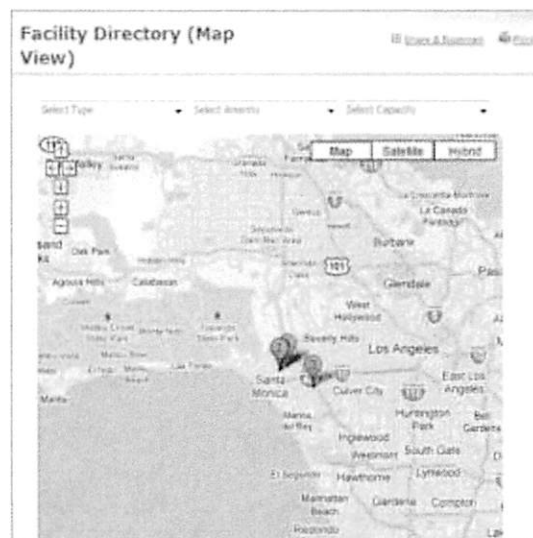
The innovative OneClick Social Networking™ component will allow your staff to post content to your website and to the most popular social networking sites, such as Twitter and Facebook, with one click - saving your staff precious time and helping you broadcast your news, alerts, events and other notices easily and selectively all across the web. OneClick Social Networking™ works by generating an RSS feed of each component, which can be connected to Twitter, Facebook and any other tool that allows importing of RSS feeds using a third party service.

Our OneClick Social Networking™ component integrates with the included Dynamic Calendar System, Job Postings, News, and RFP Postings components.

FACILITIES DIRECTORY WITH RESERVATIONS

The Facilities Directory provides citizens with a listing of all types of facilities in the community. Site users are able to search the listing by type (such as parks, recreation centers, and schools) amenities (such as swimming pool, meeting rooms, and kitchen), and capacity. Because the tool is designed to list all facilities in the community, it has a registration form where organizations can put in the necessary information about the facility they have available. Entered information does not become live on the website until after review and approval by your designated administrator.

Facilities listed on the directory can also be added to a Google map of your area, providing website visitors with a visual guide to City amenities.



As an additional function of the Facilities Directory, your users will be able to reserve facilities online, making it more convenient for your visitors and residents who are trying to plan events. With the Directory implemented with maps and reservation capabilities, your website will become a one-stop location for finding and using City amenities!

Figure 1: Locations listed on the Facilities Directory can be posted onto a Google map.

Content Migration

We will migrate your existing content to the new site except for content from the custom components above and from the Form Tool, Polling Tool, Service Requests and Facilities Directory. These Tools have been revamped and the City will need to recreate the content currently used on the website.



Online Payment Integration

The Online Payments functionality is a core tool integrated into the content management system, and used by other components requiring online transactions. It would include integration with an online transaction service where transaction information would be transmitted securely to a third-party vendor. This vendor would then process the credit card or e-check and transfer the funds from the transaction to your bank account.

A recording of each transaction is logged into a local database for reconciliation with the transaction report made available from the vendor. Transactions recorded within the central database would also be associated with the transactions by different applications using the tool. For security reasons, however, credit card information will not be stored into the database. This is an add-on to payment related functions and forms.

Transaction based forms and/or functions are an additional cost beyond the Online Payments tool. The City will be responsible for fees paid to third-party online transaction services. Our standard online payment services are Authorize.Net and PayPal. Integration of other services may result in additional fees.

Graphic Redesign

Vision Internet's creative ability and expertise will allow us to develop compelling graphic design to make your website look great, while maintaining its usability. We will work very closely with your staff to establish a new design for the website that reflects your unique identity.

Included in our scope of work, we will implement a new homepage design for your website. We will provide the City of Carson City with one homepage design concept for your approval. We will provide unlimited revisions of the homepage design concept. Upon approval of the final homepage design concept by the City, we will also create up to three interior page designs. These interior page templates can be applied to your website's departmental pages, providing a consistent overall look.

Towards the end of the design phase, we will deliver the following:

- › One homepage design concept
- › Approved homepage design
- › Up to three interior page templates

Responsive Design with visionMobile™

Your site visitors utilize a wide variety of devices to access your website, including mobile phones, tablets, and computers with large and small monitors. Fortunately, with Responsive Design your website will detect the screen resolution of the user's device and automatically respond, producing a view of the site optimized specifically for that screen. This ensures your site visitors will be able to easily use the site, no matter what device they are using.



Figure 2: Responsive Design with visionMobile™ will make your website compatible with all major smart phones including iPhone, Blackberry, Android, Windows Mobile phones and more.

Understanding that Responsive Design is key for the City, our experience and innovation in this area makes us the clear leader for mobile technology. See our listing of websites below that currently utilize this technology. Since 2012, we have built quality Responsive websites and continue to be a leader in this innovative technology.

- › www.ci.manhattan-beach.ca.us
- › www.sheboygancounty.com
- › www.burbankfire.us
- › www.tdpud.org
- › www.lvmwd.com
- › www.cofairhope.com
- › www.mbplannedprogress.com
- › www.fcva.us
- › www.shoreviewmn.gov
- › www.shoreviewcommunitycenter.com
- › www.fairfaxva.gov
- › www.ci.agoura-hills.ca.us
- › www.waterone.org
- › www.lacombe.ca
- › www.fairfaxva.gov
- › www.franklinohio.org
- › www.fortsask.ca
- › www.cityofpearland.com
- › www.ci.tumwater.wa.us
- › www.victoriatx.org
- › www.richmondtx.gov
- › www.cityofmarion.org
- › www.cityofyonkers.com
- › www.ci.moorhead.mn.us
- › www.oaklawn-il.gov
- › www.reno.gov
- › www.westbrookmaine.com
- › www.co.chippewa.wi.us
- › www.chippewafalls-wi.gov
- › www.gilbertaz.gov
- › www.pmfcu.org
- › www.marioncountyfl.org
- › www.hoffmanestates.com
- › www.shakopeemn.gov
- › www.henderson-county.com
- › www.ci.tumwater.wa.us
- › www.lauderhill-fl.gov
- › www.cosatx.us
- › www.redmond.or.us
- › www.lafourchegov.org
- › www.belmont.gov
- › www.glendaleca.gov
- › www.yolocounty.org
- › www.cityofkalama.com
- › www.co.newton.ga.us



OPTIONAL COMPONENTS AND SERVICES

In addition to the included interactive components above, we can also offer you a number of additional features. Below are details on some of these options. Please note that because our content management system is so flexible, you may add these at any time in the future for an additional budget.

Additional Design Concepts

As described on page 6, please note that we are already including our basic Graphic Redesign services with one homepage design concept and unlimited revisions with your project. As an option, we can also offer the City additional design concepts. The City will select one for implementation in the website and we will provide revisions of the selected homepage design concept.

Design Themes

The Design Themes tool allows you to give subsections of the website their own unique look and feel while providing overall navigational and page layout consistency for your website visitors. The navigational and page layout consistency will make navigating the site easier for your users; the structure will remain the same throughout the website. At the same time, however, by being able to apply different graphic designs and color schemes to different sections, you can incorporate distinct branding elements into a single website. To make it easy for your staff, they can simply select the design theme to be applied to the page from a list of available options that Vision Internet defines for the content management system.

Below are examples from the City of Bell website. Different templates are used for promoting branding of individual programs. Templates include unique banner collages and color themes. Navigation remains consistent throughout the site.

Please note that Vision Internet offers two types of Design Themes. Below are the details on these options:

BASIC DESIGN THEMES

Included with our basic Design Themes are changes to the following, allowing you to create a unique online presence for departments:

- Color Changes
- Logo Changes
- Background Changes
- Font Changes

Please note that a Design Theme would act as a skin only with no custom programming required.

ADVANCED DESIGN THEMES

Advanced Design Themes provide an even more customized presence for your department's sub sections. Included with this option are specific widgets or custom content settings. This means that if your main website has a changeable background, we can customize it so that pages using an Advanced Design Theme can also change their background. Additionally, if the main website



has its logo or social icon buttons in the footer or header of its webpages, we can customize pages using the Advanced Design Theme to have different links.

Advanced Design Themes include up to one new page template with up to three new widgets for that template. More templates and widgets can be developed for an additional cost.

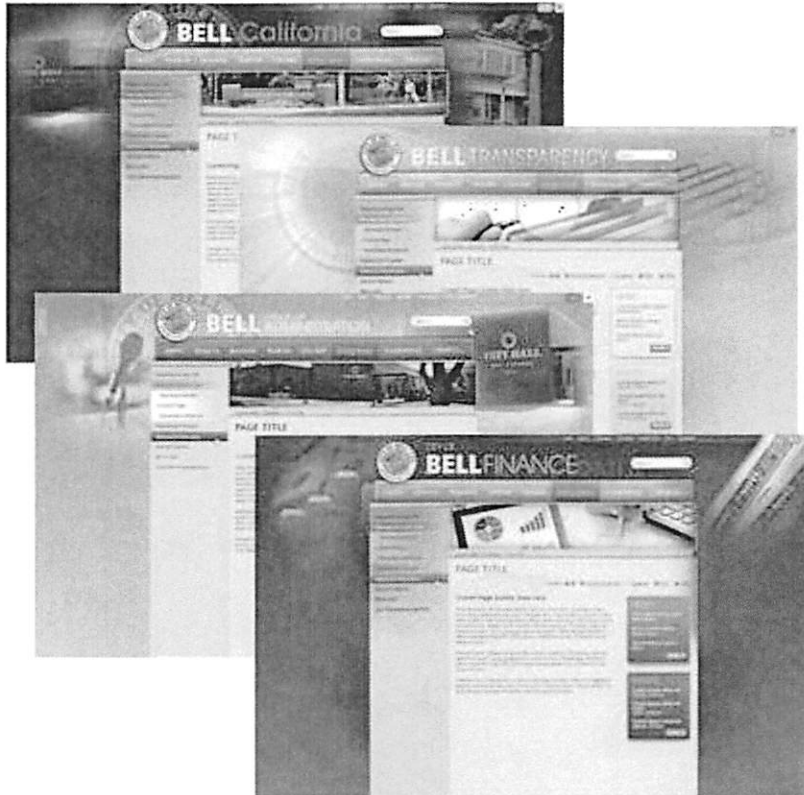


Figure 3: The City of Bell website incorporates different Design Theme templates to support branding of individual programs.

Mobile Homepage Enhancement

Vision Internet will create a new and unique mobile homepage for the City of Carson City. This enhancement is to provide ease and quick navigation to pages when visiting the City's website through mobile devices.

- › Our design team will create a new background for the mobile homepage.
- › The mobile homepage will consist of an upper and lower section which will be quick launching links and will be programmed to easily be modified through a new Custom Content section; users will have the ability to modify, add, and remove any buttons as well as manage the URLs of each individual icon/button.
- › The upper section will have iOS like icons in 4x4 layouts where we will design the initial sixteen icons.
- › The lower section will be a more traditional style buttons similar to the mobile site of West Hollywood, CA (www.weho.org), but without the expansion/collapse capabilities. Vision designers will create the initial six buttons.
- › Icon and button titles to be determined based on consultation with City staff.
- › Scrolling will be vertical, not horizontal.



Figure 4: The unique mobile homepage provides mobile users with quick navigation of main website.

Sitemap Consultation and Rearrangement

Vision Internet can consult with your staff on how best to organize your website's content. For your website, we recommend organizing information by service, topic, and/or target users. Keep in mind that the average user does not know the organizational structure of the City, nor needs to. Our approach allows users to find information in the variety of ways that are most important to them. This is a solution we use on many of our government websites making it easy for visitors to find information. This is because content is available through multiple "paths" making it simple for users to search the site regardless of their preferred method. Based on the updated sitemap, our staff will create a custom content migration script to move the content to its new location on the upgraded website. We will not develop a new sitemap or new content as part of the redesign, but will assist in transferring existing content into the new design.

Towards the end of the consulting process, we will deliver:

- › Approved sitemap (created by client)
- › Custom migration script

Subsites

Subsites would provide city departments with their own individualized and attractive homepages tailored specifically to your users' needs. This includes a unique navigation and design that draws on all of the experience and expertise of Vision Internet's web development team while maintaining a layout consistent with the main site to keep the subsite easy to use and navigate



for your visitors. However, while there would be consistency in your websites' layouts, the Subsite could have its own unique look and navigation structure.

A Subsite will provide the same functionality as your main City website since it will use the same backend and have the same interactive components. This means that there is a single Vision Content Management System (VCMS) where all content is stored. Through the use of the Approval Cycle each organization would have access to their own content but could also share content, such as calendar and news items.

Vision Internet will also migrate up to 25 pages of content into the Subsite; additional pages may be migrated for an additional budget. Hosting prices will vary according to which option you select.

Please note that Responsive Design features for a Subsite will be an additional cost.



Figure 5: A Subsite allows departments to develop their own individualized looks.



ONGOING SERVICE PLAN

visionLive™ Subscription Service

If you upgrade to the latest visionCMS™ platform, you will also become eligible to sign up for our visionLive™ maintenance plan, which bundles all essential on-going services into one, set fee. The subscription approach takes the guess-work out of future budgeting by including all essential post-launch services into a flat annual fee.



- Hosting
- Unlimited technical support¹
- CMS system upgrades
- Newly developed CMS components²
- Free redesign after 4 consecutive years of visionLive™ service

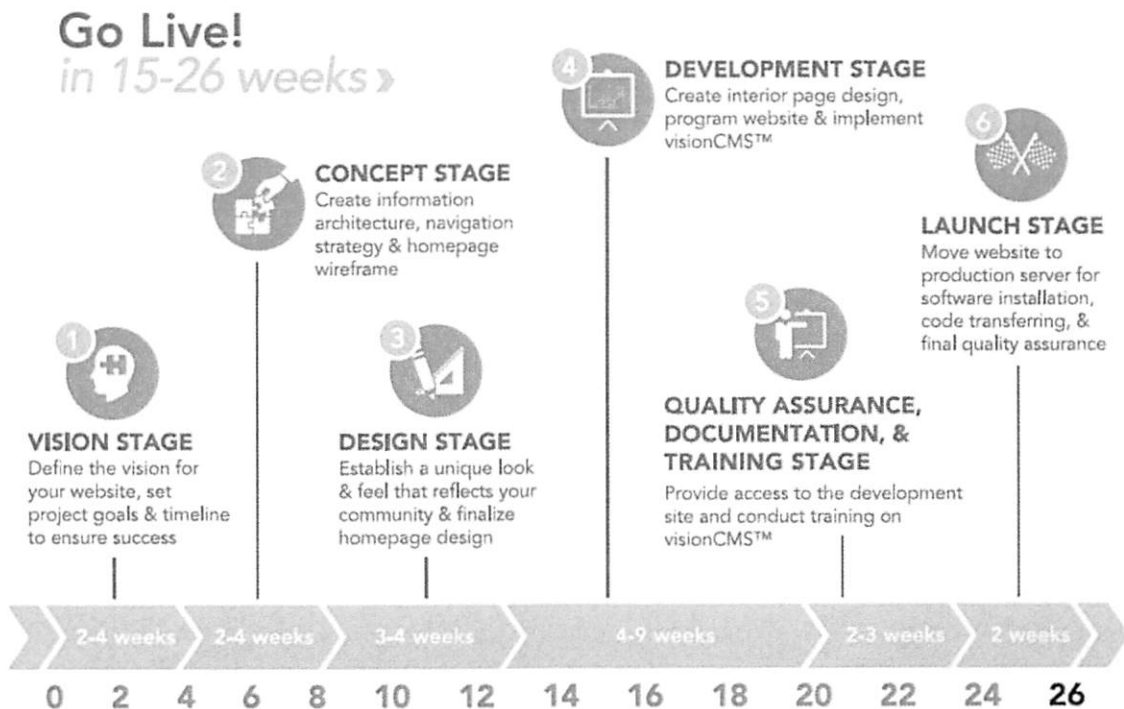
¹ Does not include updates to configuration, content, or formatting among other restrictions.

² Does not include new features that require design customization to implement.

SAMPLE PROJECT PLAN AND SCHEDULE

Each of the 700+ agencies we have partnered with over the years has had unique goals and objectives. We recognize you will, too. Our history of innovation and expertise in online government makes us exceptionally qualified to help lead the City of Carson City through a comprehensive, research-based process to achieve those goals, uncovering needs and creating a website that will uniquely Serve, Represent, and Delight your community.

Here is an overview of the stages and anticipated timeframe for your reference:



The six stages of the Vision Process are explained in the sections below:

Stage 1: *Vision Stage*

In order to create a strategic website, you must first define your vision and goals. Our Vision Stage is designed help uncover what's working and not working on your existing site as well as better understand what your community expects to see on the website. We will conduct surveys, review your website statistics and analyze your site usage in order to lay the foundation for our recommendations in later project phases.

Included in the scope of your project is our standard consulting service where we collaborate one-on-one with your internal project manager through conference calls and online meetings. Alternatively, we can come onsite for an additional fee which includes onsite consulting with your



project manager and project team. During the onsite meeting we can gather requirements from multiple stakeholders and guide the group to consensus via group discussions. All travel expenses are included.

To create this vision, we will:

- Prepare and review a survey document which will focus on goals and objectives.
- Review your existing website and those of similar cities.
- Study examples of other websites you like.
- Review project goals and timeline.
- Collect content and materials for the new website.

The heart of this stage is defining the vision for the project, setting goals, and creating a timeline to ensure the project's success.

Stage 2: Concept Stage

Creating an effective website starts with the content. That's why we build your site from the inside out, starting with the information architecture. Based on the research gathered in Stage 1, we will work with you to define the layout/wireframe that will best suit your users' needs and the information you need to share.

Through the Concept Stage we realize the vision by:

- Defining the navigation strategy.
- Reviewing and recommending interactive components and features to ensure streamlined navigation through special types of content.
- Creating a homepage layout wireframe that shows the placement of key information and dynamic content.

The Concept Stage will conclude with your satisfaction and approval of the homepage layout wireframe.

Stage 3: Design Stage

Once the layout of the site is complete, it's time to move into the Design Stage to bring the site to life with a compelling, but usable design. We work closely with your staff to establish a look and feel that represents your community by incorporating graphics, photos, fonts, colors, and other design elements that fit together to create a stunning, harmonious design.

We create a unique homepage design concept based upon your direction and input plus do all revisions as necessary. The Design Stage will conclude with your satisfaction and approval of the homepage design comp.

Stage 4: Development Stage

During the Development Stage the process continues as we create the interior page design then program the website. Development includes implementation of visionCMS™ and integration of the interactive components and features. Quality is ensured by our extensive experience, testing, and the proven technology of visionCMS™.

We will migrate your existing content to the new site except for content from the custom components above and from the Form Tool, Polling Tool, Service Requests and Facilities Directory. These Tools have been revamped and the City will need to recreate the content

currently used on the website. We can provide guidance on the best practices for web content writing and will train your staff on the best approach for migrating additional content.

Migration is not a simple cut-and-paste process. As part of our migration service, we review the formatting and layout of each page, reformat it using the new site's design styles, and lay it out in a way that conforms to industry best practices for impact and readability.

Stage 5: Quality Assurance, Documentation and Training Stage

While quality assurance is an integral part of every stage of the project, in the Quality Assurance, Documentation, and Training Stage we:

- Perform extensive functional testing.
- Review content.
- Provide administrator and content editor training.

For your project we will provide our web-based training. This train-the-trainer approach teaches your project manager how to use the site for content editing in addition to detailed instruction on advanced administrative functions including system configuration, system maintenance, reporting, and strategies for future expansion. Alternatively, onsite classroom-style training is available for an additional fee inclusive of travel costs and travel time. Classroom-style training is in two sessions. One for your staff members on content editor training and the other session for advanced administrator training. You would simply need to provide a location with computers and internet access and we recommend up to ten people per session. Typically one or two days are adequate since our system is so easy to use and comprehend.

Stage 6: Launch Stage

In the Launch Stage, the website is moved to the production server. Our launch process includes the installation of necessary software, making configuration changes, and transferring code and content. Once transferred, we again go through the final quality assurance process to ensure the site transferred correctly plus do a final check for broken links, Section 508 compliance, and others. The site will be available to the public upon your final approval.

Resources to be Provided by the City

Vision Internet creates custom websites by working with our partners and learning about their specific needs. In order for us to create the best solutions for your community, we will require the following:

- A project manager on the City of Carson City's side is needed to be the main contact and point of approval during the course of the project, as well as the liaison between our project manager and the City staff involved in the project.
- Representatives from City departments will be needed to review and update content for the new site.
- Ideally, the City will form a "web committee" consisting of 4-6 City staff members who will be involved in planning and decision making throughout the process.
- A website administrator will need to attend the web-based training session for learning the content management system.
- Electronic versions of photos and logos will be needed for use in the graphic design of the website.
- In the case that the City will be hosting the website, we will need a Network Administrator to assist with the installation of the site on the City's server.



COSTS

Basic Quote

Our visionCMS™ package is comprehensive and includes:

- › The newest Vision Content Management System™ platform
- › Web-based consultation
- › Up to 8 hours of web-based training
- › Content migration
 - We will migrate your existing content to the new site except for content from custom components and from the Form Tool, Polling Tool, Service Requests and Facilities Directory. These Tools have been revamped and the City will need to recreate the content currently used on the website.
- › The interactive components listed on page 2
- › Graphic Redesign
 - One homepage design concept with unlimited revisions
- › Responsive Design

Please note that the costs below are based on purchasing these services in our efficient visionCMS™ Upgrade Package.

Service	Budget
Basic Quote	
visionCMS™ Upgrade	Included
Content Migration	Included
Online Payment Integration*	Included
Graphic Redesign	Included
Responsive Design with visionMobile™	Included
Total	\$24,500

*The City will be responsible for fees paid to third-party online transaction services. Our standard online payment services are Authorize.Net and PayPal. Integration of other services may result in additional fees.



Optional Components and Services

In addition to the included components listed above, we can also provide you with other optional features. Below is the price for implementing these.

Optional Component	Budget
Additional Design Concepts (cost per additional design concept)	\$2,420
Design Themes - Basic	
Price for first Basic Design Theme	\$2,490
Price for each additional Basic Design Theme	\$1,625
Design Themes - Advanced	
Price for first Advanced Design Theme	\$5,000
Price for each additional Advanced Design Theme	\$4,000
Mobile Homepage Enhancement	\$4,500
Sitemap Consultation and Rearrangement	\$2,500
Subsite	\$9,800
Separate CMS	\$5,000
Responsive Design for Subsite	\$2,000

Ongoing Service Plan

visionLive™ Subscription Service

As described on page 9, we are offering the City of Carson City our visionLive™ subscription service, allowing us to significantly improve the value of our post-launch services. For a low annual subscription rate of, we are able to provide maintenance, unlimited hosting services, upgrades for the visionCMS™, newly developed CMS components and a free redesign after four years of visionLive™ service³.

Plan	Budget
visionLive™ Subscription Service*	\$6,600/yr ⁴

**Please note that should you purchase an additional Subsite sharing the same instance of the visionCMS™ as the main website, we can offer visionLive™ services for the Subsite at 50% of the regular cost. If the Subsite has its own separate CMS, the full charge will apply.*

³ Does not include updates to configuration, content, or formatting among other restrictions; does not include new features that require design customization to implement.

⁴ visionLive™ subscription rates listed are based on a four year plan and the cost of your project as proposed. Please note this cost may vary should the scope of your project change. Subject to a 5% annual increase.



Terms and Conditions

Vision Internet agrees to perform the services at the prices quoted in this document. This quote is valid for 90 days after receipt of this document, provided no new components or customizations are added to your current site.

Vision Internet Budget Details

Basic Quote

visionCMSTM Upgrade Included

Content Migration Included

Online Payment Integration Included

Graphic Redesign Included

Responsive Design with visionMobileTM Included

Total Basic \$24,500.00

IT Recommended Optional Components

Price for each additional Basic Design Theme \$1,625.00

Mobile Homepage Enhancement \$4,500.00

Sitemap Consultation and Rearrangement \$2,500.00

Total Optional Components \$8,625.00

Total upgrade cost \$33,125.00

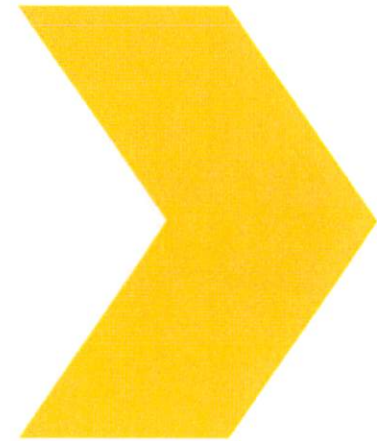
Annual Maintenance

visionLive™ Subscription Service \$6,600.00

Total Annual Maintenance \$6,600.00

Total First Year Cost \$39,725.00

creating what's next
for Carson City



Innovators of
Online Government™

Vision Snapshot

- › Government website experts since 1997
- › More than 600 municipal clients
 - › City of Reno
 - › City of Atlanta
 - › City and County of San Francisco
- › Creative, custom designs
- › Advanced technology
- › Award-winning results
 - › 3CMA
 - › NAGW

Purpose of Local Government Websites



Serve the Community



Serve the Community

- › Online Forms
- › Facility Directory
- › Business Directory
- › RFP Postings
- › Job Postings
- › eNotifications
- › Online Citizen Request Management
- › Online Payments

Represent the Community



Select Language ▾

[NEWS](#) | [POLICE](#) | [FIRE](#) | [CALENDAR](#) | [E-NOTIFICATION](#) | [COUNCIL AGENDAS](#) | [f](#)

City of Palm Springs, CA

GO

Home
[City Services](#)
[Government](#)
[Residents](#)
[Business](#)
[Visit Palm Springs](#)
[I Want To...](#)



Buzz Trolley
Catch the Palm Springs BUZZ! We're Like No Place Else!


 Watch Palm Springs TV


 Palm Springs Airport & Flights


 Submit a Service Request


 Sustainability & Recycling

Find Services

➤

➤

On The Spotlight

Visit the Newly Renovated Welwood Murray Memorial Library in Downtown Palm Springs!



Calendar

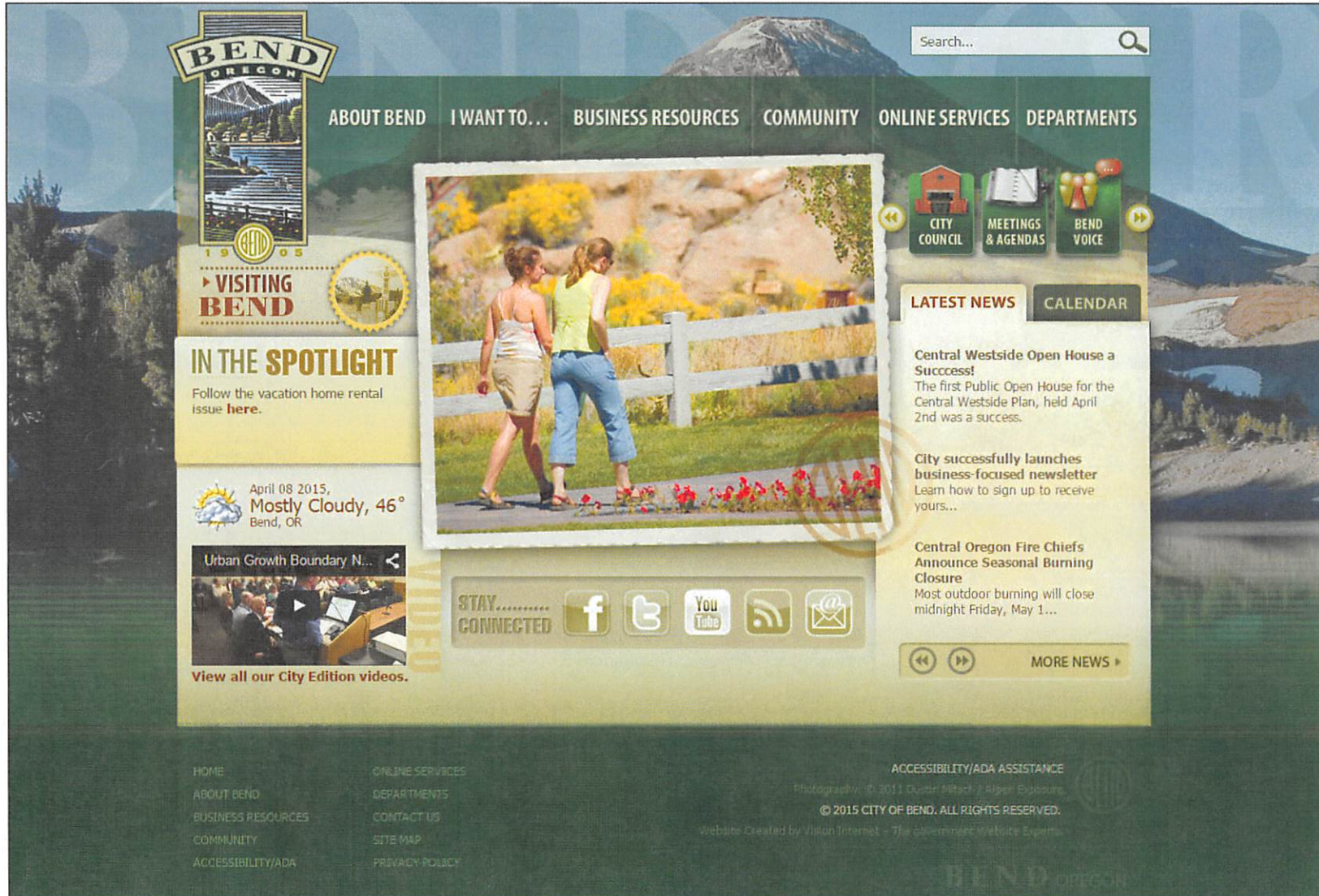
- JUN 02 Read to the Rhythm Movie Musical Screening: "Singin' in the Rain"
- JUN 03 Read to the Rhythm: Alturas Music
- JUN 03 Special Meeting of the City Council
- JUN 03 City Council Meeting

MORE ➤

Latest News

- Free Presentation for Seniors on Aging and Society, Slated for May 7 at Mizell Senior Center
- Louis Vuitton to Premiere Ultra-Chic Cruise Collection May 6 at Iconic Bob Hope Estate
- Palm Springs Residents Invited to May 4 Homelessness Town Hall Meeting at Mizell Senior Center
- Palm Springs Historic Site Preservation Board to Host National Preservation Month Celebration on May 3

MORE ➤



BEND OREGON

1905

▶ VISITING BEND

IN THE SPOTLIGHT
Follow the vacation home rental issue [here](#).

April 08 2015,
Mostly Cloudy, 46°
Bend, OR

Urban Growth Boundary N...

View all our City Edition videos.

ABOUT BEND | I WANT TO... | BUSINESS RESOURCES | COMMUNITY | ONLINE SERVICES | DEPARTMENTS

SEARCH...

CITY COUNCIL | MEETINGS & AGENDAS | BEND VOICE

LATEST NEWS | CALENDAR

Central Westside Open House a Success!
The first Public Open House for the Central Westside Plan, held April 2nd was a success.

City successfully launches business-focused newsletter
Learn how to sign up to receive yours...

Central Oregon Fire Chiefs Announce Seasonal Burning Closure
Most outdoor burning will close midnight Friday, May 1...

STAY..... CONNECTED

f | t | YouTube | RSS | Email

MORE NEWS ▶

HOME | ABOUT BEND | BUSINESS RESOURCES | COMMUNITY | ACCESSIBILITY/ADA

ONLINE SERVICES | DEPARTMENTS | CONTACT US | SITE MAP | PRIVACY POLICY

ACCESSIBILITY/ADA ASSISTANCE

Photography: © 2011 Dustin Hirsch / Algor Espinosa

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Website Created by Vision Internet - The Government Website Experts.

BEND OREGON



VISION[®]
INTERNET

Innovators of
Online Government™



PROVO311

Government

Departments

City Services

Community

About Us

I Want To...

Search...



MAYOR'S OFFICE

The Mayor's Office is the executive branch of the Mayor/Council form of government. The Mayor and immediate staff oversee:

- Enforcement of all laws applicable to those residing or conducting business in Provo.
- Execution of the policies adopted by the Municipal Council.
- Preparation and submittal of the proposed annual budget.
- Hiring of executive employees and administrative department heads.
- Recommendation for adoption such measures as may be deemed necessary or proper for the efficient operation of the City.
- Performance of numerous other duties as prescribed by law.

CONTACT INFORMATION

Main Office - (801) 852-6105

[Additional Contact Info »](#)

HOURS OF OPERATION

Monday - Thursday

7:00AM - 6:00PM

LOCATION

City Center Building (North Entrance)

351 W Center St

Provo, UT 84601

INSTAGRAM FEED



BE IN THE KNOW

Follow the Mayor's Blog, Provo Insider and be the first to hear about City news, events, and updates!

[More >>](#)



Delight the Community





Innovators of Online Government™

Español

f p t YouTube Instagram g+ t in

CITY OF **RENO**

GET INVOLVED ABOUT RENO ONLINE SERVICES RESIDENTS GOVERNMENT BUSINESS

SEARCH BAR: **FIND**

HOT Searches //

Jobs | Business License | NABs | Assess License Launch

BIGGEST LITTLE CITY IN THE WORLD

Are you ready to be a neighborhood leader?
Active neighborhood citizens drive positive change in our great community. Applications are now open for Neighborhood Advisory Board members. [Apply Now!](#)

VIEW WEBCAMS REPORT AN ISSUE

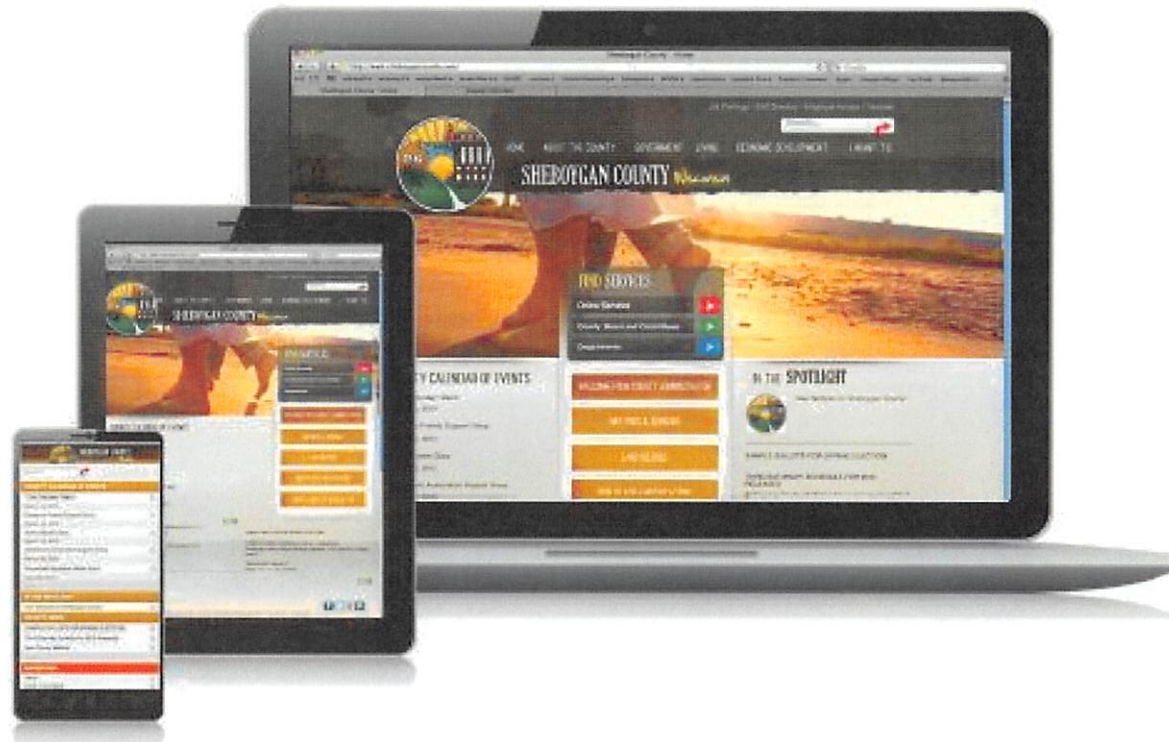
SIGN UP FOR ALERTS WATCH MEETINGS

#THINKRENO RENO.GOV BLOG

1 E. First Street, Reno, NV 89501 | 775-334-INFO (4636) | renodirect@reno.gov
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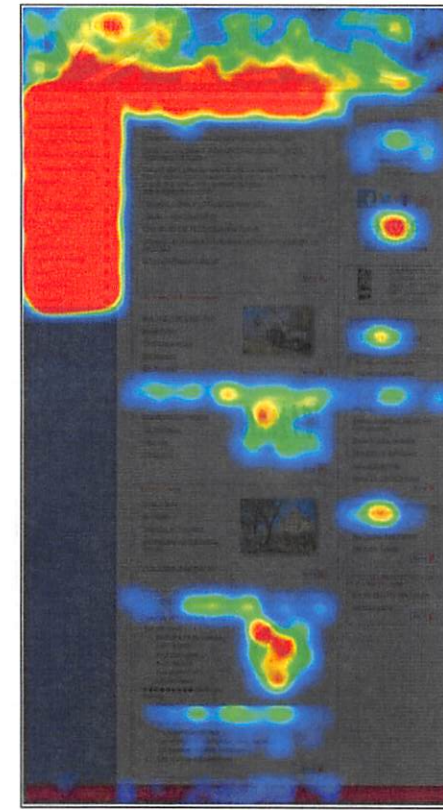
Jobs | City Calendar | Newsroom | Website Feedback | Sitemap

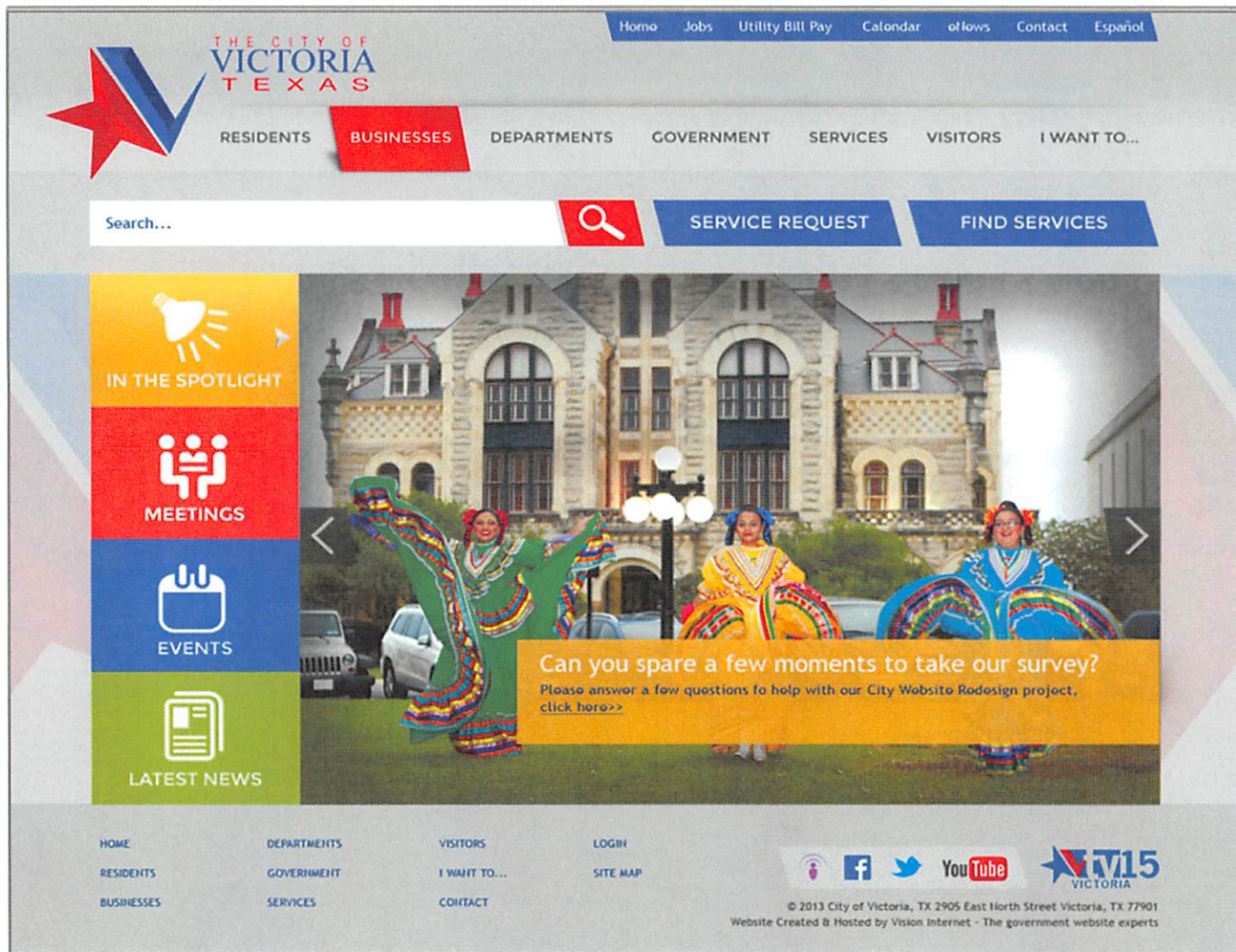
Responsive Design



How Do You Get There?

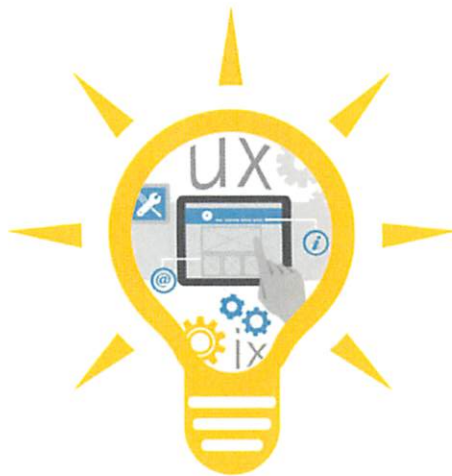
➤ Research-based Process





The screenshot shows the homepage of the City of Victoria, Texas website. At the top, there is a navigation bar with links for Home, Jobs, Utility Bill Pay, Calendar, Info, Contact, and Español. Below this is the City of Victoria logo and a main menu with categories: RESIDENTS, **BUSINESSES**, DEPARTMENTS, GOVERNMENT, SERVICES, VISITORS, and I WANT TO... A search bar is located below the menu, with a magnifying glass icon and buttons for SERVICE REQUEST and FIND SERVICES. The main content area features a large banner image of three women in traditional Mexican folk costumes (huasteco) in front of a historic building. To the left of the banner is a vertical sidebar with four icons and labels: IN THE SPOTLIGHT (lightbulb), MEETINGS (people), EVENTS (calendar), and LATEST NEWS (document). Overlaid on the bottom right of the banner is a yellow call-to-action box that reads: "Can you spare a few moments to take our survey? Please answer a few questions to help with our City Website Redesign project, [click here](#)>>". The footer contains a grid of links: HOME, RESIDENTS, BUSINESSES, DEPARTMENTS, GOVERNMENT, SERVICES, VISITORS, I WANT TO..., CONTACT, LOGIN, and SITE MAP. It also includes social media icons for Facebook, Twitter, and YouTube, the M15 VICTORIA logo, and copyright information: © 2013 City of Victoria, TX 2905 East North Street Victoria, TX 77901. Website Created & Hosted by Vision Internet - The government website experts.

How Do You Stay There?



Innovation in
ONLINE GOVERNMENT
ACADEMY

vision
SPARK
customer resource center

