RESOLUTION 14D-08

RESOLUTION AUTHORIZING A PROFESSIONAL SERVICES AGREEMENT FOR WEBSITE DEVELOPMENT WITH VISION INTERNET PROVIDERS, INC. IN AN AMOUNT NOT TO EXCEED $40,000

RESOLVED, by the Duluth Economic Development Authority ("DEDA") that the proper DEDA officials are hereby authorized to enter into a professional services agreement with Vision Internet Providers, Inc., substantially in the form of that attached hereto (DEDA Contract No._____) for development of DEDA's website in an amount not to exceed $40,000, payable from Fund 860.

Approved by the Duluth Economic Development Authority this 26th day of March, 2014.

ATTEST:

APPROVED AS TO FORM

JMC

DEDA Attorney

APPROVED FOR PRESENTATION

CTE

_____

Executive Director

STATEMENT OF PURPOSE: This resolution authorizes a professional services agreement with Vision Internet in an amount up to $40,000 for development of DEDA's website. The scope of services to be provided by Vision Internet is attached to the agreement.

Website Development Services

BY AND BETWEEN

VISION INTERNET PROVIDERS, INC.

AND

DULUTH ECONOMIC DEVELOPMENT AUTHORITY

THIS AGREEMENT is entered into this _____ day of _____, 2014, by and between the Duluth Economic Development Authority, hereinafter referred to as the "Authority," and Vision Internet Providers, Inc., a California corporation, hereinafter referred to as "Contractor" for the purpose of rendering services to the Authority.

WHEREAS, the Authority issued a Request for Proposal ("RFP") for the design and development of its website (the "Project"); and

WHEREAS, Contractor submitted a Proposal dated October 18, 2013, in response to the RFP ("Proposal"); and

WHEREAS, based on Contractor's Proposal, the Authority selected Contractor's professional services for the Project; and

WHEREAS, Contractor has represented that it is qualified and willing to perform the services set for herein.

NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter contained, the receipt and sufficiency of which are hereby acknowledged, the parties hereto agree as follows:

I. Services to be Performed.

Contractor will provide the following services: development of the Authority's website (the "Website") described in more detail the Scope of Work attached hereto as Exhibit A and in the Proposal attached hereto as Exhibit B, both of which are incorporated herein. Contractor agrees that it will provide its services in cooperation with the Authority. In the event of a conflict between this agreement, the Scope of Work and the Proposal, the documents shall be deemed to be controlling in the following order: this agreement, the Scope of Work, the Proposal. Hereinafter, the term "Agreement" shall refer to this agreement, the Scope of Work and the Proposal. The Authority hereby designates Pakou Ly, the Public Information Coordinator for the City of Duluth, to be its project manager on behalf of the Authority for purposes of this Agreement.

II. Compensation.

The Authority hereby agrees to pay Contractor a fee, including out of pocket expenses, in the amount of Thirty-six Thousand Six Hundred Thirty-five and no/100th Dollars ($36,635) for provision of

the services described herein under the terms and conditions of this Agreement (the "Total Cost"), said amount payable from DEDA Fund 860 (DEDA General Fund). It is agreed and understood by Contractor that the maximum compensation for services provided hereunder shall not exceed the Total Cost. Contractor agrees to immediately notify the Authority's Executive Director (the "Director") in the event that Contractor becomes aware of information which may require a change to the Scope of Work identified in Exhibit A which change may require a modification in the fees to be paid to the Contractor.

All bills for services rendered shall be submitted to the Director. All requests for payment shall be accompanied by such documentation as the Director shall reasonably request. Upon receipt of said request and the appropriate documentation, the Authority shall pay Contractor up to the amount set forth above pursuant to the following schedule:

A. An initial payment equal to 20% of the Total Cost;

B. A payment equal to 20% of the Total Cost upon the Director's approval of the homepage wireframe;

C. A payment equal to 20% of the Total Cost upon the Director's approval of homepage design comp;

D. A payment equal to 20% of the Total Cost upon implementation of the Vision Content Management System (defined below) on a Contractor's server;

E. A payment equal to 20% of the Total Cost 21 days after Completion (defined below).

III. General Terms and Conditions.

A. Qualifications. Contractor represents that it is qualified and willing to perform the services set forth herein.

B. Amendments. Any alterations, variations, modifications or waivers of terms of this Agreement including contract price shall be binding upon the Authority and Contractor only upon being reduced to writing and signed by a duly authorized representative of each party.

C. Assignment. Contractor represents that it will utilize only its own personnel in the performance of the services set forth herein; and further agrees that it will neither assign, transfer or subcontract any rights or obligations under this Agreement without prior written consent of the Director.

D. Data and Confidentiality, Records and Inspection.

1. The Authority shall supply Contractor with information to be incorporated into the Website in digital format including without limitation copy, text, audio files, video files, pdf files, photographs, artwork and preexisting graphics ("Authority Intellectual Property").

2. All reports, data, information, documentation and material given to or prepared by

Contractor pursuant to this Agreement will be confidential and will not be released by Contractor without prior written authorization from the Authority.

3. Records shall be maintained by Contractor in accordance with requirements prescribed by the Authority and with respect to all matters covered by this Agreement. Such records shall be maintained for a period of six (6) years after receipt of final payment under this Agreement.
4. Contractor will ensure that all costs shall be supported by properly executed payrolls, time records, invoices, contracts, vouchers, or other official documentation evidencing in proper detail the nature and propriety of the charges. All checks, payrolls, invoices, contracts, vouchers, orders, or other accounting documents pertaining in whole or in part to this Agreement shall be clearly identified and readily accessible.
5. Contractor shall be responsible for furnishing to the Authority records, data and information as the Authority may require pertaining to matters covered by this Agreement.
6. Contractor shall ensure that at any time during normal business hours and as often as necessary, there shall be made available to the Authority for examination, all of its records with respect to all matters covered by this Agreement. Contractor will also permit the Authority to audit, examine, and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data relating to all matters covered by this Agreement.

E. Standard of Performance. Contractor agrees that all services to be provided to the Authority pursuant to this Agreement shall be performed in a competent and workmanlike manner with the degree of skill and care which is in accordance with the then current generally accepted standards of the profession for the provisions of services of this type.

IV. Term.

The term of this Agreement shall commence on the date set forth above and shall continue until 1) the Executive Director has given his final approval of the Website, while in Contractor's development server, and 2) completion of the migration of the Website to the live server, but in no event later than December 31, 2014, unless terminated earlier as provided for herein. Notwithstanding the foregoing, upon the period written approval of the Director, the term of this Agreement may be extended for a period of six (6) months. The services provided hereunder shall be completed in accordance with the schedule outlined in the Scope of Work. The Authority will cooperate in good faith and provide prompt responses to requests for information and approvals.

V. Documents & Data; Licensing of Intellectual Property.

Upon payment in full of the Total Cost, Contractor grants a non-exclusive and perpetual license for the Authority to copy, use, or modify for its own use, any and all copyrights, designs, and other intellectual property embodied in the Website, which are prepared or caused to be prepared by Contractor under this Agreement ("Documents & Data"), to which Contractor retains ownership of all intellectual property rights. The term Documents and Data shall not include Authority Intellectual Property. Notwithstanding anything to the contrary in this Agreement, the Authority understands and agrees that Contractor shall retain all right, title, and interest to the Vision Content Management System™ (also known as the Vision Internet Content Management System, VCMT, VCMS and the Vision Content Management Tool), and Dynamic and Interactive Components (the "Program"). To the extent the Website contains stock photographs, illustrations and the like derived from third-party sources, Contractor agrees to provide the Authority with written proof that Contractor has secured the right to use such components in the Website from any such third party sources. This paragraph shall survive termination or expiration of this Agreement.

VI. Compatibility.

The Authority understands and agrees that Contractor will develop the Website frontend to be compatible with Internet Explorer 9 and 10, and the latest released versions at the time of Completion of: Firefox, Chrome, and Safari. The Website backend will be compatible with Internet Explorer 9 and 10 and the latest released version at the time of Completion of Firefox. The Website may not be compatible with previous or future versions. The Website will be optimized for 1024 x 768 pixels resolution or above. The Authority understands and agrees that the Website will be developed with Hypertext Markup Language ("HTML"), CSS, JavaScript, and Microsoft ASP.NET ("MS-ASP") interfaced with a database created in Microsoft SQL Server 2012 R2 ("MS-SQL"). The Authority understands and agrees that the Website is developed to run on a Microsoft Windows Server 2012 ("MS-Server"). If provided under this Agreement, visionMobile™ will be compatible with the latest released versions at the time of Completion of iOS Safari, Android Chrome, and Windows Phone 7 Internet Explorer. visionMobile™, if provided under this Agreement, may include the words "Powered by Vision Internet" in the footer and may be linked to a Contractor web page. The Authority understands that visionMobile™ may not be compatible with previous or future versions. The Authority is responsible for the costs of all software licensing.

The Authority understands and agrees that the Website frontend and content migrated by Contractor will be designed to be compliant with Section 508 guidelines on accessibility as follows: Compliance standards will be verified via Watchfire's Bobby™ software to be compliant to automatic checkpoints prior to Completion. The Authority understands and agrees that Website backend and third

party tools may not be Section 508 compliant. Contractor is not responsible for content migrated by the Authority or any third party.

VII. Warranties.

A. Contractor warrants that the Website and services included in this Agreement will substantially and materially conform to the operation and functionalities described in this Agreement. Contractor does warrant that all of the deliverables included in this Agreement will be conveyed to the Authority upon transfer of the Website to the production server ("Completion"). All programming code developed by Contractor within the Project is warranted to be free of any errors or bugs that prevent the code from performing as originally intended ("Warranted Problem") for a period of twelve (12) months from the date of Completion. Contractor will create a backup of the Website on the date of Completion. If any Warranted Problem arises while the Authority or its designee is maintaining the Website, Contractor will restore the Website back to its condition as it existed at Completion. If Contractor is maintaining and hosting the Website, Contractor shall restore the Website back to its condition as it existed at the day of the most recent backup. Contractor shall provide compiled code upon the Authority's request. Contractor shall only be responsible for any costs associated with correcting any unmodified programming code during this twelve (12) month period following the Completion. Except as expressly set forth herein CONTRACTOR MAKES NO WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS OF THIS SERVICE FOR A PARTICULAR PURPOSE WHATSOEVER. In no event, at any time, shall the aggregate liability of Contractor exceed the amount of fees paid by Authority to Contractor and Contractor shall not be responsible for any lost profits or other damages, including direct, indirect, incidental, special, consequential or any other damages, however caused. The foregoing limitation shall not apply to any action or claim arising from or in connection with Contractor's negligence, willful misconduct or Contractor's indemnification obligations hereunder.

B. Contractor warrants that it has good title to the Documents and Data, and the right to license its use to the Authority free of any proprietary rights of any other party or any other encumbrance whatsoever. Contractor shall indemnify, hold harmless, and defend the Authority from any liability for damage, costs, or other loss incurred by the Authority in connection with any claim that the Documents or Data or the Authority's use thereof under this Agreement violates the trade secret, trademark, copyright, patent, or other proprietary right of another party. Contractor shall not admit liability on behalf of the Authority. The

Authority will give Contractor written notification of any such claim. Should the Documents or Data become the subject of a claim of infringement of a trade secret, trademark, copyright, or patent, Contractor may, at its option and expense either:

1. Procure for the Authority the right to continue to use the Documents or Data as contemplated in this Agreement, or
2. Replace or modify the Documents or Data to make its use non-infringing but still consistent with the terms of this Agreement. Contractor agrees that the Authority's remedy hereunder shall not be limited to corrective action.

C. Contractor warrants, to its knowledge at the time that the Project and Program is first made available to the Authority hereunder, that the Program does not contain any:

1. pre-programmed devices, such as "viruses", "time bombs", "worms", "Trojan horses", "malicious code", or other similar components that will cause the Program or any component thereof, to become damaged, erased, inoperable, or incapable of performing, or
2. Monitoring tools, media serialization, digital signatures, or digital watermarking.

D. Contractor does not warrant any results from the use of any web pages created under this Agreement, including but not limited to, the number of page or site visitations, download speed, database performance, or the number of hits or impressions.

E. Although Contractor may offer an opinion about possible results regarding the subject matter of this Agreement, Contractor cannot guarantee any particular result. The Authority acknowledges that Contractor has made no promises about the outcome and that any opinion offered by Contractor in the future will not constitute a guarantee. Notwithstanding the foregoing, Contractor acknowledges and agrees that the Authority has chosen Contractor and is relying on Contractor's industry experience and expertise relating to website development for a public authority.

VIII. Contractor's Use of Web Pages.

Subject to the written approval of the Authority's Executive Director, Contractor may use any web pages developed for the Authority in any of its own promotional materials (but not for commercial purposes) as examples of its work. Authority agrees that Contractor may place in the website footer an unobtrusive text link reading "Developed by Vision Internet" or the equivalent. Contractor's footer text credit shall always be linked to a Contract web page.

IX. Termination.

The Authority may, by giving written notice specifying the effective date thereof, terminate this Agreement in whole or in part with or without cause. Contractor shall be entitled to compensation for

services satisfactorily performed through the effective date of such termination based on percentage of completion as set forth in Section II above. In the event of termination, all property and finished or unfinished documents, materials, and other writings and data prepared by Contractor under this Agreement ("Works Made for Hire") shall be promptly delivered by Contractor to the Authority in a format requested by Authorityat the address provided in Section XIII, provided however, Authority has compensated Contractor for services satisfactorily performed as provided herein. "Works Made for Hire" shall exclude the "Program." Any terms of this Agreement which by their nature extend beyond termination of this Agreement shall survive and bind the parties and their successors and assigns.

X. Independent Contractor.

A. It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting Contractor as an agent, representative or employee of the Authority for any purpose or in any manner whatsoever. The parties do not intend to create any third party beneficiary of this Agreement. Contractor and its employees shall not be considered employees of the Authority, and any and all claims that may or might arise under the Worker's Compensation Act of the State of Minnesota on behalf of Contractor's employees while so engaged, and any and all claims whatsoever on behalf of Contractor's employees arising out of employment shall in no way be the responsibility of the Authority. Except for compensation provided in Section II of this Agreement, Contractor's employees shall not be entitled to any compensation or rights or benefits of any kind whatsoever from the Authority, including without limitation, tenure rights, medical and hospital care, sick and vacation leave, Worker's Compensation, Unemployment Insurance, disability or severance pay and P.E.R.A. Further, the Authority shall in no way be responsible to defend, indemnify or save harmless Contractor from liability or judgments arising out of Contractor's intentional or negligent acts or omissions of Contractor or its employees while performing the work specified by this Agreement.

B. The parties do not intend by this Agreement to create a joint venture or joint enterprise, and expressly waive any right to claim such status in any dispute arising out of this Agreement.

C. Contractor expressly waives any right to claim any immunity provided for in Minnesota Statutes Chapter 466 or pursuant to the official immunity doctrine.

XI. Insurance.

A. During this Agreement, Contractor shall pay for and maintain in full force and effect the following insurance policies:

1. Commercial General Liability insurance which shall include broad form personal liability

and advertising liability, independent contractors, contractual, products and completed operations coverages, bodily injury and property damage liability insurance with combined single limits of not less than $1,500,000.00 per occurrence.

2. Commercial Automobile Liability insurance endorsed for "any auto" with combined single limits of liability of not less than $1,500,000.00 per occurrence.
3. Workers' Compensation Insurance in accordance with the laws of the State of Minnesota.
4. Professional Liability Insurance of not less than $1,500,000.00 single limit.
5. The Commercial General Liability and Commercial Automobile Liability insurance policies shall name the Authority and the City of Duluth as additional insureds. Said insurance policies shall be endorsed so Contractor insurance shall be primary and no contribution shall be required from the Authority or the City. Contractor shall furnish the Authority with certificates of applicable insurance endorsements for all required insurance prior to this Agreement. Said insurance certificates must contain a 30-day notice of cancelation, non-renewal, and material change provisions and shall further provide that failure to give such notice to the Authority will render any such change or changes in said policy or coverages ineffective as against the Authority and the City. Contractor shall furnish the Authority with copies of the actual policies upon the request of the Authority at any time during this Agreement.

B. If at any time during this Agreement, Contractor fails to maintain the required insurance coverage in full force and effect, all work under this Agreement shall be discontinued immediately, and all payments due or that become due to Contractor shall be withheld until notice is received by the Authority that the required insurance coverage has been restored to full force and effect and that the premiums therefore have been paid for a period satisfactory to the Authority. Any failure to maintain the required insurance shall be sufficient cause for the Authority to terminate this Agreement.

C. If Contractor should subcontract any portion of the work to be performed for the Authority under this Agreement, Contractor shall require each subcontractor to provide insurance protection in favor of the Authority, its officers, officials, employees, agents, and volunteers in accordance with the terms of each of the preceding paragraphs, except that the subcontractors' certificates and endorsements must be on file with both Contractor and the Authority prior to the commencement of any work by the subcontractor. Notwithstanding the foregoing, Contractor shall not be relieved of any liability under this Agreement.

XII. Indemnity.

Contractor agrees to defend, save harmless, and indemnify the Authority and the City of Duluth, their agents, and employees from any loss, cost, or damage by reason of personal injury or property damage of whatsoever nature or kind arising out of, or as a result of, the performance of the work by the Contractor, its employees, agents, or subcontractors.

XIII. Notices.

All notices under this Agreement shall be in writing and effective on the date of delivery if delivered by personal service, Federal Express, or facsimile; or effective five (5) days after deposit in first class U.S. mail, postage prepaid, to each Party as follows:

Authority: Duluth Economic Development Authority
402 City Hall
411 W. 1st Street
Duluth, MN 55802
Attn: Chris Eng, Executive Director
Fax: 218-730-5904

Contractor: Vision Internet Providers, Inc.
2530 Wilshire Boulevard, 2nd Floor
Santa Monica, California 90403
Attn: Steven Chapin
Cc: Rose De Vries
Fax: (310) 656-3103

XIV. Civil Rights Assurances.

Contractor, as part of the consideration under this Agreement, does hereby covenant and agree that:

A. No person on the grounds of race, color, creed, religion, national origin, ancestry, age, sex, marital status, status with respect to public assistance, sexual orientation, and/or disability shall be excluded from any participation in, denied any benefits of, or otherwise subjected to discrimination with regard to the work to be done pursuant to this Agreement.

B. That all activities to be conducted pursuant to this Agreement shall be conducted in accordance with the Minnesota Human Rights Act of 1974, as amended (Chapter 363), Title 7 of the U.S. Code, and any regulations and executive orders which may be affected with regard thereto.

XV. Laws, Rules and Regulations.

Contractor agrees to observe and comply with all laws, ordinances, rules and regulations of the United States of America, the State of Minnesota and the Authority with respect to their respective agencies which are applicable to its activities under this Agreement.

XVI. Applicable Law.

This Agreement, together with all of its paragraphs, terms and provisions is made in the state of Minnesota and shall be construed and interpreted in accordance with the laws of the State of Minnesota. All proceedings related to this Agreement shall be venued in Duluth, Minnesota. Any cause of action of with respect to this Agreement and the services provided hereunder shall be instituted within the applicable limitations period for the nature of the claim asserted.

XVII. Severability.

In the event any provision herein shall be deemed invalid or unenforceable, the remaining provision shall continue in full force and effect and shall be binding upon the parties to this Agreement.

XVIII. No Third Party Rights.

Nothing in this Agreement confers or purports to confer on any third party any benefit or any right to enforce any term of this Agreement.

XIX. Waiver.

Any waiver by either party of any provision of this Agreement shall not imply a subsequent waiver of that or any other provision.

XX. Limitation of Liability.

The Authority's liability shall be governed by the provisions of the Minnesota Municipal Limitation of Liability Statute, Minnesota Statute Section 466 et. seq.

XXI. Authority to Execute.

With the intent to be legally bound, each of the undersigned hereby covenants and acknowledges that he, she or it (a) has read each of the terms set forth herein, (b) has the authority to execute this Agreement for such person or entity, and (c) expressly consents and agrees that the person or entity upon behalf of which the undersigned is acting shall be bound by all terms and conditions contained herein.

XXII. Independent Legal Counsel.

The Parties have each been advised to seek independent legal counsel in entering into this Agreement and the transactions described herein. In the event a Party chooses not to seek independent legal counsel, that Party does so freely and knowingly and waives any such rights to counsel.

XXIII. Execution.

This Agreement may be executed in counterparts, each of which shall be an original and all of which together shall constitute one and the same Agreement. Signatures to this Agreement transmitted

by facsimile, by electronic mail in "portable document format" (".pdf"), or by any other electronic means which preserves the original graphic and pictorial appearance of the Agreement, shall have the same effect as physical delivery of the paper document bearing the original signature.

XXIV. Headings.

The titles and headings of the paragraphs of this Agreement have been inserted for convenience of reference only and are not intended to summarize or otherwise describe the subject matter of such paragraphs and shall not be given any consideration in the construction of this Agreement.

XXV. Entire Agreement.

It is understood and agreed that the entire agreement of the parties including all exhibits is contained herein and that this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter hereof. Any amendment to this Agreement shall be in writing and shall be executed by the same parties who executed the original agreement or their successors in office.

XXVI. Force Majeure

Any delay in the performance by either party hereto of its obligation hereunder shall be excused when such delay in performance is due to an act of God; any fire, flood or weather condition; any earthquake; any act of a public enemy, war insurrection, riot, explosion or strike; computer virus, worm, denial of service attack not arising from or in connection with Contractor's negligence or willful misconduct; provided, that written notice thereof must be given by such party to the other party within ten (10) days after occurrence of such cause or event. Specifically excluded from this definition are government and judicial actions which could have been avoided by compliance with publicly available laws, rules and regulations of which either party had knowledge or should have reasonably had knowledge.

IN WITNESS WHEREOF, the parties have hereunto set their hands the day and date first above shown.

DULUTH ECONOMIC DEVELOPMENT AUTHORITY

By:_____

Its President

By:_____

Its Secretary

VISION INTERNET PROVIDERS, INC.

By:_____

Steve Chapin, Its President

EXHIBIT A

STATEMENT OF WORK

Scope of Work

This Attachment A ("Attachment A") describes the Scope of Work for website development services, to be performed by Vision Internet ("Contractor") for Duluth Economic Development Authority ("Authority"). In this document the words "we," "us," and "ours" refer to the Contractor. The word "you" refers to the Authority.

Implementation of the website will include:

Navigation Design

The Contractor will consult with the Authority on how best to organize your website's content. Based on this consultation, the Contractor will create a homepage layout wireframe that shows the placement of key information and dynamic content.

The Contractor will deliver the following:

- Homepage layout wireframe

Graphic Design

The Contractor will provide the Authority with two homepage design concepts for your approval. The City will select one for implementation in the website. The Contractor will provide revisions of the selected homepage design concept. Upon approval of the final homepage design concept by the Authority, the Contractor will create up to three interior page designs.

The Contractor will deliver the following:

- Two homepage design concepts
- Approved homepage design
- Up to five interior page templates

Vision Content Management System™

The Contractor will implement the Authority's website using the Vision Content Management System™ ("visionCMS™"). Customization of the visionCMS™ includes the frontend graphic design and layout as well as adding or subtracting fields for your specific needs.

The visionCMS™ will be implemented with the following components:

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

Authority's Initials_____

Contractor's Initials_____

- Context Sensitive Online Help
- Departmental Page Restrictions
- Document Central
- Drag and Drop Multiple File and Image Uploading
- Email Address Masking
- Enhanced User Interface
- Submission Validation (reCAPTCHA)
- Recycle Bin
- Updated and Expired Content Reporting
- Web Traffic Statistics
- Widget-based Layout Options
- Workspace

Content Editing

- Advanced WYSIWYG Editor
- Search and Replace
- Spell Checker
- Style Gallery
- Table Wizard
- 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
- Community Spotlight
- Dynamic Calendar System
- Dynamic Homepage
- Facilities Directory
- Facilities Reservations
- Feedback Form
- Form Builder
- Frequently Asked Questions
- In-page Content Editing
- Job Posts
- News
- RFP Posts
- Rotating Homepage Banners
- Service Directory
- Staff Directory
- Sticky News
- Weather Update

Department Management

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

Authority's Initials_____

Contractor's Initials_____

Outreach, Media, and Social Networking	
• Audio and Video Embedding	• govTrack CRM™
• Bookmark and Share	• OneClick Social Networking™
• eNotification	• Photo Gallery & Slideshow
• Emergency Alert (site wide)	• RSS FeedReader™
• Facebook FeedReader™	• Twitter FeedReader™
• Forward to a Friend	

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

Additional Interactive Components and Features	
• Approval Cycle	• Responsive Design with visionMobile™

Additional HTML Template

The Contractor will provide the Authority with an HTML template that vendors of third-party components can use. Additional web-interfaces with third-party databases and systems are outside the scope of work of this Attachment A.

Other Services

The Contractor will gather and analyze data from Contractor's previously developed economic development websites.

Authority's Initials_____

Contractor's Initials_____

Project Narrative

Stage 1: Vision Stage

In the Vision Stage, we work with you to create the vision for your website now and for the future. The Vision Stage emphasizes the objectives of the website and how it supports your overall organizational goals. This vision then guides each subsequent step in the process. 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 development authorities.
- 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 timeline to ensure the project's success.

Stage 2: Concept Stage

In the Concept Stage we realize the vision through:

- Defining the navigation strategy.
- Review and recommendation of interactive components and features to ensure streamlined navigation through special types of content.
- Creation of 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

In the Design Stage our team continues with the graphic design for your homepage. Our creative ability and expertise allows us to develop a compelling graphic design while maintaining its usability. We work closely with your staff to establish a look and feel that reflects your community. Our world-class designers take the time to create a truly professional design that incorporates graphics, photos, fonts, colors, and other design elements that fit together to create a stunning, harmonious design.

As part of our process we will provide art direction, design review, and up to two unique homepage design concepts for you to choose from. Once the direction is established, we will provide necessary revisions until you are completely satisfied. 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 the Vision Content Management System™ and integration of the interactive components and

Authority's Initials_____

Contractor's Initials_____

features. Quality is ensured by our extensive experience, testing, and the proven visionCMS™.

Included in the scope of your project is the content migration of up to 50 pages into the new 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. Alternatively, at your request we can provide a price quote to migrate additional pages.

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.
- Create a custom training manual that incorporates actual screenshots of your site.
- Provide administrator and content editor training.

For your project we will provide a one day onsite training consisting of two sessions; one for your staff representatives on content editor training and the other session for advanced administrator functions including system configuration, system maintenance, reporting, and strategies for future expansion.

Note that the central online reference incorporates screenshots from the visionCMS™, making it easy for staff to understand and use. It is an excellent reference for new staff to use as well.

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.

Authority's Initials_____

Contractor's Initials_____

Project Schedule

The table below shows the projected development and launch schedule along with a list of key deliverables/milestones.

Implementation Step	Avg. Duration
Vision Stage • Initial kick-off call with Authority's project manager • Survey preparation and review • Review project goals and timeline	2 – 4 Weeks
Concept Stage • Define navigation strategy • Homepage layout wireframe	2 – 4 Weeks
Design Stage • Unique, custom graphic design • Custom icons, buttons, screen elements, and backgrounds • Homepage design comp	3 – 4 Weeks
Development Stage • Implementation of visionCMS™ • Integration of interactive components • Migration of up to 50 pages of content	4 – 9 Weeks
Quality Assurance, Documentation, and Training Stage • Final testing • Customized training manual • One day onsite training session	2 – 3 Weeks
Soft Launch & Final Launch • Move website to production server • Completed website • Website goes live	2 Weeks
Total estimated time to launch	**15 - 26 Weeks**

** The schedule may vary depending on additional components and participant decision times.*

Authority's Initials_____

Contractor's Initials_____

EXHIBIT B

VISION INTERNET PROVIDERS, INC. PROPOSAL

A Proposal for

Duluth Economic Development Authority, MN

Creating an Exceptional Website with Vision

Adam Isern
Regional Sales Manager
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Vision Internet
2530 Wilshire Blvd. 2nd fl
Santa Monica, CA 90403
888.263.8847
www.visioninternet.com
Date: October 18, 2013

Vision Internet

Cover Letter

Dear Selection Committee Members,

Thank you for the opportunity to submit a proposal for the redesign of the Duluth Economic Development Authority website. Based on your specifications and the thoroughness of your RFP, we can see creating a comprehensive website designed to enhance the communication efforts of the City is a top priority. This is particularly exciting to us because we are always looking for opportunities to create showcase websites, just as we have done for Hamilton, OH Economic Development.

Many companies offer interactive tools, but only Vision Internet will take the time and care to implement a site unique to DEDA. We have created websites for large cities, like the City of Atlanta, and small cities like the Town of Dillon. These clients had different needs. You will, too. Each element of the site, including the graphic design, functionality, and ongoing services will be configured to suit Duluth, now and in the future.

Vision Internet is the ideal partner to lead your transformation:

- Experience: Our core team has worked together over the past decade to create hundreds of government websites across the US.
- Expertise: Our clients have won over 200 awards for our innovations. While other companies tout the ability to apply industry standards, we invented them.
- Technology: The visionCMS™ is designed for local government and incorporates modern Web 2.0 and mobile technology into a powerful system that makes updates a snap.
- Design: A Vision-quality design is more than eye-catching – it reflects your community and meticulous attention is given to every detail.
- Pricing: We provide competitive pricing and flexible payments. There are no required ongoing fees and the costs reflect real services provided.
- Flexibility: Enjoy a subscription-based maintenance plan, host in-house, or anything in between. No matter how you would like to engage with us for on-going services, we have a plan that will work for you!

In our accompanying proposal, we make a number of recommendations for your project. As you review these suggestions and our previous results, you will see that Vision Internet clearly stands apart and is the best choice for delivering quality results.

I look forward to talking with you soon and welcome the opportunity to clarify any questions or

Respectfully submitted,

Adam D. Isern

Adam Isern
Regional Sales Manager, Vision Internet Providers, Inc.

vision internet

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OVERVIEW AND BACKGROUND

Vision Internet, the Government Website Experts, is the national leader in government website development. As you review our past experience and current capabilities, we will demonstrate that Vision Internet stands far above other companies in creating unique and effective government websites. In fact, we have pioneered many innovations that have now become industry standards.

We are a full-service vendor offering website consulting, design, development, hosting, and maintenance services. This allows us to provide DEDA with a complete turnkey solution.

Vision Internet was founded on three core values: *Integrity, Commitment, and Trust.* More than a slogan, these values are at the heart of our every decision, action, and interaction. We attribute our continued growth and prosperity to our adherence to these core values. This honest approach to business has also provided us with longtime employees and partners, repeat customers, award-winning projects, and recognition for our community service. However, we know none of this would be possible without our clients and their communities. At Vision Internet we care as much about your community as you do.

Company History

As an entrepreneur involved with business and non-profit organizations, Steven Chapin recognized the need for internet connectivity, hosting, and website services for small to medium size businesses. This led to Mr. Chapin's creation of Vision Internet in 1995. Since its inception in Santa Monica, California, Vision Internet has been regarded as a pioneer in the Internet industry.

In 1996, our company began providing website development services for non-profit and corporate clients. We were recognized as industry leaders in local, national, and international media that same year.

During the creation of the company, Mr. Chapin remained active in the community, supporting government, education, and non-profit organizations. This activity, along with strong travel industry experience, resulted in the creation of our first government related projects for the City of Santa Monica's Convention and Visitors Bureau and the Danish Government.

Since this early beginning, we have further developed our government experience and have been awarded with nearly 500 government and education contracts and many awards for our work.

Throughout our company's history, we have taken a conservative approach towards growth, refusing outside funding and simply focusing on building a solid business based on our core values. Our approach has paid off, bringing us through the dot-com bubble and today's ever-changing economic climate. Providing a high level of stability allows our company to enjoy the continued respect and commitment of clients, employees, and the community.

Company and Contact Information

Primary Contacts	Adam Isern – Regional Sales Manager aisern@visioninternet.com 913-660-0617

Vision Internet

Corporate Headquarters	Vision Internet Providers, Inc. 2530 Wilshire Blvd., 2nd Floor Santa Monica, CA 90403 310-656-3100 888-263-8847 toll free 310-656-3103 fax

Qualifications

Vision Internet focuses on serving the needs of local governments like DEDA, enabling them to be more effective and efficient while improving service. As a result, we have emerged as the national leader in serving government agencies.

When selecting a company to partner with for your website development there are many factors which come into play. In addition to our unparalleled customer service, Vision Internet rises above the competition in the following ways. When choosing a partner to develop your website with, make sure they meet the following high standards:

- Highly Relevant Experience
- Unique Solutions Based Upon a Strategic Approach
- Broad Technical Expertise
- National Scope

Highly Relevant Experience

Vision Internet has extensive experience serving government agencies with populations ranging from towns of less than one thousand residents to cities and counties of several million. We serve all levels of government agencies, educational institutions and non-profit organizations, including websites for cities, counties, state and federal agencies, special districts, economic development departments, transit, performing arts, workforce development, environmental services, tourism and visitors bureaus, and more. Below is a sampling of our clients:

- Antelope Valley Air Quality Mgmt Dist, CA
- Boone County, IA
- Borough of Quakertown, PA
- Campbell County School System, VA
- Chatham County, NC
- Chesterfield County, VA
- Cherokee County, NC
- City of Ames, IA
- City of Ankeny, IA
- City of Atlanta, GA
- City of Birmingham, MI
- City of Brentwood, TN
- City of Carmel, IN
- City of Charlottesville, VA
- City of Crystal Lake, IL
- City of Decatur, GA
- City of Decatur Tourism Bureau, GA
- City of Evansville, IN
- City of Franklin, TN
- City of Germantown, TN
- City of Grand Island, NE
- City of Grandview, MO
- City of Hamilton, OH
- City of Hendersonville, NC
- City of Lynchburg, VA
- City of Maryland Heights, MO
- City of Plymouth, MN
- City of Roanoke, VA
- City of San Francisco, CA
- City of Smyrna, GA
- City of Sunset Hills, MO
- City of Warrensburg, MO
- City of West Des Moines, IA
- City of West Hollywood, CA
- City of Williamsburg, VA
- City of Winder, GA
- City of Yonkers, NY
- Columbia County, GA

- Columbia County Sheriff's Office, GA
- Coweta County, GA
- Coweta County Dev Authority, GA
- Cucamonga Valley Water District, CA
- Dallas County, IA
- Georgia Environmental Facilities Authority, GA
- Glastonbury Alcohol and Drug Council, CT
- Hancock County Employment Resource Center, OH
- Health Care District of Palm Beach County, FL
- Hillsborough City School District, CA
- Imperial Irrigation Dist, CA
- Jackson County, GA
- Jefferson County, NY
- Kershaw County, SC
- Lake Arrowhead Community Services District, CA
- Lexington-Fayette Urban County, KY
- Mathews County, VA
- Minnesota Office of Secretary of State, MN
- Prince George County, VA
- State Center Community College District, CA
- Town of Blacksburg, VA
- Town of Chapel Hill, NC
- Town of Glastonbury, CT
- Town of Leesburg, VA
- Town of Westport, CT
- Township of Lower Merion, PA
- Vanderburgh County, IN
- Village of Barrington, IL
- Village of Elk Grove, IL
- Village of Hoffman Estates, IL
- Village of Lisle, IL
- Village of Mount Prospect, IL
- Village of Northbrook, IL
- Virginia Highlands Community College, VA

These organizations have placed their trust in Vision Internet because we have created some of the best government websites in the country. All told, Vision Internet clients have won over 200 industry awards for their websites. Scanning through our list of clients, it is easy to see that we have the experience to ensure your project's success.

Unique Solutions Based Upon a Strategic Approach

Our approach is completely different than the template solutions offered by our competitors. They provide a cookie-cutter approach to government websites making your website look just like other websites. These can never match the results of a website built for your own unique needs.

Vision Internet is not simply a web design company; rather we take a strategic approach by understanding your needs first, then developing and implementing internet strategies which complement and extend your overall goals. While other firms are made up of technicians, our team members are well educated and have extensive business and government work experience in addition to their technical expertise. We are very knowledgeable in the area of strategic planning allowing us to have a better understanding of your overall challenges and objectives. We will implement a solution designed to solve your most pressing needs. Our tools and components give you the assurance of proven reliability and are designed to fulfill your most important goals.

This translates into a website solution that will deliver on its full potential!

Broad Technical Expertise

Vision Internet is a Microsoft Certified Partner and within our team, we have extensive experience in all the technologies required to build you a world-class solution. Our core technical skills include:

Web Programming:	ASP.NET, ASP, HTML, CSS, XML, Ajax, JavaScript, PHP.
Application Programming:	C#, C++, Java, Visual Basic, IIS, and VB.Net.
Database Technology:	MS SQL Server, Oracle, MS Access, and MySQL.
Graphic Design:	Photoshop, Flash, Illustrator.
Platform:	Windows Server, Linux.
Infrastructure	Cisco Router, Firewall, and Windows Security.
Other:	CMS, Web 2.0/Gov 2.0, Social Networking, e-Commerce platforms, and GIS software.

Additionally, our team has overlapping skills and expertise in:

- Consulting and Strategic Planning
- Market Research
- Usability Testing
- Project Management
- Project Development
- Information Architecture
- Database Design and Administration
- Creative Direction and Graphic Design
- Website Hosting and Maintenance
- Section 508 Compliance (federal disabilities compliance)
- Quality Assurance
- Documentation and Training

National Scope

Because of our experience and exceptional results, we have an extensive customer list that includes clients in the states of Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Missouri, Nebraska, Nevada, New Jersey, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, West Virginia, Wisconsin, and Wyoming – in addition to many government and education clients in the state of Minnesota.

With Vision Internet, you can be confident in knowing that you are working with the national leader in government website development.

THE VISION TEAM

Every member of the Vision Internet team brings years of experience and ability to any project they work on. For your project, we will assign one of our highly skilled Project Managers who will work with our lead Project Managers on developing your website. We will also assign our in-house developers and designers, who have experience creating award winning websites for other government projects. Biographies of key staff are provided in the following section.

- Kristoffer von Bonsdorff – Lead Project Manager
- Jay Ding – Manager of Technology
- John Vu – Senior Developer
- Gabriela Lifshitz – Designer
- Natalia Cudlip – Designer

KRISTOFFER VON BONSDORFF – PROJECT MANAGER

Mr. Bonsdorff has years of experience creating website solutions tailored to the specific needs of clients. Prior to joining the Vision Internet staff, he managed his own website development firm which helped clients develop website solutions, solve system/server issues, and provide other IT support services. He has also previously provided IT services, acted as systems administrator, and provided consulting for other educational and private institutions in the past.

Mr. Bonsdorff has worked on projects for the City of Healdsburg, CA; the City of Goleta, CA; City of Shoreline, WA; City of Cupertino, CA; City of Rohnert Park, CA; Lexington-Fayette Urban County Government, KY; the Town of Chapel Hill, NC; and Virginia Highlands Community College, VA.

Mr. Bonsdorff has attended Folkuniversitetet and Nacka Gymnasium in Sweden where he studied computer science.

Roles Served: Consulting and Project Management.

JAY DING – MANAGER OF TECHNOLOGY

Mr. Ding uses his extensive knowledge and experience in web-technologies to lead Vision Internet's development team and set the technical direction of the company's development.

He is a senior web programmer and lead product manager skilled in HTML, ASP, JavaScript, and Cold Fusion. He is also an authority in Section 508 accessibility issues. He excels in database design, development, and information architecture. He uses these tools to create kiosk, content management, and e-commerce solutions using Microsoft SQL Server and Oracle databases. His programming skill set also includes C++, Java, Pascal, and Visual Basic. He is an expert in content management including third-party Microsoft CMS and Stellent, plus he led the development of the Vision Content Management System™.

As a senior project manager, he has extensive experience in managing complex projects which deliver sophisticated websites for Vision Internet's clients including the City of Palm Desert, Cucamonga Valley Water District, City of Buena Park, Los Angeles County Ford Amphitheatre, the Palm Springs Unified School District, the California Junior Chamber of Commerce, Port of Los Angeles, the City of Lynchburg, Columbia County, Round Rock Independent School District, the City of Englewood, and Accessible Activities, for whom he developed a content management solution for a blind webmaster.

Mr. Ding earned a Master's degree in Information Systems and an MBA from Katz Graduate School of Business, University of Pittsburgh. He is a Microsoft Certified Professional and has been part of the Vision Internet team since 1999.

Roles Served: Product Management, Consulting, Project Management, Information Architecture, and Programming.

JOHN VU – SENIOR DEVELOPER

Mr. Vu is a truly exceptional programmer and serves as the primary developer of our content management and e-procurement systems plus developed many of our most advanced and innovative interactive components. Projects include sites for the City of College Station, City of Diamond Bar, City of Evansville, Dallas County Community Colleges, Greenbrier Convention and Visitors' Bureau, and many others.

Mr. Vu specializes in Visual Studio, .Net languages, and Microsoft Content Management Server. He can be found in the office day and night developing his latest "masterpiece" in any number of languages including ASP, ASP.NET, C#, C++, SQL/Transact-SQL, and MySQL. He is also an expert in JavaScript (both server and client), VBScript, HTML, XHTML, DHTML/CSS, Visual Basic (COM), and XML.

Mr. Vu earned his Bachelor of Arts degree from UCLA and is a Microsoft Certified Professional.

Roles Served: Programming and System Design.

GABRIELA LIFSHITZ – DESIGNER

Mrs. Lifshitz is a highly creative designer that brings a unique eye to the Vision Internet team. Her intuitive understanding of design balance has helped her to effectively transform a number of websites from chaotic to cohesive. She has created and refined successful designs with clients such as the Boone County, IA; Burbank Unified School District, CA; and the City of Newton, KS. She is currently working on projects for the City of Bartow, FL; Odessa Police Department, TX; Imperial Irrigation, CA; Dorchester County, SC; Pittsburg Delta View Golf Club, PA; City of Rosenberg, TX; and Sweetwater Authority, CA.

Mrs. Lifshitz holds a Bachelor's degree in Design from Universidad Iberoamericana, Mexico City.

Roles Served: Graphic Design.

NATALIA CUDLIP – DESIGNER

Mrs. Cudlip brings a fresh perspective to government design. Her expertise in creating eye-catching, user-friendly designs makes her a strong member of the Vision Internet design team. She helps Vision Internet clients create designs that focus on the unique branding efforts of their individual communities.

Mrs. Cudlip has created and refined successful designs for the City of Park City, UT; District of West Kelowna, BC; City of Palm Springs, CA; Town of Chapel Hill, NC; City of Dana Point, CA; Lexington-Fayette Urban County Government, KY and Eagle County Schools, CO.

Mrs. Cudlip holds a Bachelor's degree in Art with a Computer Animation focus from California State University, Los Angeles and a Computer Graphic Design certificate from Santa Rosa Junior College.

Roles Served: Graphic Design.

PROJECT NARRATIVE AND TIMELINE

The Vision Process is the result of long-term, dedicated staff that have built and refined our strategy for over fifteen years. Each stage of our six-step process includes formal review and approval points ensuring that the final result meets your expectations. This process ensures you will not reach the end of the project and be unhappy with the results. The six stages of the Vision Process are explained in the sections below:

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 of $4,860 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.

Stage 1: Vision Stage

In the Vision Stage, we work with you to create the vision for your website now and for the future. The Vision Stage emphasizes the objectives of the website and how it supports your overall organizational goals. This vision then guides each subsequent step in the process. 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 development authorities.
- 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 timeline to ensure the project's success.

Stage 2: Concept Stage

In the Concept Stage we realize the vision through:

- Defining the navigation strategy.
- Review and recommendation of interactive components and features to ensure streamlined navigation through special types of content.
- Creation of 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

In the Design Stage our team continues with the graphic design for your homepage. Our creative ability and expertise allows us to develop a compelling graphic design while maintaining its usability. We work closely with your staff to establish a look and feel that reflects your community. Our world-class designers take the time to create a truly professional design

that incorporates graphics, photos, fonts, colors, and other design elements that fit together to create a stunning, harmonious design. For examples of our design work, please refer to page 2.

As part of our process we will provide art direction, design review, and up to two unique homepage design concepts for you to choose from. Once the direction is established, we will provide necessary revisions until you are completely satisfied. 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 the Vision Content Management System™ and integration of the interactive components and features. Quality is ensured by our extensive experience, testing, and the proven visionCMS™.

Included in the scope of your project is the content migration of up to 50 pages into the new 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. Alternatively, at your request we can provide a price quote to migrate additional pages.

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.

For more information about the visionCMS™, please refer to page 10.

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.
- Create a custom training manual that incorporates actual screenshots of your site.
- Provide administrator and content editor training.

For your project we will provide a one day onsite training consisting of two sessions; one for your staff representatives on content editor training and the other session for advanced administrator functions including system configuration, system maintenance, reporting, and strategies for future expansion.

Note that the central online reference incorporates screenshots from the visionCMS™, making it easy for staff to understand and use. It is an excellent reference for new staff to use as well.

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.

Post Launch Services

Once your website has launched, Vision Internet will continue to offer support for your website. This includes access to our SPARK Customer Resource Center and our visionLive™ subscription service. Please see page 22 for details on these services.

Project Schedule

We understand that you would like to have the website complete by February 2014. While it is possible to meet the deadline, we recommend a longer schedule that allows more time for decision making, collaboration, and consulting. Our experience is that if you allow yourself more time, the end result will be much better.

The table below shows our recommended development and launch schedule along with a list of key deliverables/milestones. We can, however, work with you to find a way to shorten the schedule if you require.

Implementation Step	Avg. Duration
Vision Stage • Initial kick-off call with DEDA's project manager • Survey preparation and review • Review project goals and timeline	2 – 4 Weeks
Concept Stage • Define navigation strategy • Homepage layout wireframe	2 – 4 Weeks
Design Stage • Unique, custom graphic design • Custom icons, buttons, screen elements, and backgrounds • Homepage design comp	3 – 4 Weeks
Development Stage • Implementation of visionCMS™ • Integration of interactive components • Migration of up to 50 pages of content	4 – 9 Weeks
Quality Assurance, Documentation, and Training Stage • Final testing • Customized training manual • One day onsite training session	2 – 3 Weeks
Soft Launch & Final Launch • Move website to production server • Completed website • Website goes live	2 Weeks
Total estimated time to launch	**15 – 26 Weeks**

** The schedule may vary depending on additional components and participant decision times. Some stages may overlap, which can reduce the total time of completion.*

Vision Content Management System™

For your project, we recommend our proven, Microsoft ASP.NET and MS-SQL based content management system, developed specifically for government agencies. The visionCMS™ receives accolades from both non-technical staff for its ease-of-use and IT professionals for its advanced technology and unprecedented flexibility.

The browser-based system makes updating your website a breeze, whether you are in the office, on the road, or at home. If you can browse the internet, you can easily use our CMS. Staff can create or update pages, manage site navigation, and even schedule content through simple and easy to use administration screens. Timesaving features include our unique multi-calendar system, where you can add an event to multiple calendars anywhere on the site by simply checking a box. All of the website components work in the same easy fashion, making it very simple to learn. The system is designed to allow you to continually grow your website over time.

While non-technical users love how easy it is to maintain the site using the visionCMS™, IT staff appreciate its advanced technology and the unprecedented technical freedom offered by Vision Internet.

Create additional templates on the fly, add custom fields to your components, or customize your administrative dashboard. The visionCMS™ offers an unmatched level of flexibility!

Interactive Components and Features

In addition to the creative design, effective navigation, and easy to use Vision Content Management System™, we will provide you with many different interactive components and features for managing special types of content. These offer a higher level of interactivity to your website visitors and make it extremely easy for your non-technical staff to manage website content. Website visitors can easily find the information they need and staff will be able to maintain the site with timely information. Vision Internet creates proven solutions.

INCLUDED INTERACTIVE COMPONENTS AND FEATURES

Based on thorough analysis of your current website, we believe these components and features will most fit your needs:

SITE ADMINISTRATION AND SECURITY

- Audit Trail Log
- Backend Content Title Search
- Backend Dashboard
- Broken Link Reporter
- Content Review and Publishing
- Component Manager
- Content Scheduling
- Context Sensitive Online Help
- Departmental Page Restrictions
- Flexible Site Variable Settings
- Image Library
- Page Template Library
- Personal Toolbar
- Role-Based Security
- Scheduled Content Review
- SiteMaster™ Template Builder
- Submission Validation (reCAPTCHA)
- Recycle Bin

- Document Central
- Drag and Drop Multiple File and Image Uploading
- Email Address Masking
- Enhanced User Interface
- Updated and Expired Content Reporting
- Web Traffic Statistics
- Widget-based Layout Options
- Workspace

Content Editing

- Advanced WYSIWYG Editor
- Search and Replace
- Spell Checker
- Style Gallery
- Table Wizard
- 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
- Community Spotlight
- Dynamic Calendar System
- Dynamic Homepage
- Facilities Directory
- Facilities Reservations
- Feedback Form
- Form Builder
- Frequently Asked Questions
- In-page Content Editing
- Job Posts
- News
- RFP Posts
- Rotating Homepage Banners
- Service Directory
- 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
- GovTrack CRM™

- Bookmark and Share
- eNotification
- Emergency Alert (site wide)
- Facebook FeedReader™
- Forward to a Friend
- 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
- Responsive Design with visionMobile™

Key Component Descriptions

Below are some of the key components of our solution. Additional details are available upon request.

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 visionCMS™ 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 visionCMS™ to customize your current and future approval process needs.

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.

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 visionMobile™ 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.

For more examples of Responsive Design with visionMobile™, check out the City of Fairhope's (www.cofairhope.com) and Fredrick County's (www.co.frederick.va.us) websites from your mobile device or tablet.

Figure 1: Responsive Design with visionMobile™ will make your website compatible with all major smart phones including iPhone, Blackberry, Android, Windows Mobile phones and more.

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.

Optional Interactive Components and Features

Vision Internet creates custom solutions; therefore, we are able to offer you virtually any conceivable module or function. We believe these optional interactive components and features are most relevant to your needs:

- Disqus Integration
- Subsites

Because our content management system is so flexible, you may add these at any time in the future for an additional budget. Below are details on these optional components.

Disqus Integration

Helping develop a community on your website and opening up user communication is important. As an option, we can integrate Disqus onto your website. As a part of Disqus integration, Vision Internet can create up to three widgets. These widgets can be used on up-to-three different Page Templates of your website.

Please note that this is a third-party tool that requires a separate client account with the service. Vision Internet can create and manage this account by logging into a separate system, apart from the Vision Content Management System™. Staff will be responsible for managing comments on Disqus.

Vision Internet will not be responsible for any changes that a third-party makes to the Disqus system or its functions. Vision Internet will not provide technical support for Disqus in the event that this feature goes down.

If changes are made to the API, we will not be able to provide immediate service to accommodate whatever changes are necessary. In the event that Vision Internet is asked to accommodate changes to the API, this will incur additional time and material costs beyond any visionLive™ fee, other ongoing Vision Internet support fees, and the original implementation cost for Disqus.

Subsites

Subsites would provide its 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 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.

Note: If the Subsite is hosted on a separate server, DEDA may be required to pay an additional third-party licensing fee. Please note that DEDA must provide remote access to the server for installation of the Subsite.

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

Integrated Web 2.0/Gov 2.0

Internet technology is always evolving, and Vision Internet believes it is important for government websites to take advantage of new technologies to enable their audiences to get

the information they want, when they want it, and on the device they prefer. The Vision Content Management System™ includes many Web 2.0/Gov 2.0 features built right in. These helpful and handy features include RSS feeds, "Bookmark & Share" links, and more. Also included are advanced tools like OneClick Social Networking™ which allows you to post content to your website and social networking sites with one click. We can also implement blogs, message boards, and integrate virtually any third party system you may want to include in your site. The flexibility and extendibility of the Vision Content Management System™ assures that it can easily adapt to new technologies that continue to emerge in the future.

Integration of Third-Party Components and Databases

Today, there are many advanced components for such functions as:

- eCommerce and ePayment
- GIS Mapping
- Park and Recreation Services
- Permitting
- Service Requests (CRM)
- Streaming Video
- Others

Our content management system can easily work with these third-party systems, provided they are web-enabled. Most of these types of components can be given the same look and feel as your main website via modifications to the presentation template. For your project, we will provide you with an HTML template that vendors of these third-party components can use. We will also integrate links to these third-party components into the overall website navigation. There are many examples of where we have used this approach, including the Cities of Newport Beach, CA; Rancho Cordova, CA; and many others.

Another approach is to create a web interface for existing third-party databases. We used this approach in displaying tax records exported from a mainframe system for Vanderburgh County, IN; crime statistics from California state databases for the City of Citrus Heights, CA; Contractor information from city databases for City of Hamilton, OH; and staff and student contact information from school databases for the UCLA School of Law.

These are just a few examples of our extensive experience working with third-party databases and systems. While interfaces to third-party systems are not included within the budget, they are available for an additional fee. We will provide a firm quote for interfaces after analyzing the databases and requirements during the consulting phase of your project.

Additional Services

Attractive Design

Design is important. Today, many people judge the quality of an organization largely based upon the quality of its website. These opinions are especially influenced by the initial impression of the website's graphic design. Design ensures that site visitors will use the website as a resource; if the website is not attractive and inviting, people assume it is of little value and that it does not contain the information they need.

With Vision Internet, your website will have a design that makes it stand out on both a regional and national basis. The website will be inviting, easy to use, and will reflect your unique identity. This will be accomplished through the following design characteristics:

- Creative design that reflects your community and creative design elements that capture the essence of the DEDA.
- Highly functional layout that makes important information available from the homepage and pages throughout the site.
- Photos and collages of recognizable landmarks, scenery of the City, and the local area.
- Consistent look and feel throughout the site to make it easier for website visitors to navigate the site and find information they need.
- Section 508 Compliance making it accessible to persons with disabilities.
- Easy to use drop down menus helping users to quickly understand navigation and locate information with the least amount of clicks.
- Breadcrumbs showing the user's current path to let them know exactly where they are on the website.

Vision Internet is recognized for its ability to create great designs that fulfill each of the above objectives. We have been featured in the national media and have won over two hundred awards for creating effective web solutions, including the most prestigious awards in the industry. We intend to use all of this skill and experience to create an award-winning quality website for you.

Intuitive Navigation

For your website, we recommend organizing information by office/department, topic, and/or target users. Keep in mind that the average user does not know the organizational structure of the DEDA, 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 and education 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. We often implement *Action Based Navigation* which allows users to easily find a particular service or page on your website through an easy-to-use drill down menu, such as "*I Want To*...view an event, fill out a form, etc."

It is also easy for your staff to update and maintain web pages because of our single-source web-publishing model. It lets you update the web page one-time and multiple connected pages throughout the site are also instantly updated. This creates greater consistency while maintaining maximum usability for website visitors.

Search Engine Registration

DEDA's website will include at no additional costs search engine optimization tools that help your website appear more prominently on popular search engines. This includes meta data and descriptions for content as well as a Friendly URL Manager for creating search friendly URLs.

Furthermore, being registered on popular search engines is a great way to improve your website's visibility, making it easy for residents, potential visitors, and your other target audiences to find your online portal. As a part of our services, Vision Internet will register your website with all the most widely used search engines, putting you a step ahead of most other local government websites.

We can discuss additional search optimization tools with DEDA upon request and find the best solutions for your needs.

RELEVANT PROJECTS

Vision Internet, with its hundreds of government clients and over 200 awards for government related projects, is the national leader in local government websites. As you review these project profiles, we believe you will see that Vision Internet websites stand far above others. Many of the projects incorporate multiple objectives beyond simply information for residents. It is our strategic process that uncovers the additional needs and incorporates them into a more successful solution.

Below are several project profiles that show a broad range of experience and capabilities that clearly demonstrate our expertise and ability to serve your needs. As you review them, you are sure to find examples that appeal to your personal tastes and preferences.

- Workforce Alliance of South Central Kansas, KS (www.workforce-ks.com)
- Northeast Ohio Areawide Coordinating Agency, OH (www.noaca.org)
- Brentwood Economic Development, CA (www.businessinbrentwood.com)
- Janesville Economic Development, WI (www.growjanesville.com)
- WorkOne Northern Indiana, IN (www.gotoworkone.com)
- Hamilton Economic Development, OH (www.hamiltonohiobusiness.com)
- Successor Agency to the San Francisco Redevelopment Agency, CA (www.sfredevelopment.org) - Content Management System Implementation

References

Brentwood Economic Development, California

Contact name:	Joe Ruzon, Technical Assistant
Address:	9100 Brentwood Blvd. Brentwood CA 94513
Phone number:	925-516-5161
E-mail:	jruzon@ci.brentwood.ca.us
URL:	www.businessinbrentwood.com

City of Decatur, Georgia

Contact name:	Linda Harris, Assistant Director of Community and Economic Development
Address:	PO Box 220 Decatur, GA 30031
Phone number:	404-371-8386
E-mail:	linda.harris@decaturga.com
URL:	www.decaturga.com

Lower Merion Township, Pennsylvania

Contact name:	Brenda Viola, Public Information Officer
Address:	75 East Lancaster Avenue Ardmore, PA 19003
Phone number:	610-645-6221
E-mail:	bviola@lowermerion.org
URL:	www.lowermerion.org

Lexington-Fayette Urban County, Kentucky

Contact name:	Patrick Morrissey, Computer Analyst
Address:	200 E Main Street Lexington, KY 40507
Phone number:	859-425-2279
E-mail:	patrick2@lfucg.com
URL:	www.lexingtonky.gov

vision internet

PROJECT COST FORM

Below is a completed copy of the Project Cost Form included with the Authority's RFP. Additional pricing information is also included below.

The budget below includes consulting, project management, graphic design, training, and our content management system, as well as all of the components and features listed on page 10.

Item	# of Hours	Hourly Rate	Fixed Price (F) or Estimate (E)?	Total One-Time Cost
CMS Software (1)				
Consulting	45	$135	F	$6,075
Project Management	63	$135	F	$8,505
Design				
Design	34	$125	F	$4,250
Design Production	18	$95	F	$1,710
Development				
Dynamic Programming	43	$135	F	$5,805
HTML Programming	21	$105	F	$2,205
Porting				
Content Migration	17	$85	F	$1,445
Training				
Training/Documentation	38	$125	F	$4,750
Other				
Quality Assurance	18	$105	F	$1,890
One Year Support – Includes: • Maintenance • Hosting services • Upgrades for the visionCMS™ • Newly developed CMS components • Free redesign after four years of visionLive™ service[1]			F	$7,800[2]
Total				**$44,435**

[1] Does not include updates to configuration, content, or formatting among other restrictions; does not include new features that require design customization to implement.
[2] Subject to a 5% annual increase.

CMS Licensing

DEDA will retain all ownership of design, images, content, photography, illustrations and graphics. Vision Internet will grant to DEDA a non-exclusive and perpetual license to use the Vision Content Management System™ and Interactive Components and Features (visionCMS™). Vision Internet will retain ownership of the visionCMS™.

Additional Services

Optional Services

Depending upon your needs and available resources, you may opt for these additional services. They are not required to create a high-quality, successful project. Details are provided in the Vision Process outlined on page 7.

Optional Services	Budget
Onsite consulting • Onsite consulting and brainstorming sessions • Requirements gathering from project team • Creation of survey • All travel expenses	$4,860
Content migration – per 50 pages • Content formatting • Uploading related documents and images • Reduced pricing for quantities over 250 pages	$1,445

Optional Components and Features

On page 13, we outlined a number of component options. You are in no way obligated to accept these recommendations; we offer them to demonstrate our forward thinking. Below is pricing for these options:

Optional Component	Budget
Disqus Integration	$810
Subsites (cost per subsite)	$9,000

Maintenance and Hosting Alternatives

If you are not interested in the visionLive™ plan, we offer a number of alternatives, as outlined below. Additional details on each plan are provided on page 24[3].

Plan	Budget
On-Premise Subscription Maintenance with visionLive™	$650/month[4]

[3] In the event that Vision Internet is not hosting your website, a flat rate of $475 will be charged for assistance in setting up the website.

Hourly Maintenance Plan	$110/hour[5]
Hosting Only (with no maintenance plan)	$200/month

Additional Information

Included Warranty

All programming code within the project developed by Vision Internet is warranted for a period of one-year from the date of completion. We will create a backup of the website when it is completed. If any problem arises while you are maintaining the site, we will be able to restore the site back to its condition as it existed at the time of completion. If we are maintaining and hosting the site, we can restore it to its condition as it existed at the day of the last backup, should a problem arise.

In our over fifteen years of business, we have not had any significant problems arise, due to our extensive quality assurance process and technical expertise.

Terms and Conditions

Vision Internet agrees to perform the services at the prices quoted in this proposal. This quote is valid for 180 days.

[4] visionLive™ subscription rates listed are based on the cost of your project as proposed. Please note this cost may vary should the scope of your project change.
[5] Discounts available for plans greater than seven hours per month.

APPENDIX I: MAINTENANCE AND HOSTING SERVICES

Vision Internet is a full service firm providing all the services necessary to build and maintain your website. This includes website maintenance, support, upgrades, and hosting. While other firms limit your hosting options and lock you into "one size fits all" support plans, Vision Internet takes a different approach.

Below is a description of our available post-launch services and the optional maintenance packages.

All-Inclusive Subscription Maintenance with visionLive™

visionLive™ is a subscription-based, Software-as-a-Service (SaaS) maintenance plan that 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.

The service includes:

Website Hosting

For over fifteen years, website hosting has been an integral part of our operations. We started our business as an Internet Service Provider (ISP) offering full service connectivity, design, and hosting. As the business evolved, we developed our relationship with CoreSite and Cogent, a global network provider, which enables us to provide comprehensive hosting solutions for our clients. We have our own co-location suite within a secure, state-of-the-art facility.

Our hosting services include:

- Necessary bandwidth for website (over a 100 Mbps digital line)
- Power failure equipment including battery backup
- Redundant generator backup
- VMware Virtualization server with high available setting
- Operating system health monitoring and automatic hardware failover capability
- Centralized storage area network
- Full climate control
- Firewall protection
- 24 hour monitoring
- Security access via ID, biometrics, CCTV and key card
- Microsoft Windows Server 2008R2 or 2012 (based on the CMS version)
- Microsoft SQL Server 2005 standard, 2008R2 Standard or 2012 Standard (based on the CMS version)

- Monthly web usage statistics reports
- Fixed IP address for the website
- Daily onsite backups
- Guaranteed 99.9% uptime

VISIONCMS™ HAROWARE AND SOFTWARE

Below are details on the hosting environment we are offering DEDA:

Shared Server

- Quad-core or Hex-core processors
- 10 GB~16 GB memory per hosting virtual server
- 500 GB Hard Drive per hosting virtual server
- RAID 50 Configuration
- Windows Server 2012/Microsoft SQL Server 2012

WEB ANALYTICS

To realize the full potential of your website, you must measure its progress. The easiest way to accomplish this is to actively monitor website traffic and the content most utilized by visitors.

Included with our hosting services, we offer web analytics to analyze website traffic. It presents site traffic reports in an organized and concise format, all with full-color graphics. By utilizing this, we are able to offer complete reports on website visitor patterns, referring sites, visitor paths, and demographics. The reports enable you to understand the website end-users, what search engines and keywords they use to find your website, the pages they access, documents they download most often, and much more.

The reports also provide activity and technical statistics that contain information about the average number of visits, the least and most active days, the length of visits, the total hits, the errors found on the pages, etc. These numbers are especially helpful when trying to determine the impact various site promotions have had.

The reports are made available to you over the web, and data is easily exportable to Word, Excel, and XHML.

Unlimited Technical Support

At Vision Internet we stand behind our clients and can provide you with the support you need. With the visionLive™ plan, clients enjoy unlimited technical support for their websites. Typical support questions include how to perform advanced tasks, configure the system, or accomplish some organizational need in the best way possible.

In all cases, Vision Internet is able to address your technical and/or operational needs. You will be assigned a service support person who will serve as your first level of support and manage any needs you may have. Continual monitoring of your site is provided to assist your staff in finding solutions to any unexpected problems. For issues that occur after business hours, emergency staff support is provided 24 hours a day, 7 days a week.

Vision SPARK Customer Resource Center

At Vision Internet, we are committed to delivering excellent customer service and recognize that providing support means more than just building a functional website. This is why, in addition to our dedicated support team, our clients have access to Vision SPARK, an online customer resource center.

With exclusive access to SPARK, you will be able to:

- Access our collection of CMS tips, tricks, and tutorials
- Submit and track your support requests with a quick click-of-a-mouse
- See what other Vision Internet clients are doing with their websites
- Learn about new features and components
- Customize your SPARK experience

You will also hear about exciting ways to upgrade your site when new features are introduced!

Upgrades

Technology is continually evolving. visionLive™ ensures your website will keep pace. If upgrades to the visionCMS™ are released, they will automatically be added to all visionLive™ client websites at no additional charge. Has a new browser been released? Has a new mobile device become popular? No worries! We have you covered.

Newly Developed CMS Components

Vision Internet's product development team is continually rolling out new functionality, through ideas generated by collaborating with our clients, trends in the industry, or new innovations developed internally. We want to make sure our clients can immediately utilize these tools as they are launched, without having to wait for a budget request. That's why with a visionLive™ maintenance plan, in addition to upgrades, you will also automatically receive new components as they are launched.[6]

Free Graphic Redesign

The upgrades and addition of new site features will help keep your website up to date *technically*, but what about graphically? It is generally recommended that websites be redesigned every three to five years, which is why we include a free redesign to all clients who maintain a visionLive™ maintenance plan for four consecutive years. As part of the process, enjoy a refreshed layout, navigation, and custom graphic design – at NO additional cost!

Maintenance and Hosting Alternatives

While many companies provide one-size-fits-all maintenance plans that leave their clients with one option for how to receive on-going service, Vision Internet is different. Not sure if a hosted, SaaS plan is a good fit for you? See our alternative maintenance plans below. If you don't find one that suits your needs, let us know and we can work with you to create one that will.

[6] Does not include new features that require design customization to implement.

On-Premise Subscription Maintenance with visionLive™

Would you like a subscription-based maintenance plan, but would prefer to host your site in-house? No problem! With our On-Premise Subscription Maintenance option, you will receive all the maintenance and support services outlined above in the hosted visionLive™ plan, but will be able to host the site on your own servers.

Hourly Maintenance Plan

As an alternative to our subscription plans, DEDA can choose to add an Hourly Maintenance Plan. With this approach, you would purchase a defined number of support hours per month. Unused hours will automatically roll-over from month-to-month, accumulating over time. These unused hours can be applied to purchase any service offered by Vision Internet, including refresher training, upgrades, new features, or system enhancements, thus ensuring your website remains current and fresh.

Developer Plan

If DEDA has talented .NET developers on staff and is interested in an enterprise solution, Vision Internet offers a Developer Plan. This approach includes a full copy of the source code, a copy of the SQL database used by the visionCMS™, a perpetual license for DEDA to modify code for your own use, a user guide and technical guide, and on-site technical training with a Vision Internet developer to learn about the CMS code. This plan will equip your developers to modify the code and make customizations as needed. Let us know if you are interested in exploring this option and we can provide a pricing estimate for you.

No Maintenance Plan

DEDA can also opt to have no on-going contract and simply pay for support and maintenance services as needed. This option can be utilized by clients who host with Vision Internet or host in-house.

Don't see an option that will work for you? We can discuss additional options with DEDA and create a plan that will suit your needs!