

RESOLUTION 2026-39

RESOLUTION APPROVING A WEBSITE SERVICES AGREEMENT BETWEEN REVIZE SOFTWARE SYSTEMS AND THE CITY OF WEST BRANCH, IOWA REGARDING WEBSITE DESIGN, BUILD AND SERVICES

WHEREAS, the objective of the Agreement is to replace the current website platform that the City of West Branch has in place; and

WHEREAS, the Department of Justice (DOJ) established final rules for digital accessibility, covering websites, mobile apps, and electronic documents (PDFs). State and local government websites must comply with WCAG 2.1 Level AA standards, enforced under Title II of the ADA. Deadlines for compliance of these standards are April 24, 2026 for populations of 50,000+ and April 26, 2027, for smaller entities and special districts.; and

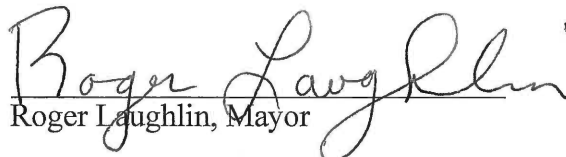
WHEREAS, the City of West Branch would need to upgrade their website platform and capabilities to allow for both, a better product for it's users and to ensure compliance with WCAG2.1 Level AA standards; and

WHEREAS, the City of West Branch administration team has researched and reviewed various website companies and software systems to ensure these standards will be met, while meeting the needs of the city staff and residents. From that research the staff has selected Revize Software Systems for the design, revision and compliance regulation of the City of West Branch Government website; and

WHEREAS, it is now necessary for the City Council of the City of West Branch to approve said General Agreement with Revize LLC, aka Revize Software Systems. This agreement would be for a five-year term with a locked in rate of \$5,070 a year, for the first 5 years. There would be a custom website design and build fee of \$9,900, to round the payments out to \$7,050 each year starting 4/25/2026 with a final payment on 4/25/2030. The agreement will automatically renew each year after the five years of service, unless either party gives notice of cancelation.

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of West Branch, Iowa that the aforementioned Web Services Sales Agreement with Revize Software Systems, is hereby approved. Further, the Mayor is directed to execute said Agreement on behalf of the City.

Passed and approved this 20th day of April, 2026.


Roger Laughlin, Mayor

ATTEST:

Alycia Frits, City Clerk



Revize Web Services Sales Agreement

This Sales Agreement is between City of West Branch, Iowa ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 4-7-2026

CLIENT INFORMATION:		REVIZE LLC:
Client Name:	<u>City of West Branch</u>	Revize Software Systems
Client Address:	<u>110 N Poplar St.</u>	150 Kirts Blvd., Suite B
Client Address 2:	<u>PO Box 218</u>	Troy, MI 48084
Client City/State/Zip:	<u>West Branch, Iowa 52358</u>	248-269-9263
Contact Name:	<u>Heidi Van Auken 319-643-5888 heidi@westbranchiowa.org</u>	
Billing Dept. Contact:	<u>Heidi Van Auken 319-643-5888 heidi@westbranchiowa.org</u>	
Client Website Address:	<u>https://westbranchiowa.org/</u>	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	Phase 1 – Project Planning and Analysis, onetime fee:	Included
1	Phase 2 – Discovery & Design from scratch - One concept, three rounds of changes, home page and inner page designs and layout, includes Responsive Web Design.	Included
1	Phase 3 & 4 – Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications and CMS module updates, onetime fee:	Included
1	Phase 5 – Quality Assurance Testing, onetime fee:	Included
1	Phase 6 – Site map development/content migration from old website into new website including spell checking and style corrections – up to 1,000 webpages and documents (approximate number on your website today). To help remove stale content, Revize will not be moving over old event or calendar items.	Included
1	Phase 7 – Content Editing/Administrator Training, one-day session, remote, onetime fee:	Included
1	Phase 8 – Go Live, onetime fee:	Included
	Custom Website Design & Build Subtotal	\$9,900
1	Revize Annual Fee, pre-paid: Includes unlimited tech support, CMS software updates (up to 3 users), security software updates, and 24 hour website health monitoring. Website hosting included free of charge with SSL security certificate (10 GB storage space, 100 GB monthly bandwidth limit) with pre-paid annual fee:	\$5,070
	Grand Total	\$14,970

Five-year agreement with free website design refresh during year five. The annual fee will be a locked-in rate of \$5,070 for the first 5 years. If client cancels this sales agreement, without cause, before the sales agreement expiration date, the full amount of the 5-year agreement is still due. This agreement will automatically renew each year after five years of service, unless either party gives notice of cancelation by email and letter 60 days before the end of the annual one-year anniversary date. **Revize requires a check for \$2,000 to start this Initiative. \$5,050 will be due 7-15-2026.** Remaining balance due per the following payment schedule:

Payment Schedule

Payment Amount	Payment Date
\$ 7,050	4/25/2027
\$ 7,050	4/25/2028
\$ 7,050	4/25/2029
\$ 7,050	4/25/2030

For project timeline and details please refer to our proposal dated 3-20-2026. CLIENT understands that the project completion date is highly dependent on their timely communication with REVIZE.

CLIENT also agrees and understands that:

- a. The primary communication tool for this project and future tech support is the REVIZE customer portal found at <https://support.revize.com>.
- b. During the project, CLIENT will respond to REVIZE inquiries within 48 hours of the request to avoid any delay in the project timeline.
- c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.

Terms:

1. *Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.*
2. *Additional content migration, if requested, is available for \$3 per web page or document.*
3. *This Sales Agreement is the only legal document governing this sale. If the contract is terminated before the expiration date, the full amount of the contract is still owed.*
4. *Both parties must agree in writing to any changes or additions to this Sales Agreement.*
5. *Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Iowa.*
6. *Pricing expires in 30 days.*

AGREED TO BY:

Signature of Authorized Person:

Name of Authorized Person:

Title of Authorized Person

Date:

CLIENT

Roger Laughlin
ROGER LAUGHLIN
MAYOR
4-20-26

REVIZE

Joseph J. Nagrant
Vice President

Please sign and return to:

Joseph J. Nagrant

Joseph.Nagrant@revize.com

The Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for government websites.

The applications and features are grouped into five categories:

- Citizen's Communication Center Apps
- Citizen's Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

VISITOR'S COMMUNICATION CENTER APPS

- Home Page Alert
- Document Center with keyword search
- FAQs with keyword search
- Staff/Listing Directory with keyword search
- Multi-Use Listing Directories with keyword search and Google Mapping
Example:
https://www.largo.com/facilities_directory/index.php
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator - over 100 languages

VISITOR'S ENGAGEMENT CENTER APPS:

- Citizen Request Center with Captcha
- Interactive Forms App
Example: <https://hamilton.rja.revize.com/forms/879>
- Public Service Request App
Example: <https://www.kentwood.us/psr/index.php>
- RSS Feed
- Online Bill Pay linked to your Third-Party Payment Provider (if required)
- Documents On Demand App (for old resolutions (2015-2023)- up to 2,500 files))

STAFF PRODUCTIVITY APPS

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- CMS Web Form Builder with drag & drop text fields
- Website Content Archiving
- Website Content Scheduling

SITE ADMIN & SECURITY APPS

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analysis with Google Analytics

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ADA Compliant WCAG 2.2AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) - for great Mobile Device viewing i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

Service Level Agreement

Revize Maximum Response Times via Severity Level

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

Crisis issues, determined by Revize, are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Until this error is resolved, the website is essentially halted. A large number of users and or core program functionality are severely impacted.

Critical issues are defined as website errors that are an inconvenience, or causes a inconsistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but the client would eventually want changed.

Technical Support Escalation:

If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Derek Ortiz. If the problem is not resolved within 3 business days, then Revize will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, Revize will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

- 7 a.m. – 7 p.m. CST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual