MEMORANDUM

DATE: June 21, 2022

TO: Randy Recklaus, Village Manager
                    Diana Mikula, Assistant Village Manager

FROM: Avis Meade, Communications & Outreach Coordinator

SUBJECT: 2022 Website Rebuild Project

Current Website History

The Village contracted with its current vendor, CivicLive, in 2016, for a 3-year contract. The contract cost was $69,500 for a 3-year period, including $51,000 in the first year and two years of hosting at $9,250 per year for the remaining two years, through 2019. Since 2020 the Village has renewed an annual hosting contract with CivicLive, which has increased and is now $9,735.75 for hosting each year.

Since 2016, significant technology updates have been made regarding municipal websites, and it is the Village's experience that CivicLive has not adequately provided VAH.com with competitive or modern improvements, specifically in terms of mobile responsiveness.

The Village also holds interest in contracting with a new vendor, due to our experience with current vendor extensive outages and disruptions to service. On February 4, 2021, VAH.com went down for five days. The Village was later informed by Intrado, the parent company of CivicLive, that "the outage was caused by a hardware failure."

Additionally, in January 2022, a similar failure occurred that resulted in the Village's website to be down for 16 hours. The Village was informed this was due to a fire at Intrado's server location. Despite CivicLive's reassurance regarding redundancy improvements since the 2021 outage, the VAH.com website was down for 16 hours. The Village's IT Manager at the time stated, "Given the cause of the outage that occurred on Jan 17, 2022, CivicLive failed on its promise that was outlined in the proposal from 2016. If network redundancy was in place, then the outage would have lasted at most a few minutes and not the 16 hours the Village has experienced." The Village has also experience slow communication from the vendor and at times not been alerted to issues with our website.

It is for these reasons that the Village sought to pursue a contract with a new vendor and issued a Request for Proposal.

Village of Arlington Heights Redesign Project 2022
In March 2022, Village Staff issued a Request for Proposal (RFP) to vendors interested in redesigning the Village's existing website.

The Village received 3 proposals that were reviewed in April 2022, including:

- Revize: $53,900 with annual hosting fees of $8,900
- CityBase: $276,000 (year 1), $284,280 (year two), $292,808 (year 3)
- Planteria Media: $81,250 with annual hosting fees of $7,980

Selected Vendor
After careful review of the submitted proposals, Village Staff has selected Revize as the new vendor for the website redesign project.

Revize was founded in 1995 and is one of the Village's preferred vendors due to its reputation as a leader in providing Content Management Software (CMS) to municipal, county, and other governmental agencies. Village staff surveyed nearby communities and found that the vast majority all utilized three main website providers, including Revize.

Revize provides CMS service to more than 1,500 government clients nationwide including the nearby communities of Addison, Barrington, Buffalo Grove, Glencoe, Highland Park, Lake Forest, Park Ridge, and Tinley Park.

In May, Village staff met with a representative from Revize who provided a demonstration of their CMS platform. The Revize CMS would provide increased functionality of the Village's website, including improved and customizable search results, as well as the ability to provide users with a mobile-friendly experience. Revize also offers modern and innovative design components, such as the option to integrate live social media feeds on the Village's homepage. They have also ensured staff that their websites will be reliable, ADA compliant, and will integrate easily with third-party software, including Tyler Systems.

Revize offers several upgrades that are not provided by our current vendor, including a nearly 100% up-time rate, redundant server architecture, and back-up data centers located in two, state-of-the-art facilities in Illinois and Michigan. Their redundancy model keeps an up-to-the-minute exact duplicate of client websites, in the event it must be restored. Revize's contract will provide the Village with 3,000 webpages and documents on our new website. The goal of the redesign is to remove all unused and out of date information from our website, however if the website should require more than 3,000 webpages/documents, there is no cap or additional cost to the amount that we can create in-house.

Project Timeline
The Village's goal is to launch the new website in fall of 2022 and Revize is confident they can work within this timeline. However, due to challenges of staffing of IT positions throughout the industry, Village staff has secured the option to extend our current service through April, 2023, should this be necessary.

Costs
Revize's 4-year contract includes the initial redesign and hosting fees of $53,900 in year-one, followed

by annual hosting fees of $8,900 for the remaining three years. At the end of the existing 4-year contract, Revize will provide a free redesign of the website at no additional cost to the Village. This project was not budgeted in 2022, however due to ongoing service failures, staff recommends moving forward with this project.

Recommendation
It is recommended that the Village Board authorize the Village Manager to execute a contract with Revize LLC for the redesign of the Village's website, with a total amount not to exceed $80,600 for the next four years, with $53,900 due in the first year and $8,900 of annual hosting costs for the next three years, from the Village's Technology Fund account #625-0601-553.20-39.

It is also recommended that the Village Board approve the attached Ordinance amending the 2022 Budget to increase Technology Fund Data Processing Services 625-0601-553.20-39 by $53,900.