Exhibit A – CivicPlus Scope of Work

Project Development and Deployment

Initial GCMS® upgrades, maintenance, support and hosting – no additional cost

Server Storage not to exceed 20 GB

Project Enhancements Included
CivicMobile
CivicSend
(4) Department header packages

Professional Services
2 hours of remote consulting
3 days of on-site consulting
3 days of on-site training
HTML Conversion for ALL agendas and minutes

$48,000

Total Fees Year 1	**$48,000**

Annual Services (Continuing GCMS® System Enhancements , Maintenance, Support and Hosting) *Billed 12 months from contract signing*	$8,715

Kick-Off Meeting

Deliverable: Project Timeline, training jump start and worksheets

CivicPlus will:	City of Saratoga Springs will:
- assign a project manager to this project - conduct a Project kickoff to review awarded contract - establish communication plan for the duration of the project effort - work with the City to identify all key internal and external project stakeholders - develop project plan and timeline - provide Project Management and Support	- review and approve of project plan within 5 business days - if modifications are required after the review of the initial project plan, the City has 10 business days to address the modifications and come to a consensus. - approve the project plan (limited to two reviews) prior to proceeding with the project. - complete the following prior to Phase 1: Functionality and Design Form, Web Team Form and Content Form - update the current primary live website content and delete any pages from the website that are no longer wanted or needed.

Phase 1: Website Optimization

Deliverable: Needs assessment, best practices and worksheets

CivicPlus will:	City of Saratoga Springs will:
- provide communication support to the City, key stakeholders and personnel via status reports emails or phone calls as needed - review the goals and expectations submitted on the forms the City completed to ensure the City's needs are clearly understood	- gather statistics from the current website from the past 12 months and provide to CivicPlus - collect pictures to be used in the overall design of the new website and provide to CivicPlus - provide a MS Word document template that features your branding/logo and provide to CivicPlus.

• conduct a presentation of findings and recommendations to key project stakeholders	• compile a list of all divisions and/or departments within the organization and provide to CivicPlus • submit a list of third-party and in-house developed applications presently being utilized on the current website and provide to CivicPlus • pull a site map or outline of the current website's navigational structure and provide to CivicPlus • a list of any content on the current primary website that must remain as is (verbatim) because of legal requirements

Phase 2: Website Layout

Deliverable: Website layout and mood board will be presented for your approval

CivicPlus will:	City of Saratoga Springs will:
• present one custom layout and one mood board based on the goals determined in the previous phase. The presented layout will show the placement of the navigation and functionality. The mood board will reflect the color and imagery that will represent the tone of the design • begin development of the website design upon layout and mood board approval	• approve one layout and the mood board • review marketing packet material and guidelines • will provide CivicPlus will all the necessary DNS items identified for the website • 1st billing milestone approved

Phase 3: Website Reveal

Deliverable: Completed website design and navigation structure will be presented. You will be able to propose changes at this time.

CivicPlus will:	City of Saratoga Springs will:
• present a fully functional website • migrate all content pages from www.saratoga-springs.org to the new website. • After the City approves the design, content and functionality CivicPlus will conduct a review of the website to ensure the statement of work is met • work with the City to prepare for training • migrate all Agendas & Minutes in Microsoft Word.DOC or Adobe PDF format	• evaluate the website design and content and provide CivicPlus with feedback • collaborate with CivicPlus on proposed changes • revise the design as many times as deemed necessary, up to the deadline set by the City and CivicPlus during the Kick-off meeting • If design changes are requested after the set date, the project's go live will be adjusted

Phase 4: 3 Days of Customized On-Site Implementation Training for up to 12 employees

Deliverable: Train System Administrator(s) on GCMS® Administration, permissions, setting up groups and users, module administration. Basic User training on pages, module entries, applying modules to pages. Applied use and usability consulting to result in effective communication through your website.

CivicPlus will:	City of Saratoga Springs will:
• provided training to the City before the website goes live • train up to 12 City staff members based on internal daily task and workflow • train staff members on how to use the	• provide a location for training in the City with internet access • provide computers for staff to be trained on • 2nd billing milestone approved

GCMS®, update content pages and modules • provide access to training online training manuals and videos for the City staff	

Phase 5: Go Live

Deliverable: Custom website launched to the public.

CivicPlus will:	City of Saratoga Springs will:
• fix system issues and bugs that the City finds • CivicPlus' Quality Control team will complete a final spelling and links check • redirect the domain name to the newly developed website when the City signs off on the project	• have about three weeks to test and update the final site • notify CivicPlus on any system issues or bugs that CivicPlus needs to fix

Project Enhancements:

CivicSend

Key features include: unlimited subscribers, unlimited email messages, unlimited lists; visually rich, mobile responsive templates; centralized, single point-of-access via GCMS integration; access to multiple communication channels, including: email, SMS/text, Facebook and Twitter; robust tracking analytics; multiple list selection; content auto-posts to your website

CivicMobile

Custom Mobile App (iOS & Android)

Professional Services Consulting Three days on-site. Quote includes travel expenses.
Three days of on-site professional services consulting designed specifically to maximize the City of Saratoga Spring's website and social media development and implementation goals.

Phase 1: Website Design Consultation Two hours off-site conducted remotely.
A consultation package concentrating on evaluating the form and function of the current website design and potential problems therein.
Deliverable: A comprehensive report on all findings regarding the current site design, recommendations and roadmap for implementing the design to meet your overall goals, a follow up report reviewing the results of Implemented suggestions.

4 Department Header Packages
HTML Conversion

Project Development and Deployment Includes the Following:

Modules	Functionality
• Agenda Center	• Action Items Queue
• Alerts Center & Emergency Alert Notification	• Audit Trail / History Log
• Archive Center	• Automated PDF Converter
• Bid Postings	• Automatic Content Archiving
• Blog	• Dynamic Breadcrumbs
• Business/Resource Directory	• Dynamic Sitemap
• Calendar	• Expiring Items Library
Carbon Calculator	
• Citizen Request Tracker™ (5 users)	• Graphic Link Administration
• Community Connection	• Links Redirect and Broken Links Finder
• Community Voice™	• Menu Management

- Document Center
- ePayment Center
- Facilities & Reservations
- Frequently Asked Questions
- Forms Center
- Intranet
- Job Postings
- My Dashboard
- News Flash
- Notify Me® email and 500 SMS subscribers
- Online Job App with 1 generic application
- Opinion Poll
- Photo Gallery
- Quick Links
- Real Estate Locator
- Spotlight
- Staff Directory

- Mouse-over Menu Structure
- Online Editor for Editing and Page Creation (WYSIWYG)
- Online Web Statistics
- Printer Friendly/Email Page
- Rotating Content
- RSS
- Site Layout Options
- Site Search & Entry Log
- Slideshow
- Social Media Integration (Facebook, Share and Twitter)
- User & Group Administration Rights
- Web Page Upload Utility
  Website Administrative Log

Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support	Install Service Patches for OS System Enhancements Fixes	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic
Dedicated Support Personnel	Improvements	Redundant ISP
2-hour Response During Normal Hours Usability Improvements	Integration Testing	Redundant Cooling Diesel Powered Generator
Integration of System Enhancements	Development	Daily Tape Backup
Proactive Support for Updates & Fixes	Usage License	Intrusion Detection & Prevention
Online Training Manuals		Antivirus Protection
Monthly Newsletters		Upgrade Hardware
Phone Consulting		
CivicPlus Connection		

Redesign Details for redesign after 48 consecutive months of service

CivicPlus Project Development Services & Scope of Services for CP Basic Redesign
- New design for the City website   - Redevelop banner   - Redevelop navigation method (may choose top drop-down or other options)   - Design setup - wireframe   - Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)   - Project Management   - Testing   - Review   - Content Migration – Includes retouching of all existing published pages to ensure proper formatting, menu structure, and application of new site styles. Note: Content will **not** be rewritten, reformatted or pages broken up

(shortened or re-sectioned)
- Site styles and page layouts will be touched so all pages match the new design and migrate cleanly
- Spelling and broken links will be checked and reported if unable to correct