NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Years in Business	16 years	14 years	9 years	13 years
Years providing website design services	15 years	14 years	9 years	17 years - 1994 began providing
	Nearly 400 govt & education contracts	Started as custom software & appl dev,	Over 200 web applications, proprietary	technical related services-4 rural cities
	and many awards for their work	quickly expanded to web design & dev,	to clients from simple as secure shop carts	desire to maintain websites - tool that
		focus on govt, municipalities; awards	to algorithmic analysis of information	auto processes to update website content
Years providing website hosting	Over 15 years	9 years; hosted sites include City of	10 years - built Simple Easy Hosting	13 years. 98% of customers utilize
	Developed relationship w/ CoreSite and	Southfield, Stearns County MN, Aspen &		hosting faciltiy for hosting and backup
	Cogent, a global network provider and	Pitkin County CO, St Louis County MO and		needs
	own co-location suite within a secure	Lacey WA		
	state-of-the-art facility			
Years providing content management services	Vision Content Mgmt System developed	10 years. Used several, but currently focus	No content mgmt serv - provide appl	13 years-used by over 800 clients -
for websites	in 2003 specifically for govt agencies;	on Drupal & DotNet Nuke, both open	dev that incls content mgmt framewks-	easily update any portion of website-
	continue to upgrade and improve	source CMS	client manages own websites. Since	no version to choose & no system upgrades
			2003	to purchase yearly.
Work with Government Websites	Business primarily consists of developing	Ext exp govts in MI & US; understand	5 employees that have worked for	Experts who know local govt, people &
	govt websites; nearly 400 govt & public	unique characteristics, admin, const mgmt,	University of Mississippi for projects	processes; premier source of local govt
	agency clients in 35 states; nearly 200	branding, useability, communication &	funded by USDA	communication expertise & cutting-edge
	awards, experience in addressing needs	increased citizen interaction, utilize		online citizen engagement tools. Proj
	of cities	social media platforms		mgr over 50 muni sites
Closest support facility	Santa Monica CA	East Lansing, MI	Long Beach, CA	Manhattan KS
Parent Company	Vision Internet has no parent company	N/A	Ventures Etc., LLC	N/A
Municipal Clients	Nearly 400 government clients, approx	Potter Park Zoo, Gr Lansing Visitor's	None	Currently serving over 800 clients -
	175 are municipal organizations; Sampling	Conventions Bureau, Lansing Sports Auth,		Rochester, Lathrup Village, Lathrup Vill,
	Birmingham MI, Roanoke VA, San Francisco	Aspen & Pitkin County, CO, Stearns County,		Bismarck ND, Warsaw IN, Flagler County
	CA, Sedona AZ, Sunrise FL, Palm Springs CA,	MN, Michigan Groundwater Stewrdship		FL, Hesperia CA, New Rochelle NY,
	Valdosta GA, Marco Island FL, Newport	Program, Common Ground Festival,		Roanoke County VA, Hood County TX,
	Beach CA, Hamilton OH, Grand Island NE,	Capital Area MI Works, Southfield, Lacey		Tonawanda NY
	Janesville WI, Shoreline WA, Newton KS	WA, Ann Arbor Trans Authority		

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Currently serviced clients w/ similar services	Over 300 clients with similar services. Generally offer govt clients Vision Content Mgmt System, graphic & navigation design services	More than 300 clients-consult, website design & dev, cust software design & dev, intranet deploymt, SEO , internet mkting, hosting, network infrastructure eval/arch	Five major clients w/ similar types of application development services & support	Over 800 client - website design, training, consulting, support & hosting - may begin a project as soon as 3 days after contract signing
Software to create site	Website construction-Microsoft ASP.NET & SQL based Vision Content Mgmt System. Appls used: Microsoft Visual Studio.NET, Microsoft .NET framework 3.5, Microsoft SQL Server 2008 R2, Macromedia Homesite, Adobe Illustrator/Photoshop-due to standard technologies not locked into Vision Internet or any other company	Develops websites in their production environment. Host system - virtual servers running on Microsoft Windows Server, Microsoft SQL & Microsoft IIS. Databases used Microsoft SQL & MySQL. Software appl Microsoft SQL & .NET framework. Content Mgmt System-DotNetNuke (DNN)-open source framework.	Utilize open source software (LAMP/ Drupal). Similar to USDA projs would utilize Microsoft/Drupal; assuming all Microsoft licenses already exist	Unltd users for GCMS, Citizen Req Tracker ltd to 5 users, Fac & Reservations & Real Est locators have category limits-additioinal may be purchased; Prog lang: ASP.NET 3.5, Microsoft SQL2005, content lang: HTML, CSS, Javascript, Photoshop used for web page design
Experience interfacing other software programs into website design	Content Mgmt system easily works w/ other software programs if web-enabled; will provide HTML template for 3rd party vendors; integrate links; Another approach is to create a web interface for existing 3rd party databases and systems (not included in budget)	Product support complete integration w/ any application written in .NET. For other appls, interfacing accomplished through sub-domain. Ajax, Flash & Silverlight launched from CMS to seamlessly integrate w/ ColdFusion, EDMS and any others	Little commercially available software they have not integrated into websites - not worked w/ several govt developed databases.	Ability to link w/ most software or databases currently using, such as purch, taxes, assessment & utilities have been developed for clients. If true integration is required a cost may be incurred.
Cost to maintain Section 508 or web content accessibility guidelines compliance if changes in future	Website will be Section 508 compliant when launched. Should standards change after launch, can provide guideline compliance consultation at hrly rates.	No cost to maintain this accessibility	If specs change from what exist today, $85 and $140/hr for retro-fit.	No
Full Time Employees	23 full time employees	15 full time employees	10 full time employees	83 full time employees
Part Time Employees	11 part time employees		0 part time employees	0 part time employees

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
In-house support staff available 24/7/365	Support calls generally handled within 1 hr; guarantee max 48 hrs turnaround; phone & email support are 9am-7pm pst, M-F; after bus hrs, emergency staff support is provided 24/7	Post Implementation support group to ensure problems taken care of timely & efficient manner. Maintain system after warranty phase is closed. Changes billed hrly rate	Yes	24/7/365 emergency support; normal support hours are 7am-7pm
Overseas, off-hours support staff	No; all support from Santa Monica CA	None. All staff in East Lansing, MI	No	No
RH to approve staff assigned	RH staff final decision for any Vision Internet staff assigned to website	Yes	Yes	Will reassign personnel during contract period with notice
Outsourced/subcontracted services	All core services performed in-house	No subcontracts except copywriting services	Actual hosting to a commercial facility	Does not anticipate outsourcing
Staff Profiles	J Schatz-proj mgr and consulting K vonBonsdorff- proj mgr and consulting L Zhang-Lead Developer, programming & system design J Vu-Sr Developer, programming & system design G Lifshitz-Designer, graphic design N Cudlip-Designer, graphic design	L Polanco, acct mgr J Gilkey, Pres, Lead proj mgr - 20 yrs exp N Topper, Asst Proj Mgr S Jencks-graphic designer - 11 yrs. Exp J Bradford, Lead Developer & Trainer K Timmerman - Heads support division	E Matthews-reqs gathering, proj mgmt J Burns-day-to-day, proj mgmt, billing S Boggs-Sys arch & sr appl developer M Drake-QA and website development S Drake-Prod graphics & website dev J Allen-graphic artist	6-11 experienced staff members & single project mgr oversees the inter-departmental and client interactions, assuring project developed in timely manner by professional website experts B. Hahlbeck work w/ City initially to determine best solutions for admin users & website visitors.
Management of Consultants	Project Manager assigned to RH website utilizing proven Vision Process. Vision, concept, design, development, QA, documentation & training, launch		Employ 2 consultants, both personally managed by owner	Cole Cheever, seasoned proj mgmt team, responsible guiding City through project. Proj mgr ensures goals and timelines are met

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Telephone support	Communicate mainly via telephone; 48 hrs turnaround guaranteeds, most in 1 hr; phone & email 9am-7pm pst, M-F, emerg staff 24/7	Yes	Toll free number, answered by member of technical team with an escalation path to other developers	Ultimate Service Plan: staff available 7am-7pm cst for calls & emails. Emerg services after reg hrs -staff on-call 24 hrs a day
Ability to work remotely	Consult remotely using proven Vision Process - applied for neary 400 clients in 35 states	Yes, all consultants can work and communication w/ clients remotely	Yes, both consultants work remotely, as do several of employees from time to time	Work via phone or online mtgs. Proximity has never been a problem
Process to keep servers & infrastructure maintained & up-to-date	Constantly tracks technological changes; keep servers & infrastructure current; notify City of occurrences if effects RH website. If change occurs requiring City's assistance will notify and provide directions. Typically handle changes from office with min effect to City	Adheres to Microsoft best practices in security system processes; firewall and monitoring practices, system encrypts data through use of Secure Socket Layers. Servers locked room w/ keypad & biometric scanner & intrusion detection monitored through tools in firewall. Backup server maintained at home office.	Outsource hosting to a commercial facility	24/7/365 monitoring all critical components Backup: tape back up daily, off-site tape archive, Antivirus: continuously scan system, signature file auto update every 4 hrs; data security-server operating sys applied as nec, router level port blocking & reporting, logging, Ongoing security analysis by Cisco Security Specialist. Intrusion detection: redundant, firewalls
Method of Hosting Web Services: Dedicated or shared server	Will provide shared website hosting on Microsoft Windows 2008 Server & shared database hosting on Microsoft SQL Server 2005		Outsource hosting to a commercial facility Dedicated	Typical clients host on shared server. Dedicated servers are available at additional cost
Bandwidth-dedicated or shared at server level	Will provide shared website hosting on Microsoft Windows 2008 Server & shared database hosting on Microsoft SQL Server 2005	Do not limit speed or volume of data transfer	Outsource hosting to a commercial facility	97Mbps of bandwidth; redundancy AT&T, Qwest & Cox); Routers & switches auto balances internet load bet carriers for optimal speed; Redundant Cisco routers
Estimated effective bandwidth dedicate to RH	Unlimited bandwidth for RH website (over a 100 Mbps digital line)	10mb connection burstable to 100mb.	Outsource hosting to a commercial facility	97Mbps bandwidth; multi carriers - AT&T, Qwest & Cox

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Physical security, applications and content testing procedures, backup procedures, disaster recovery plan and process	Software to monitor website 24/7; City notified of server maint in advance or unexpected server downtimes or outages. Back up website daily, keep 2 wks database backups at all times; backed up both by FTP to off-site storage & tape-all site files & entire site database. Secured entry to facility and software based security measures-Windows firewall, Norton Ent Anti-virus & firewall & Windows Defender, .net framewk security mechanisms, MDS encrypted sensitive info & SSL	Controls in place to secure networks backup server maintained at home office connected via fiber to datactr. Incremental backups all servers replicated to home office very 4 hrs. Daily full backups. Backups of database transaction logs backed up every 15 minutes within datactr. Equipment maintained at home office to restore images and recover all sites.	Commercially accepted best practices. Outsource hosting to a commercial facility	Primary hosting is a Tier II data ctr housed in one of key Fiber transit bldgs for Kansas City w/ redundant design; backup nightly; backups stored securely off-site, "warm" off-site facility for hosting in event of complete failure of primary hosting facility. Data at primary facility is replicated at back disaster-recovery location on daily basis. Disaster-Recovery Plan, back up facility activated in as little as 3 hrs.
Denial of Service	Vision identify problem & notify RH of any prolonged difficulties, wk to get website live asap & notify of any assistance reqd. Typically can fix most problem fr office	Intrusion detection system stops respond-ing to reqs that are similar. Firewall would detect any intrusion; Other measures as blacklisting IP address, report offenders	Outsource hosting to a commercial facility. In most instances, commercial facilities can block incoming IP addresses & off-lost traffic to a dead end.	Warm off-site facility in event of com-plete failure of primary hosting facility. Data replicated daily. Disaster Recovery Plan.
Web hosting services compromised by power loss, fire, flood etc.	Vision identify problem & notify RH of any prolonged difficulties, wk to get website live asap & notify of any assistance reqd. Typically can fix most problem fr office	Redundant hosting services are available at additional cost, which would provide geographically redundant hosting. Reports on updates, instrusion & denial serv	Commercially accepted best practices. Outsource hosting to a commercial facility with acceptable business continuity infrastructure	Backup: Tape backup performed daily and off-site tape archive. Power: All systems fed by Uninterruptible power supplies w/ natural gas-powered gas-powered generator back-up
Current percentage of up-time	99.9% uptime for City's website	99.99% uptime currently	Outsource - typically 99.9%	99.7% does not count scheduled downtime
Training included in proposal	Remote training incl session for project mgr & will cover creating & updating content, managing, security, system configuration - duration one day covers admin of VCMA. Training also incls cus-tomized online training manual designed for RH website; easy-to-use even for non-technical staff.	Provides customized training manuals & 2 types of training sections: Content Editor Training - 2 hr session -basic concepts of writing for web, content mgmt, style guide & CMS Administrator training 2 hrs-user mgmt, wkflow/process mgmt & general system configuration	Generally on-site training w/ materials, live demos & samples. Recommend Train-the-Trainer. Cost included in Desired Functional Items.	4 days on-site training for 10 employees; DMS Administration; Basic User training

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ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Reports: by client or vendor; scheduled or manual	If Vision hosts website, offer web analytics to analyze website traffic: reports on website visitor patterns, referring sites, visitor paths & demographics, help City to understand website end-users, search engines & keywords used, pages accessed, docs downloaded, activity & technical statistics; reports available over the web & data is easily exportable to Word, Excel and XHML	Accessible 24/7. Google Analytics in all sites. Google Analytics provides website usage statistics reports; CMS offers activities and log reports; Maint contract includes reports useful to clients, reviewed during IT Strategy sessions; mtgs scheduled quarterly & serve as forum to discuss current performance & possible improvements	Recommend Google Analytics, which have a plethora of native reporting By Client/Manual	Administrators training on use of web statistics, which are provided through Google Urchin Analytics; by client; manual
Approval process for changes to content before content is placed in live environment	Implement Approval Cycle-allow RH to segment the mgmt of content by groups of users (depts) in addition to types of content. Vision CMS is extremely flexible allowing definition of workflows with as many approvals as needed	Custom wkflows assigned to pages, specific site sections or individual pages so content is approved before being posted live; Admin define & assign roles, grant access & editing rights for groups, assign separate password protected areas.	If changes during testing, City req in writing to proj mgr. If changes are defects will be fix & re-implemented to website. Changes written approved & quoted if not part of original framework.	Yes, approvals by groups ie., administrators of modules, central publisher for each dept.
Creation of new web sites - usually temporary; Ability to separate domain names	Several ways: create full additional website operates out of same VCMS as main City website or merely creating a new banner for a specific program or dept. Will discuss to find best solution at best cost to RH	DNN allows for multiple portals under same DNN installation	They will view micro-sites. If gen specs can be offered, a module can be developed for micro-site within CMA framework.	Will help City w/ basic or advanced sub-site - to graphically distinguish a group from main or parent site while falling under umbrella of same content mgmt system administration
Vendor hosting access to in-house applications or data such as ESRI Map Services; allowing residents to file a complaints or communicate a servcie need to the City	Can easily integrate with 3rd party applications for mapping; also offering own govTrack CRM component for reciving requests from users.	Yes, Map module incls ability directly interact with ESRI Arc GIS server or ArcSDE databases for data pull & overlay on Micro-soft Virtual Earth map engine.	CMS system would not do this. However, tools can easily be built with this functionality	Scrap content fr existing web application; Building own appls & plug into CMS framework or work w/ 3rd party software provider to integrate outside functionality.
Content Management System Includes:				
Utility for checking link integrity & generating a dead link report	No, but can discuss w/ a 3rd party provider	Yes	Part of the Drupal CMS Framework	Yes, dead link identifier incl'd in system
Checking for spelling, grammar & ADA compl	Spelling & grammar checker, ADA compl checking is not included	Yes, WYSIWYG editor has spell-check capability	Not part of Drupal Framework	Spelling-Yes; Grammar-No; ADA-No ADA reminders in system

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Type of mobile device services	The included Vision Mobile component dynamically converts all standard web pages & key components to mobile web-site; updates to website & mobile version; website compatible w/ major Smart phones	All website are mobile-compatible - mobile devices & Smart phones; offer design & construction of mobile sites - creating mobile version of main site to exclude content not relevant to mobile users	Currently can support Blackberry, iPhone and Android	Website will have mobile-compatible version, automatically w/ no extra work reqd and no extra cost
Creation of Google Calendar for community events, shared w/ other local govts and community organizations	including their own calendar system. System is flexible; can discuss sharing information w/ other calendars	Yes, supports downloading events into a user's Microsoft Outlook, iCal or Google calendars	It can be developed within the limitations of Google, as long as the City has a paid Google account.	Will need to fully scope. W/ their calendar module event can be exported using iCal. Multi calendar available w/ customizable dynamic categories/types of events w/ multi views
Organization's response to technical problems and/or site failures	Guarantee max 48 hrs turnaround for most support issues; most handled in 1 hr of reporting; phone & email support 9 am-7pm pst, M-F; after hrs support staff provided 24/7; can repair technical problem remotely in most cases		Assuming that the notice would be a tele-phone call or telephone text, the issue would be addressed immediately w/ up-dates every :15 (for site down) & every :60 for other technicial issues until resolved	Support personnel will respond to call as they arrive; messages retd in 2 hrs; action taken in 4 hrs; if cust support liaison unable to help, service escalation process will begin w/ answers being provided within one business day
Standard maintenance services	Can easily manage content of website w/o programming exp. Provide 3 mos free website maintenance & technical support; then option to buy blocks of hrs for maint & tech support at lower blended rate. Can apply unused value toward additional services as implementation of new com-ponents; City sets amt to be allocated to maint; can skip upgrades; most clients use 3-4 hrs per quarter of support & maint.	Ongoing Maintenance Options: Extended Warranty Agreement Enhanced Maintenance Agreement Extended Warranty and Enhanced Maintenance	Generally provide software maintenance services, which is more about version compliance. Server database, ols, back up & continuity would be incl'd in the hosting vendor	Maint of Appl & modules: install service patches of OS, upgrades, fixes, improve-ments, integration, testing, development and usage license

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
Process, phases or steps in implementation of website	Six-step process with proj mgr through on-line mtgs & conf calls: Vision Stage, Concept Stage-homepage layout; Dev Stage-content migration up to 50 pages, QA, Documentation & Training Stage- web-based training, custom training manual, functional testing, launch stage- website moved to production server 15-26 weeks	Stage-gate process for website developmt. (CADIUM). Methodology refined over the yrs & has been proven effective and efficient approach to software develop- ment. 10 weeks - timeline	Included above	Analytsis & timeline development, web- site design, navigation architecture, modules and site setup, content dev, review & testing, training, go-live & proj review, marketing, ongoing consultation 21-26 weeks on average
Guaranteed percenage of up time for website	Guarantee 99.9% uptime for RH website Will discuss any necessary compensation as part of contract process & can docu- ment any compensation as part of formal hosting contract	99.99% availability Guarantee not included in standard hosting pkg, willing to draft SLA that includes compensation for City in event guaranteed percentage of up time is not met.	Generally 99.9% An equal percentage of the costs of the hosting	99.7%-scheduled downtime does not count against 99.97 uptime specs
Standard Contract	Yes	Yes	Yes	Yes
Billing Procedures	20% - initial payment 20% - City approval of homepage wireframe 20%-City approval of homepage design comp 20%-implementation cont mgmt system 20%-completion website/City approval Can discuss different procedures	Electronic invoices. Invoices due 30 days from receipt	Net 30, billed the first of each month	1/3 total proj dev fee upon completion of design; 1/3 total proj dev fee upon com- pletion of content; remainder proj dev fee & any add proj dev services invoiced upon go-live.
Financial Statement	Upon request can provide hardcopy of proprietary documents	Not attached	Yes	No - will provide at appropriate time
Insurance Coverages	Yes	Yes	Yes	No - cannot comply w/ cancellation lang *5 Pages of Exceptions to RFP

NAME	Vision Internet Providers, Inc.	Artemis Technologies, Inc.	Ventures Etc., LLC	Civic Plus (Icon Enterprises, Inc.)
ADDRESS	Santa Monica CA	East Lansing MI	Long Beach CA	Manhattan KS
TOTAL PROJECT COST	$35,195.00 plus $200/month for hosting	$19,000-$27,000	$151,200	$34,188.00
		Tech Development		
Maintenance & Support	Free website maintenance for 3 months	Hourly $125	$30,000	First Year - $0
	and up to 3 hours per month			Second Year & Beyond $4,947
	In addition to no-contract, as needed			subject to 5% annual increase
	maintenance option, offer Maint Plan			
	for defined # of hrs per month; unused			
	hrs apply to upgrades & enhancements			
	3-7 hrs a month $110.00/hr			
	8 or more hrs a month $100/hr			

NAME	Graphics Department, Inc.	Revize Software Systems	DocuStore Data Management	Basso Design Group, Inc.
ADDRESS	Troy MI	Troy MI	Dearborn MI	Troy MI
Years in Business	22 years	12 years	23 years	8 years
Years providing website design services	17 years	12 years. Began in creation of interactive	20 years working w/ strategic business	Provided municipal design services since
	First municipal website for Mundy Twp	web design, multimedia content	partners: Cygnus Systems, BuildTech	2007 when it was awarded the Detroit
	in 1994. Among first sites to allow citizens	delivered on CD-ROM & video productions	Solutions & Projex5	Historical Society account
	alert police of vacs, fire permits, cc min.			
Years providing website hosting	17 years, recognized internet as central	5 years. State of art physical datactr in	20 years-managed & hosted several	Provides its clients w/ first-class hosting
	mkt, keeping ahead of dev technologies,	2 redundant locations (San Diego &	hundred solutions	services since its inception 8 years ago
	inclding data integration, software	Houston). Linux & Windows OS Systems		
	development and search optimization.			
Years providing content management services for websites	From beg recognized economic advantage	12 years. Revize CMS. RH owns server	20 yrs data mgmt services from on-line	Provided content management system
	of dynamic revisions; sites developed in	license of Revize/access to all updates.	data warehousing for digital images to	services to its clients since its inception
	basic html for site updates, self-maint		electronically storing & managing	8 years ago
	interfacing for entities		computer data to content mt & web serv.	
Work with Government Websites	Team has min 12 yr retenion rate; ample	Over 70% client base is govt orgs; 30%	Consultants worked specifically w/ govt	Huron Clinton Metro Parks, Boat Michigan,
	first-hand dealings w/ govt websites;	education, non-profits & commercial	website, lagest corp in world; most	Michigan Boating Industry Association
	recognize govt websites answer to tax-	organizations	experienced teams available in industry;	Detroit Historical Society
	payer & higher degree of compliance,		experience is broad & cover full spectrum	National Defense Industrial Assn-Mich
	documentation & mandated bureaucracy		of development & content mgmt	Women in Defense-Michigan Chapter
Closest support facility	In house	Troy MI	Dearborn MI/Cygnus: Taylor MI	Troy, MI
Parent Company	GDI has no parent company	None	Is parent company for 10 bus partners	N/A
Municipal Clients	Mundy Twp-website citizen access and	Over 500 govt clients muni & counties:	City of Melvindale, City of Dearborn,	Huron Clinton Metro Parks
	info exchange	Genesee County, Jackson County,	Wayne State Univeristy, Ford Motor Co,	Detroit Historical Society
	Ohio Dept of Development- Website	Covington WA, Highpoint NC, Greer SC.	Ford Motor Credit, Little Ceasars, Lear	
	highlight adv for corp relocation	Monroe MI, Ludington MI, Lansing MI,	Corporation.	
	FH DDA-Website construction scheduling,	Wylie TX, Carver County, MN, Montgomery		
	progress and news	County OH, South Bend IN, St Petersburg		
	Berkley Chamber of Commerce-website	FL, Livingston MT, Beckley WV, Hamilton		
	highlights & directory for bus/comm	MT, Mansfifeld LO, Melissa TX		

NAME	Graphics Department, Inc.	Revize Software Systems	DocuStore Data Management	Basso Design Group, Inc.
ADDRESS	Troy MI	Troy MI	Dearborn MI	Troy MI
Currently serviced clients w/ similar services	Buff Whelan Chev, Mauer Chev, ABC Warehouse, GTAsia, Secrest Doll Co., Unimark 7, Berkley Chamber	300 clients used all services proposed; Also worked w/ other website design firms & integrated Revize CMS into their templates	Currently City of Detroit for COBO Hall & Convention Ctr & City of Romulus & City of Inkster. Currently 30 clients w/ on-going mgmt & hosting services	Huron Clinton Metro Parks - website w/ content mgmt system Detroit Historical Society - website w/ content mgmt system, monthly maint plan, website hosting
Software to create site	GDI primarily developes web sites in base .html for best compatibility & translation into client GUI appls. Other tools include: BBEdit, Dreamweaver, Adobe Illustrator, Adobe Flash, Adobe Photoshop	Abobe Dreamweaver Suite Revize software extension for Dreamweaver	ADVISO's own Projex5 platform leading provider of content mgmt systems - easy to build and manage	Site will be developed using WordPress; Graphics developed using Adobe, In Design, PhotoShop & Illustrator The City should need no special software or licenses
Experience interfacing other software programs into website design	All outside database driven programs evaluated for language, display & host server compatibilities to assure optimal performance.	Revize CMS currently used on RH website. No problems integrating w/ any 3rd party web appl; over 30 modules that can easily be added to new website when needed at an affordable price	Projex5 Lite, Projex5, Projex5 Pro - each application interfaces to various software products.	Programmers can integrate all software required to achieve the objectives noted in the City's specifications document. Expert in incorporating database applications
Cost to maintain Section 508 or web content accessibility guidelines compliance if changes in future	No additional cost to create Sect 508 compliant website. Future changes may warrant a quote to update	No extra cost; built to help keep the compliancy intact on an ongoing basis; cannot add an image on web page w/o adding description for vision impaired device Jaws to read description	Hrly rate for Sec 508 and/or web content accessibility. Offers validation solution. Designed to identify errors in content related to Sec 508 standards and/or the WCAG guidelines	No
Full Time Employees	4 full time employees	15 full time employees	21-Docustore,21-Cygnus, 8-Adivso,3-Bld	6 full time employees
Part Time Employees	9 part time employees	2 part time employees	6-Docustore,4-Cygnus, 2-Adviso	3 part time employees

NAME	Graphics Department, Inc.	Revize Software Systems	DocuStore Data Management	Basso Design Group, Inc.
ADDRESS	Troy MI	Troy MI	Dearborn MI	Troy MI
In-house support staff available 24/7/365	Yes	Yes, after hrs support via Revize project Portal as well as email	In house staff 4/7/365 & cert technicians	Trouble ticket system is available via the web
Overseas, off-hours support staff	No	No	No	No
RH to approve staff assigned	Yes		Meet & evaluate team. One pt of contact If RH unhappy, will re-assign staff	Yes
Outsourced/subcontracted services	Site hosting is outsourced	No	DocuStore, Adviso, Cygnus	None
Staff Profiles	Comprehensive single source ability to perform all aspects of mkting endeavors incl: design, layout, production, illustration, photography, copy writing, media buying, pub relations, trade shows, emarketing, search optimization, social media, print materials, radio advertising, etc.	J Nagrant, Bus Dev, Sales Mgr-12 yrs R Akshay, Projects Mgr - over 100 websites S Alley, Project Mgr, over 100 websites deployed for munipal J Davis, Web Designer	200 years combined exp between Docu-Store & its partners in website developmt design, software integration, database mgmt, data mgmt, systems integration & hosting/warehousing/repository services of data, image & internet/website content mgmt.	G Basso-Managing Partner-15 yrs in mkting, design, internet background L Oliveto-proj & acct mgr-20 yrs exp mkting, public relations, interact design J Ross-interactive designer D Santonocito-managing partners- 12 yrs development & technical expertise J Hill-website & application developer J Frans-emerging software/web application developer
Management of Consultants	All aspects of web site development are performed in house	Via project manager	Contract Administrator wks w/ each client, who works directly w/ consultant Identifies qualified team members assigned to project	Do not anticipate need for outside consultants.

NAME	Graphics Department, Inc.	Revize Software Systems	DocuStore Data Management	Basso Design Group, Inc.
ADDRESS	Troy MI	Troy MI	Dearborn MI	Troy MI
Telephone support	Cell phone number of prime contact provided upon live launch; prime contact available 24 hrs.	Telephone bet 8am-6pm est & email support & Proj Portal support available 24 hrs	Immediate Response Support Center on T&M basis. On demand support services provided on a need be basis	Telephone support is available Monday through Friday from 9am-5pm
Ability to work remotely	All aspects of web site development are performed in house	All project wk remote from RH offices other than proj mtgs, interviews, etc.	Wk remotely w/ connectivity all times to resolve any support issues	Do not anticipate need for outside consultants to complete this project
Process to keep servers & infrastructure maintained & up-to-date	Hosting is outsourced to nationally recognized co that constantly monitors technological developments & upgrades its software accordingly. These upgrades are performed during periods of lowest visitor traffic to minimize viewer disruption of access to site content & features	Servers w/ built in hardware fire wall & software firewall. Use Cisco firewall software to protect servers. All software firewalls are automatically updated	Cygnus Systems Inc. leading edge computer technology solutions for 21 yrs; outsourced prof computer network support services designed for local business; Microsoft Gold Cert Partner for network infrastructure & support services; serve thousands of orgs; latest proven methodology for both single & multi-location offices	Their nationally known hosting partner backs up all data daily and uses redundant systems for maximum uptime. All server equipment is upgraded regularly. Multiple firewalls are used and iris scans are necessary for facility entrance
Method of Hosting Web Services: Dedicated or shared server	Server is shared but a dedicated server is available	W/ regular fee, provide shared server, but for added free, can provide dedicated server	Capability to provide dedicated server solutions, pricing available upon request. Cost provided is based on shared solutions.	Reports are not provided
Bandwidth-dedicated or shared at server level	Bandwidth is same for dedicated or shared server. Hosting incls 110GB data transfer per month w/ additional transfer available.	100 Mbps for both dedicated & shared server. Bandwidth provided via multi Tier 1 upstreams. Currently incls Level 3, Wiltel & Cogent	Bandwidth is shared at the server level	Clients may choose desired level
Estimated effective bandwidth dedicate to RH	110GB data transfer per month		Up to 1 Mbps sustained, or up to 4.5 Mbps for intermittent peaked	Bandwidth traffic is determined based on final website design & requirements

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ADDRESS	Troy MI	Troy MI	Dearborn MI	Troy MI
Physical security, applications and content testing procedures, backup procedures, disaster recovery plan and process	Data into Fac OC-48; redundant power to servers, generator backup & tested wkly, physical security for data ctr, access controlled, multi-zone alarms, access limited to auth system admin & upper mgmt, network constantly monitored for security, FM-200 waterless gas fire suppression system, disaster recovery plan & back-up procedures, data backup performed twice daily, data recovery available within minutes	Two servers for RH website. One CMS server & other one live server. CMS server runs behind firewall & only accessible to authorized content editors for logging into site & make content changes. All servers are backed up nightly to Remote servers using Carbonite backup service. If something happens to live server, DMS server can be made live server within couple of hrs thus providing redundancy in case of disasters	Docustore redundancy all systems through Artisan Infrastructure for reliable backup & recovery 24/365; partnership agmt w/ SunGard Availability Serv & has 250 work station recovery ctr in FH w/ direct connectivity to redundant servers & over 65 recovery ctrs w/ server & mobile recovery available to provide on-site recovery solutions. Fully documented disaster recovery plan.	Bandwidth traffic is determined based on final site design and requirements
Denial of Service	Network monitoring, installed firewalls, switches, routers, ISP based software filters & cleaning ctr provider utilized to detect & thwart denial of service attacks	Would refund the money for loss time	Thoroughly investigate the cause and rectify the problem accordingly	Redundant systems are used for maximum uptime. If a server experiences a failure, a remote system is employed immediately
Web hosting services compromised by power loss, fire, flood etc.	Duplicate site files stored in separate facilities for backup & restoration of web site in event of catastrophe		Restore site from co-location disaaster recovery backup site & restore from redundant system. While happening, hosting operates from redundant server	Redundant systems are used for maximum uptime. Remote facilities across the country are used to back up all bunkers
Current percentage of up-time	99.97%	99.90%	99.70%	Best effort for maximum uptime
Training included in proposal	Intuitive in design; any self maintenance software is developed w/ input of key personnel it was intended for. Any training reqs have not been historically necessary at time of launch. A firm quote can be provided if needed		Training program is provided in two 4-hr sessions. Additional training is available if needed and pricing is by hrly rate	Prior to public launch of new website, will conduct training w/ individuals charged w/ maintaining its accuracy. Onsite 2 hr session w/ overview, site revision protocols, question/answer period. Detailed documentation. Staff willing & available to answer questions after site is live

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Reports: by client or vendor; scheduled or manual	GDI will provide a URL for 24/7 comprehensive statistical analytics.		Basic level reporting re: site, traffic, data flow related statistics & custom reporting solutions upon request or set up system so RH can produce report at random. Reports are setup initially to be produced manually, but have ability to set the reporting up on scheduled basis	Client has access to Google Analytics which is run daily; Client has control and can run as often as desired.
Approval process for changes to content before content is placed in live environment	GDI provides staging URL for review & comment on all aspects of web dev from design to software performance. Only after written approval from principle party is any site launched live.	By use of Revize Workflow Approval capability. Flow chart based & very flexible & extensible; can create as many workflow approval processes as required and assign them to different areas of the website.	Changes are only allowed by authorized personnel at RH. Changes do not go into effect until written authorization by RH	As a function of City's content mgmt system, will build in multiple permission levels as required
Creation of new web sites - usually temporary; Ability to separate domain names	GDI can direct new web sites to sub-domains or wholly new domains	Yes, can use separate web space to manage every domain/temp website separately w/o effecting the websites you already have in place	Yes, additional domain names can be established and hosted. Cost will vary.	This is not part of CMS. New sites are considered to be separate projects. If determined to be outside of City's maintenance agreement, these will be quoted separately
Vendor hosting access to in-house applications or data such as ESRI Map Services; allowing residents to file a complaints or communicate a servcie need to the City	All outside programs are evaluated for language, display & host server compati-bilities to assure optimum perf. Solutions incl everything from simple to active integration	Need to link to your in-house applica-tions. Can wrap the new template look & feel to RH existing applications so that they would be displaying new branding & overall look & feel	Can determine their capability based upon an assessment of these applications. Have ability to host most Windows based applications	A ticket system will be integrated into City's website to accomplish this.
Content Management System Includes:				
Utility for checking link integrity & generating a dead link report		Yes	Yes	Yes
Checking for spelling, grammar & ADA compl		Yes	Yes	Yes

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Type of mobile device services		Currently developing appls for iPhone, Blackberry & then Windows & Android in the future. Applications will be both for administration of the website as well as information access for web visitors	Yes, have a mobile-based access solution	New website will be able to be viewed on all Smart phones without compromising graphics or functionality, depending on the device
Creation of Google Calendar for community events, shared w/ other local govts and community organizations		Can integrate Google Calendar w/ Revize CMS at add fee & feed data into Google Calendar by studying Google API & creating a new Revize template to publish the data in proper format to feed into Google Calendar or use theirs	Yes - have an interface that deals w/ this solution specifically	New website wil be designed using Google Calendar & will be able to be shaped with other municipalities using Google Calendar
Organization's response to technical problems and/or site failures		All issues are addressed & fixed within 24 hrs or if issue is sizable a timeframe will be given within 24 hrs.	Dedicated help desk support dept & an after hrs response team that is available 24/7	Contact by phone during regular business hrs (M-F, 9-5) or by trouble ticket 24/7/365
Standard maintenance services		All software updates - both server software and technology software; hardware monitoring	Three levels of service for data center hosting services; monitoring & maint services; traffic; advanced server options.	Revisions and site modifications including new sections and tabs involving navigation. Document upload or copy and photo changes are accomplished through City's content mgmt system

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Process, phases or steps in implementation of website		Analysis & Requirements gathering, Workshop for creative direction, main menu navigation & home page wireframes, Home Page & navigation design phase, Revision and Final presentation & sign-off; CMS Template Dev; Q/A Testing; Site Map; Training. Total project timeline 42-47 working days	Conceptual data foundation; conceptual proofing; Implementing of web site to server & Beta testing; Execute delivery of final web-site; Delivery Phase: Beta testing for 14 days from implementing date. Timeline: 60 days	Requirements gathering, design user/ web interface; design review & approvals, client provides content & assets, website dev & bldg, client content approval, QA & testing, modify site files for smartphone viewing, soft launch to client, public launch. Time line: 12 weeks
Guaranteed percenage of up time for website		99.90%	99%	Best effort
		If not met, it is prorated, but w/ redundant servers it has never been an issue	A credit for 50% of monthly hosting fees is credited to invoice	Do not offer a guarantee or compensation
Standard Contract		No; contract fully customized to project	Yes	Yes
Billing Procedures		Net 30 days	Invoice for completed work	Site design & Building 40% at project initiation 30% at design approval 30% at site launch or 60 days after design approval. Auxiliary services (hosting & maint) are billed quarterly in advance
Financial Statement	Provided if under serious consideration	Can speak w/ Finance Officer	No	No - are privately held company & financial stmts are confidential
Insurance Coverages	Yes	Yes	Yes	Yes

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TOTAL PROJECT COST	$82,500 plus forms/ad	$14,970	$38,935.10 + Hosting/Maint/Support	Fixed Estimate $29,750
		Plus monthly optional costs		hosting $99.00/$249/$499/mo
				search eng $179/$399/mo; reports $200/mo
Maintenance & Support	$2,400/yr + $85/hr maintenance Yr 1-2	First year free	$6,588.00 yr Yr 1-5	$125 per hr rate
	$2,500/yr + $85/hr maintenance Yr 3	$2,955 yr Yr 2-5		$549/mo
	$2,600/yr + $85/hr maintenance Yr 4			Other plans $299/$849/$1449/mo
	$2,700/yr + $85/hr maintenance Yr 5			