Proposal Tabulations Web Site Hosting Services RFP-RH-14-022	CivicPlus 317 Houston St., Suite # Manhattan, KS 66502 Dan Schultz 785.323.1537	
Years in Business	16	
Years providing web hosting services	Incorporated in 1998, providing technical-related services since 1994	
Experience with governmental websites	Since inception, CivicPlus has been capturing the passion of their customers and their communities and residents with high quality next-generation websites	
Parent Company	Icon Enterprises Inc.	
How many municipal clients have you served. Provide list of municipalities	Over 1,700 with over 30 in MI; Canton, Wixom, East Grand Rapids, East Lansing, Jackson, and Midland	
How many clients currently server with types of services	Website redesign to all 1,700 clients with varying degrees of integration and custom programming	
Experience with hosting a website using BS&A Software	Over a decade of experience hosting our own software and websites for more than 1,700. Many of the customers in Michigan have BS&A software and host their municipal website in all cases	
Full-time employees / Part-time employees	FT: 165 PT: 9	
Have in-house support staff available 27/7/365 to provide diagnostics/troubleshooting via phone/web?	Yes	
Any dependence on overseas, off-hours support staff?	No	
What services will be outsourced or subcontracted?	None	
Submit profiles of staff to be assigned	Provided	
As a hosting service, what is the current process for keeping your servers and other infrastructure maintained and up-to-date with regards to antivirus, encryption technology , intrusion detection and patch management, etc…	Have processes in place to keep all levels of infrastructure up to date. Maintenance window is from 10 pm Central Saturday nights to 6 am Central Sunday morning. Any maintenance on servers are regularly scheduled to occur during this time unless an out-of-band maintenance is warranted. All critical updates are applied after testing unless they are a very high security risk in which they will be applied out of band. All others are evaluated and installed if needed.	
Are reports provided on updates, intrusions and denial of service attacks, etc…?	In the event of an intrusion, provide reports and would work with authorities to investigate. And Ddos attacks that impact the client would be provided. We would also share any logs necessary for any investigation.	
Describe your method of hosting web services	Primary hosting location is in Kansas City, secondary is in Omaha and tertiary is in Manhattan, KS. All hosting centers are tier II data centers that are highly controlled to physical access.	
Are reports provided on updates, intrusions and denial of service attacks, etc…?	Data Centers are staffed 24/7/364 and biometrically controlled. Only authorized engineers may enter the data center. All access is monitored physically and by video and documented. We run backups nightly. Backups are available for up to one year. Disaster Recovery Data Center is located in Phoenix, AZ. In the event of a disaster in our primary data center in Kansas City, would cut over to DR. The recovery point objective (rpo) would be 24 hours. The recover time object (RTO) would be 8 hours.	
Explain your responsibilities and actions in the event of a denial of service.	Monitoring and alerts are in place to detect any type of DDoS. A mass majority of attacks are just handled by the Data Center without customers being affected. Any attack that does affect clients is handled through our SOP's which includes the network operations and support teams working together to remedy the situation and communicate with clients. We will also work with authorities and share any logs necessary to assist the authorities.	
What is your current percentage of up time for servers hosting web pages and related data?	0.997	
Describe any training included in the proposal	As part of the project management of the integration, CivicPlus will provide webinar training at the request of Rochester Hills, MI for all interested stakeholders. Also, your current Account Manager and support team will also be available at CivicPlus for any questions post roll out.	
Describe how your organization responds to a notice of technical problems and/or site failures	SOP's are in place to handle any type of technical problems as well as site failures. These SOP's are evaluated multiple times per year and updated to reflect any changes. We work hard to ensure that communication is provided to clients ASAP and we provide ongoing communication to ensure customer satisfaction.	
Provide a list of standard maintenance services offered	As with all CivicPlus projects, the technology department is always maintaining high level of product quality and continuously improving our platform. In addition, as Rochester Hills, MI enjoys today, we also continuously monitor our clients to ensure all is in working order	
Provide a copy of standard contract.	Sample contract provided	
Describe billing procedures	Standard billing procedure is: Total fees year 1 will be invoiced upon contract signing; Invoices are due within 30 days. Optional payment plan available to align with the City's current payment schedule.	
Financial Statements included:	Proposal included a letter from Kansas State Bank stating Icon Enterprises / CivicPlus financial position is sound.	
Provided signed Hold Harmless Agreement?	Yes	
Able to meet City's Insurance requirement?	Yes with minor execptions	
Provided a W-9?	Yes	
Exceptions taken:	Five exceptions listed	
Additional Comments:	None	
Pricing Options	Standard Pricing	
	Project Development & Deployment - Year 1	$ 25,000.00
	Annual Services Fee: (subject to a 5% increase Year 3 and beyond)	$2,032
	Option 2 Pricing - (Committee Recommended)	
	Multi-Year Payment Plan - combines one-time development and and recurring annual fees spreads over the three year term contract	
	Year 1	$9,688
	Year 2	$9,688
	Year 3	$9,688
	Year 4 and beyond (Annual Service fee; subject to a 5% increase)	$2,032