

TUESDAY STAFF BRIEFINGS December 20, 2016

****Please Note Briefings Will Begin Immediately Following Hearings****

All items on this agenda are scheduled for immediately following Hearings and will normally be considered in the order the item appears on the agenda. The Board, at their discretion, may choose to alter the order in which items are considered, may break, or may continue any item to be considered on a future date.

Convene immediately following Hearings; BCC Conference Room, 5th Floor

Briefing Items

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 1. Contract for County Web Replacement
(45 minutes) | Kate McIntire/Rebecca Hascall |
| 2. Gilbert Aerospace - Non-Commercial Ground
Lease (15 minutes) | Bryan Johnson |
| 3. Request to Amend Current Contract - American
West Construction LLC for Construction of Forest
Hill Road MSE Wall (15 minutes) | Mike Dobbs |
| 4. Organizational Resolution 2017
(30 minutes) | Ralph Schell |

County Commissioners' Report

County Manager's Report

County Attorney's Report

- Boards and Commissions Term Expiration (15 minutes)

Executive Session

- Litigation Update - Legal Advice C.R.S. 24-6-402(4)(b) (15 minutes)

Jefferson County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in the provision of services. Disabled persons requiring reasonable accommodation to attend or participate in a County service, program or activity should call 271-5000 or TDD 271-8071. We appreciate a minimum of 24 hours advance notice so arrangements can be made to provide the requested auxiliary aid.

TUESDAY STAFF BRIEFINGS

December 20, 2016

Briefing Items			Total Estimated Time: 1 hour 45 minutes
Begin	End	Agenda No.	Title
10:00	10:45	1.	Contract for County Web Replacement
10:45	11:00	2.	Gilbert Aerospace - Non-Commercial Ground Lease
11:00	11:15	3.	Request to Amend Current Contract - American West Construction LLC for Construction of Forest Hill Road MSE Wall
11:15	11:45	4.	Organizational Resolution 2017
		5.	
Commissioners Report			Total Estimated Time: 5 minutes
Begin	End	Agenda No.	Title
11:45	11:50	6.	
County Manager Report			Total Estimated Time: 5 minutes
Begin	End		Title
11:50	11:55		
County Attorney Report			Total Estimated Time: 15 minutes
Begin	End	Agenda No.	Title
11:55	12:10		Boards and Commissions Term Expiration
Executive Session			Total Estimated Time: 15 minutes
Begin	End		
12:10	12:25	Litigation Update - Legal Advice C.R.S. 24-6-402(4)(b)	

BOARD OF COUNTY COMMISSIONERS' (BCC) SCHEDULE

Time*

Topic*

7:30 a.m.	<u>Monday, December 19, 2016</u> WestConnect – Steering Committee Meeting 14422 W. Ken Caryl Avenue, Littleton
8:00 a.m.	<u>Tuesday, December 20, 2016</u> Public Comment and Public Hearings Jefferson County Courts & Administration Building 100 Jefferson County Parkway, Hearing Room One
Immediately following Public Hearings	Staff Briefings Jefferson County Courts & Administration Building 100 Jefferson County Parkway, BCC Board Room
Immediately following Staff Briefings	Ralph Schell Jefferson County Courts & Administration Building 100 Jefferson County Parkway, BCC Board Room
	<u>Wednesday, December 21, 2016</u> NO TOPICS SCHEDULED TO DATE
	<u>Thursday, December 22, 2016</u> NO TOPICS SCHEDULED TO DATE
	<u>Friday, December 23, 2016</u> NO TOPICS SCHEDULED TO DATE

*Emergency Items Or Other County Business For Which Prior Notice Was Not Possible May Be Considered.

BOARD OF COUNTY COMMISSIONERS BRIEFING PAPER

Contract for County Web Replacement

December 20, 2016

For Information

For Discussion/Approval
Prior to Future Hearing

For Action

Issue: IT Services and the Public Engagement Office are requesting approval of an agreement between Jefferson County and Civic Plus to implement and maintain new Web Content Management software and approval of a Software as a Service (SaaS) contract for ongoing subscription to the software.

Background: The county is charged with ensuring residents, businesses, and the broader community have access to services. The county's internal and external websites provide a critical tool that citizens and employees use to access services and information. A Capital Improvement Project (CIP) was funded in 2016 to replace Jefferson County's current web software. This project will replace the existing software used for the county websites and provide improved communications, engagement and services to its citizens and enable more streamlined business and maintenance processes for its employees. The new software solution coupled with moving away from a Jeffco-hosted architecture will allow Jeffco's Web services to focus on offering a more valued and used resource for the community and the county.

The new software will make the county's websites mobile-friendly which will provide even broader access and services, enabling citizens and employees to more easily view content on smartphones or tablets. Many departments have voiced interest in mobile-friendly functionality, making it a high priority. Mobile functionality also will help ensure Jeffco.us content displays higher on Google and other search results, making it easier to find for citizens.

Combining the existing internet and intranet content management systems will streamline staff resources for PIO, IT and content contributors countywide. Adding a citizen request and response system to the upgraded web sites will enable residents to send service requests anytime, anywhere from computers, mobile phones and other devices and have those requests routed automatically for a swift response.

Approval of this contract will enable the county to have a new website available to citizens in the 2nd half of 2017.

Discussion: It is critical that the county stay current with new and enhanced technologies and ways of doing business that meet the changing needs of an evolving community. Residents and visitors to the county expect to be able to access services anytime, anywhere, from any device.

Ektron, the company that created the county's existing content management systems recently sold and merged with another company. The new company's roadmap is to move all customers to another web platform. This affects the county's ability to receive service and upgrades for the current systems. Without a new or upgraded content management system, making the internal

12/20/16

and external web sites fully accessible by mobile devices would take much longer and require hundreds more hours of staff time in development.

An updated and combined system would give citizens and employees more mobile access to county information while streamlining staff resources - enabling citizens to better use our website would reduce phone calls and in-person visits.

Providing greater access to information (forms, procedures, etc.) will enable employees to be more efficient in their daily jobs. Facilitating improved security, stability, and availability of the website and system will help keep this valuable communication path to our citizens and employees open at all times.

Moreover, industry standards suggest that it is important for government agencies to revisit overall web strategy at least every 3-4 years. Technology changes quickly and the county's residents, businesses, and employees expect to be able to do things wherever they are, on any of their devices.

Civic Plus has demonstrated proven results that have helped other counties and municipalities in Colorado and around the nation meet and exceed their goals for innovation and serving their communities. The new level of functionality and service offered by Civic Plus will provide tremendous benefit to all of the communities the county serves.

In addition to leveraging the county's past work on its websites, Civic Plus will meet with stakeholders in all departments, divisions, elected offices, and the general public to ensure the new websites are developed in a way that optimizes success. Where appropriate, Civic Plus will assist the county in developing web features that automate processes to improve efficiency. The Civic Plus team will use the latest data and analytics to prioritize and guide this work. Civic Plus will also share their experience from building websites for other clients in order to ensure Jefferson County's website benefits from lessons learned in other communities. Efficiency will be a priority, however it's important to note that the energy invested in design, development, and delivery now will pay off long-term in the product created.

Alternative approaches that were identified include:

Do nothing, which means the county would be using unsupported and unsecured software, putting the county's and citizens' information at risk and decreasing citizen/employee satisfaction and goodwill.

Fiscal Impact:

The project costs are outlined in the attached SOW and SaaS agreement. The cost to the county is within the CIP funded budget.

Cost for the SOW is \$166,000. Additionally, there will be an annual subscription fee of \$29,500.

Since the software will be hosted, the county will save money on hardware and internal staff time to maintain hardware and software.

Projected 5-year Cost Savings	
- Servers	\$ 50,000
- Patching	\$25,000
- Maintenance	\$160,000
5-year Cost Savings	\$ 235,000

Value of New Functionality	
- Custom Development of Mobile Functionality	\$200,000
- Disaster Recovery	\$165,000
Value of New Functionality	\$ 365,000

Recommendation:

1. Recommend this agreement be placed on the hearing agenda January 10, 2017, for approval.

Originator: Rebecca Hascall IT Services and Kate McIntire PEO

Contacts for Additional Information:

Rebecca Hascall, IT Services x8068
 Kate McIntire, Public Engagement Office, x8515



Web Upgrade Project

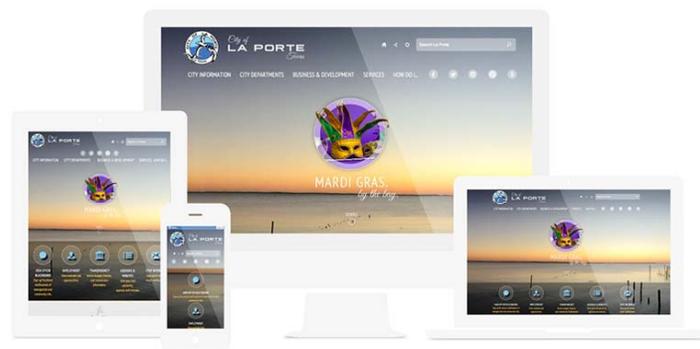
Staff Briefing to the Board of County Commissioners
Contract Approval

Jefferson County Web Team

December 20, 2016



A New Website for Jeffco



Critical Success Factors

- Easier/faster for people to find things, less staff time on the phone
- More time to focus on your business needs
- Easier for us to create/manage pages long-term
- Improved workflow, operations
- Ability to adapt to changing needs
- Improved customer/employee satisfaction
- Ability to engage more people, diverse audiences
- Efficient implementation, training, maintenance, support
- Combined intranet/internet

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Top Vendor Chosen



4

Key Elements – Agreements

- Successful partnership demonstrated during negotiation phase.
- Includes external county website and intranet.
- CivicPlus will provide web related consulting from start to finish including:
 - Design, development, deployment, quality assurance, training, ongoing maintenance/hosting, and citizen engagement services.
 - In addition, includes a shared content management system, citizen engagement tool, and mobile optimized solutions for both citizens and administration staff.

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Additional Agreement Details

- Solution will relieve web team of a lot of ongoing maintenance activities.
- Within budget
- Timeline – websites planned to go live in 2017
- Metrics for success

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Process and Next Steps



**CONTRACT FOR VENDOR PRODUCTS AND SERVICES FOR A
WEB CONTENT MANAGEMENT SOLUTION**

THIS CONTRACT, dated for reference purposes on this 5th day of December, 2016, made and entered into by and between the **COUNTY OF JEFFERSON, STATE OF COLORADO**, a body politic and corporate (the “County”), and **ICON ENTERPRISES, INC. dba ICON ENTERPRISES CIVICPLUS, INC.** (the “Vendor”) a Kansas corporation with its principal place of business at 302 South 4th Street, Suite 500, Manhattan, Kansas 66502.

WITNESSETH:

WHEREAS, the County wishes to enter into a Contract with the Vendor for the purchase of software and support services and associated implementation services for a Web Content Management Solution (the “Project”); and

WHEREAS, the Vendor submitted a proposal for the Project that is advantageous to the County; and

WHEREAS, the County wishes to enter into a Contract with the Vendor for the Project.

NOW, THEREFORE, for and in consideration of the covenants and conditions set forth herein, and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the County and the Vendor agree as follows:

1. **DESCRIPTION OF SERVICES.** The Vendor shall furnish the labor and materials necessary for, or incidental to the complete and timely performance of providing the software as identified in the Statement of Work which is attached hereto as “Exhibit A” (the “Software”), the implementation services for the Project described in “Exhibit A” including but not limited to installation of products, implementation, configuration and training services for the Project described in “Exhibit A.” The Software and Support Services shall be provided in accordance with terms of the Software as a Service Agreement (“SAAS”) which is attached hereto and incorporated herein as “Exhibit B”.

Phase 1 Services are all Services required to be provided by the Vendor prior to Launch as described in “Exhibit A” and identified as Phase 1 deliverables in Appendix C and Appendix D to “Exhibit A”. Phase 2 Services are post Launch services described in “Exhibit A” including the completion of Mobile Apps described in Section 3.6 of “Exhibit A” and those deliverables identified as Phase 2 deliverables in Appendix C and Appendix D of “Exhibit A”. Phase 3 Services are post Launch services described in “Exhibit A” and identified as Phase 3 deliverables in Appendix C and Appendix D of “Exhibit A” as well as all Services required for Project closeout.

2. AUTHORIZED REPRESENTATIVE.

A. The County designates Karen Pate as its Authorized Representative under this Contract. The Vendor agrees to consult with the County's Authorized Representative or her designee as to the progress of the work being performed hereunder.. No work shall be performed by the Vendor until notice to proceed is given by the County's Authorized Representative. The County's Authorized Representative may be changed by written notice provided to the Vendor.

B. The Vendor designates Sascha Ohler, VP Product Strategy as its Authorized Representative. The Vendor's Authorized Representative shall have the authority to bind the Vendor with respect to the services. Molly Brown shall serve as the Vendor's Project Manager and shall be present at the work site as necessary to assure the Vendor's satisfactory performance. Ahron Jones, Sales Manager is designated as Key Personnel for the purposes of performing the services. No work shall be performed by the Vendor until notice to proceed is given by the County's Authorized Representative.

C. Substitutions of the Vendor's Authorized Representative, Vendor's Project Manager, Key Personnel or any other individual assigned to the Project by the Vendor during the term of this Contract will not be made without consultation with the County. Vendor agrees not to replace its Authorized Representative, Project Manager or Key Personnel unless requested by the County or unless the employment is terminated or for other exigent circumstances. The County must approve any substitution and in the event no substitute is acceptable, may terminate this Contract. Breach of this provision by the Vendor shall be considered a material breach of the Contract.

3. PERSONNEL.

A. The County may require the Vendor to provide information necessary to perform a security background check on any of the Vendor's employees or agents who require remote or onsite access to County facilities or information. Vendor shall provide that information within the time period required by the County. In such event, the County shall review the results of any such background check and shall have the right to reject any individual based on information in such individual's background check.

B. Vendor shall follow all County policies and procedures related to the handling or use of sensitive data including but not limited to technology resources, personally identifiable information and credit card data. Those policies and procedures, shall include but are not limited to requiring that any of Vendor's employees or agents performing services under this Contract certify that they have read, understood and agree to comply with all such policies and procedures.

4. APPROVAL AND ACCEPTANCE OF THE SERVICES.

A. The County's Authorized Representative shall be the sole judge of the acceptability of the services by the Vendor and the sufficiency of the supporting data submitted by the Vendor. Acceptance of the services will be determined based in part on the acceptance

criteria for deliverables set forth in “Exhibit A” and shall be in accordance with the acceptance procedures set forth in subparagraph B. If, at the sole discretion of the County, conferences with the Vendor are necessary or desirable to explain or correct work that has been done, the Vendor shall make no additional charge for time or costs for personal attendance at such conference, or for making the required explanations or corrections.

B. Upon completion of a deliverable, the Vendor shall notify the County that the deliverable is complete and ready for testing/acceptance. The County will evaluate the deliverable based on the acceptance criteria set forth in “Exhibit A” and the standards of the industry for such services. In the event the deliverable is unacceptable, the County shall provide the Vendor with written notice of the deficiencies which shall set forth a reasonable period of time to correct those deficiencies. Upon correction of the deficiencies, the Vendor shall notify the County that the deliverable is complete and ready for testing/acceptance. Upon acceptance of the deliverable the County will provide written notice to the Vendor of such acceptance. Upon acceptance of all the deliverables associated with a milestone described in Section 7 of “Exhibit A” the Vendor may submit invoices for that milestone in accordance with Paragraph 6.

5. KNOWLEDGE OF THE SERVICES AND PRODUCTS. The Vendor is fully informed regarding the services and products to be provided pursuant to this Contract and any materials or equipment required. No adjustment or modification shall be allowed for any misunderstanding of the Contract, the requirements of County policies and procedures, or of the provisions contained in this Contract or the Exhibits incorporated herein.

6. PRICE AND PAYMENT

A. Payments for Software and Support Services will be made in accordance with the terms and conditions of “Exhibit B.”

B. For all other services the following terms and conditions shall apply:

(i) For the implementation services other than training services as described in “Exhibit A” the County will pay the Vendor the firm fixed amount of \$149,400 in accordance with the amounts set forth for each milestone in the milestone schedule included in Section 7 of “Exhibit A” subject to the retention provisions of (vi) below.

(ii) For the training services described in “Exhibit A” the County agrees to pay the Vendor the firm fixed price of \$16,600 upon completion and acceptance of the training services. Payment for the training services shall not be subject to the retention provisions of (iv) below.

(iii) The Vendor shall submit invoices on a monthly basis upon acceptance of all deliverables associated with a milestone identified in Section 7 of “Exhibit A” in the amounts set forth in “Exhibit A” or as otherwise specified herein. Invoices shall be prepared without cost to the County and shall be accompanied by appropriate documentation of products and services rendered. Payment by the County shall be made after review and approval of the invoices.

(iv) The County shall retain twenty percent (20%) of the amount due for the Vendor (the "Retained Amount") pursuant to each invoice unless otherwise provided herein. In the event that the Vendor fails to comply with the time schedule for deliverables as described in the Project Schedule, the Vendor shall forfeit the retained amount for that portion of the services.

(v) Final payment for each of the three Phases of the services shall not be made until "Final Acceptance" for that respective Phase. Final Acceptance is defined as that date on which all Contract requirements for that respective Phase have been successfully completed to the satisfaction of the County, all punch list items have been resolved and no problems have been reported for a period of forty-five (45) days. Final payment for each Phase of the services including the Retained Amount shall not be paid until Jefferson County has approved the payment.

(vi) Incorrect payments to Vendor due to omission, error, fraud, or defalcation may be recovered from the Vendor by deduction for subsequent payments due to the Vendor under this Contract or other contracts between County and Vendor.

7. PERIOD OF PERFORMANCE. The Services to be performed pursuant to this Contract shall commence upon Notice to Proceed being given by the County's Authorized Representative (the "Start Date") and shall be completed no later than 8 months from the Start Date for Phase 1 Services (the "Phase 1 Completion Date"), 6 months from the Phase 1 Completion Date for Phase 2 Services and 12 months from the Phase 1 Completion Date for Phase 3 Services. The performance of warranty services as applicable and Software and Support Services shall extend beyond the completion dates. All Project services shall be performed in accordance with the time schedule set forth in the Project Schedule to be mutually developed by the parties. Vendor shall submit a proposed Project Schedule no later than fifteen (15) calendar days following Notice to Proceed. Vendor is required to submit reports detailing project status and updating the Project Schedule on a monthly basis to the County's Authorized Representative. No Project services shall be performed by the Vendor until a Notice to Proceed is given by the County's Authorized Representative. The Vendor acknowledges that a Notice to Proceed will not be issued until the County has received acceptable certificates of insurance.

8. SCOPE AND CHANGES IN THE SERVICES. The County's Authorized Representative may from time to time, by written instructions issued to the Vendor, extend the Start Date or the time for performance or make such changes in the services to be provided under this Contract, and shall have such further authority, if any, as has been delegated to her to initiate or process administrative change orders affecting the price or quantity of work to be performed hereunder. The Vendor shall not commence any changed or increased work hereunder affecting price or quantity prior to receipt of a duly executed change order or contract amendment, whichever may be specified by the County's Authorized Representative.

9. TERM, TERMINATION AND DAMAGES.

A. Term. The term of this Contract shall commence on execution of this Contract by both parties and, with the exception of the warranty services and Software and Support Services which are governed by the terms of "Exhibit B", shall continue to and including the date of

completion of all the services unless earlier terminated pursuant to the termination provisions set forth herein or the non-appropriation provision set forth in Section 25.

B. Termination

(i) The County may terminate this Contract without cause by giving thirty (30) days prior notice to the Vendor.

(ii) This Contract may be terminated by either party if the other fails to perform or comply with any material provision of the Contract provided that a party intending to terminate under this provision will provide written notice to the applicable defaulting party, and termination based thereon will only be effected if the defaulting party fails to rectify the specified default within thirty (30) days after receipt of such notice.

(iii) If either party ceases to conduct business in the normal course, becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets or avails itself of or becomes subject to any proceeding under the bankruptcy or insolvency laws, or any other laws relative to insolvency or the protection of rights of creditors, of any jurisdiction, then, at the option of the other party and on five (5) days prior written notice, this agreement will terminate.

(iv) In the event of termination under (i), (ii) or (iii) above, Vendor hereby agrees to incur no additional expenses and shall perform no further services for the County under this Contract as of the date of receipt of the notice of termination, unless otherwise required by the County. The County shall pay Vendor for all products and services satisfactorily performed pro rated based on the functionality of the work in conformance with this Contract as determined by the County prior to receipt of the notice of termination. Any prepaid fees paid to the Vendor shall be prorated and returned to the County. In the event of termination for cause by the County, the damages provision of subsection C. shall apply.

C. Damages. All time limits stated in this Contract are of the essence. The failure of Vendor to substantially complete the services in conformance with this Contract may result in damages suffered by the County due to such delays or other failure, including, without limitation, the cost of completing the services and any additional expenses incurred by the County as determined by the County. The County shall recover damages by deducting the amount of the damages from any monies due or that may become due to Vendor. In the event the remaining balance due to Vendor is insufficient to cover the full amount of damages, then Vendor shall pay the County the amount due and the County shall be entitled to any and all rights and remedies available to it in law or equity. Specific remedies set forth under 6.C(iv) or elsewhere in the Contract are not intended to be exclusive remedies.

10. ASSIGNMENT. This Contract, and any or all rights, duties, or obligations under this Contract may not be assigned, charged or delegated by either Party without the prior consent in writing of the other Party, such consent not to be unreasonably withheld. Any attempt at such assignment or delegation will be void. In addition to all other remedies the Parties may have at

law or in equity, if there is an assignment to which the non-assigning party has not consented, the non-assigning Party may terminate this Contract.

11. APPROVAL OF SUBCONTRACTORS AND CONSULTANTS. The Vendor shall not employ any other consultants or subcontractors without the prior written approval of the Authorized Representative. The Vendor shall be responsible for the acts and omissions of its agents, employees, consultants and subcontractors. The Vendor shall be responsible for coordination of all work required to complete the Services, including all work to be performed by its vendors and subcontractors. The Vendor shall bind each consultant and subcontractor to the terms of this Contract. This Contract is voidable by the County if subcontracted by the Vendor without the express written consent of the County.

12. INDEPENDENT CONTRACTOR STATUS, TAXES, AND INSURANCE. In performing the services under this Contract, Vendor and its employees act as an independent contractor responsible for calculating, withholding and paying all federal and state taxes, and for obtaining adequate insurance coverage, including the minimum insurance coverage required in paragraph 13 below, and for complying with all terms and conditions hereof. Vendor shall not become an employee, agent, or servant of the County by reason of this Contract. Vendor shall not be entitled to unemployment insurance benefits unless unemployment compensation coverage is provided by the Vendor or some other entity.

13. INSURANCE. The Vendor and its subcontractors shall purchase and maintain such insurance in a company or companies licensed to do business in the State of Colorado as will protect them from claims which may arise out of or result from operations under the Contract, whether such operations be by themselves or by any subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable. The insurance required in this paragraph shall be written for not less than the amounts set forth in "Exhibit C" attached hereto. The Vendor shall provide certificates evidencing such coverage to the County Representative prior to commencing the Work and during the term of this Contract shall provide the County written evidence of continuing insurance coverage within three (3) business days of a request from the County. The Vendor shall provide the County no less than thirty (30) days' prior written notice of any proposed change to, or cancellation of the insurance coverage. Any proposed change to the insurance coverage shall comply with the terms of this Contract. If requested by the County, the Consultant shall request from its insurance company an endorsement to the insurance policy for this Contract, in a form approved by the County Attorney's Office, which will require the insurance company to provide the County with notice of cancellation of the policy. The Consultant shall promptly comply with all terms of the endorsement and shall pay the cost of the endorsement.

14. INDEMNIFICATION. Vendor agrees to and does hereby indemnify, defend and hold the County, its agents, employees and officials harmless from and against any and all claims, damages, losses, injuries and expenses (including attorneys' fees), related to or arising out of: (1) the Vendor's performance or failure to perform the services, or any omission or error caused by Vendor's performance hereunder; (2) any breach of a covenant, representation or warranty made by Vendor under this Contract. This indemnity shall survive the termination of this Contract.

15. EQUAL EMPLOYMENT OPPORTUNITY; UNAUTHORIZED ALIENS. Vendor shall not refuse to hire, discharge, promote, demote or discriminate in matters of compensation against any person otherwise qualified, solely because of race, creed, sex, color, national origin or ancestry, disabled condition or age. Vendor shall not knowingly employ unauthorized aliens to perform any portion of the Services and shall comply with the provisions of the Immigration Reform and Control Act of 1986.

16. OFFICIALS NOT TO BENEFIT. No member of the County government, whether elected or employed thereby, shall be paid or receive, directly or indirectly, any share or part of this Contract or any benefit that may arise therefrom.

17. AMENDMENT. Except as expressly provided herein, the Contract may not be modified or amended except by an agreement in writing signed by the parties. For purposes of clarity, the terms and conditions of any Vendor invoice, Vendor time sheet, or other form, including but not limited to indemnification, limitation of liability or cancellation fees shall be void and of no effect against the County notwithstanding any signature on such form by a County employee. The Vendor's rights and obligations shall be solely governed by the terms and conditions of the Contract and the Contract documents. Any County employee's signature on Vendor's form shall be effective only to establish receipt of services.

18. CONFIDENTIALITY OF SYSTEMS. In addition to containing public record information, a substantial amount of the information stored in the County's computer system is confidential and not subject to disclosure. Many of the data processing programs, processes or other software products in the possession of the County are confidential and may be protected by copyright, trade secret or other proprietary rights, and are not subject to disclosure. All proprietary rights shall at all times remain with the County and no proprietary rights are hereby transferred to Vendor. The County is and shall remain the sole owner of the computer programs and information contained therein, and at no time shall the Vendor have the right to license, sublicense, assign, sell, copy or otherwise make available to other persons or institutions, any portion of the computer programs or any information contained thereon or obtained therefrom. The Vendor agrees to indemnify, defend and hold harmless the County and its elected officials, agents and employees from all liability, claims, damages and expenses, including attorneys' fees, arising out of the Vendor's unauthorized access to, modification of or disclosure of such system information. This indemnity shall survive the termination of this Contract.

19. WARRANTIES.

A. Vendor warrants to the County that the Software described in "Exhibit A" and "Exhibit B" and any other methodologies, proprietary software or proprietary products produced, provided or used by the Contractor pursuant to this Contract were independently developed by it or duly licensed from third parties and shall neither infringe upon nor violate any patents, copyrights, trade secrets or other proprietary rights of any other party.

B. Vendor warrants that employees performing the installation, implementation, configuration, training and support services shall have sufficient skill, knowledge and training to

perform such services and that such services shall be performed in a professional and workmanlike manner.

C. Warranties with respect to the Software are set forth in “Exhibit B” which is attached hereto and incorporated herein by reference.

20. OWNERSHIP. With the exception of the Software, Vendor hereby assigns exclusively to the County, and its successors and assigns, any and all programs, inventions, improvements and developments, including all patents, copyrights, trade secrets or other proprietary rights related to the services performed pursuant to this Contract. Vendor shall have no right to further market, develop, enhance and/or modify any deliverables provided hereunder for other customers without the consent of the County.

All ideas, results, data and other information developed by the Vendor as a result of performing these services shall (1) be assigned and transmitted to the County, (2) become the County’s exclusive property, and (3) be regarded by the Vendor as confidential and shall not be disclosed to any other person.

21. LICENSE. The County shall have a license to use the Software in accordance with the terms and conditions set forth in “Exhibit B.”

22. LICENSE RESTRICTIONS. Any use of County licensed software shall be subject to the terms and conditions of the applicable license agreements (the “Licenses”) between the County and the software owner. Vendor by execution of this Contract agrees to be bound by the terms and conditions of the Licenses and agrees to hold harmless the County, its officers, employees and servants from any liability, claims, losses, damages, injury, costs and attorney’s fees arising out of its access to the software. This indemnity shall survive the termination of this Contract.

23. NOTICES.

A. “Key Notices” under this Contract are notices regarding any Contract renewals, Contract default, contractual dispute, termination of the Contract, or changes in the notice address. Key Notices shall be given in writing and shall be deemed received if given by: (i) confirmed electronic transmission (as defined in subsection (b) below) when transmitted, if transmitted on a business day and during normal business hours of the recipient, and otherwise on the next business day following transmission; (ii) certified mail, return receipt requested, postage prepaid, three (3) business days after being deposited in the United States mail; or (iii) overnight carrier service or personal delivery, when received. For Key Notices, the parties will follow up any electronic transmission with a hard copy of the communication by the means described in subsection (a)(ii) or (a)(iii) above. All other daily communications or notices between the parties that are not Key Notices may be done via electronic transmission. Notice shall be given to the parties at the following addresses:

The Vendor:

Icon Enterprises, Inc. dba Icon Enterprises CivicPlus, Inc.
Attn: Sascha Ohler
302 South 4th Street, Suite 500
Manhattan, KS 66502
Tele: 888-2233, x320
Email: ohler@civicplus.com

The County:

Jefferson County Information Technology Services
Attn: Karen Pate
3500 Illinois St, #2500
Golden, CO 80401
Tele: 303-277-8001
Email: kpate@jeffco.us

with a copy to:

Jefferson County Attorney
100 Jefferson County Pkwy.
Golden, Colorado 80419-5500
Tele: 303-271-8900
E-Mail: CAOContracts@jeffco.us

All Key Notices to the County shall include a reference to the Contract including the Consultant's name and the date of the Contract.

B. Electronic Transmissions. The parties agree that: (i) any notice or communication transmitted by electronic transmission, as defined below, shall be treated in all manner and respects as an original written document; (ii) any such notice or communication shall be considered to have the same binding and legal effect as an original document; and (iii) at the request of either party, any such notice or communication shall be re-delivered or re-executed, as appropriate, by the party in its original form. The parties further agree that they shall not raise the transmission of a notice or communication, except for Key Notices, by electronic transmission as a defense in any proceeding or action in which the validity of such notice or communication is at issue and hereby forever waive such defense. For purposes of this Contract, the term "electronic transmission" means any form of communication not directly involving the physical transmission of paper, that creates a record that may be retained, retrieved and reviewed by a recipient thereof, and that may be directly reproduced in paper form by such a recipient through an automated process, but specifically excluding facsimile transmissions and texts.

25. MISCELLANEOUS PROVISIONS.

A. Financial obligations of the County, payable after the current fiscal year, are contingent upon funds for such purposes being appropriated, budgeted and otherwise made available during any such subsequent year. If funds are not so appropriated, budgeted and made

available, the County may terminate this Contract by providing notice to the Vendor. As of the date hereof, the County's fiscal year is the calendar year.

B. Vendor shall observe and comply with all federal, state and local laws or ordinances that affect those employed or engaged thereby, or the materials or equipment used, or the conduct of the work hereunder and shall procure all necessary licenses and permits.

C. Vendor will not knowingly perform any act which would conflict in any manner with the performance of services required to be performed hereunder. By execution of this Contract, Vendor certifies that it is engaged in no current project or business transaction, directly or indirectly, nor has it any interest, direct or indirect, with any person or business which might result in a conflict of interest in the performance of the services under this Contract.

D. Any documents, data or information provided by the County to the Vendor or to which Vendor has access during the performance of the services and any reports, products or other deliverables produced or provided by the Vendor except as otherwise provided in Paragraph 20 shall be and remain the property of the County at all times hereunder with the exception of the Software which shall be subject to the terms and conditions set forth in "Exhibit B." All data, documents or other information provided by the County or to which Vendor has access shall be deemed confidential. All results or conclusions of the services shall not be disclosed by the Consultant to any person or entity not a party to this Contract without the prior written consent of the County. Upon termination, the Vendor shall deliver all records, notes, data, memoranda, models, equipment, results, conclusions, products or other deliverables of any kind and nature to the County.

E. The Vendor agrees to protect, defend and save harmless the County against any demands for payment for the use of any patented or copyrighted material, methodology, process, design, article or device that may enter into the work or services being performed by the Vendor and its subcontractors under this Contract. To the extent any such materials, methodology, process, design, article or device is incorporated in the deliverables hereunder, the Vendor grants to the County a license to use such materials, methodology, process, design, article or device to the extent required by the County to exploit the County's full rights in the deliverables.

F. All records, including work papers, notes and financial records shall be maintained by the Vendor and made available to the County for inspection and audit for a period of five (5) years from the date of termination unless the Vendor is notified in writing by the County of the need to extend the retention period. Copies of such records shall be furnished to the County upon request without charge by the Vendor.

G. This Contract and the rights and duties of the parties hereunder shall be interpreted in accordance with the laws of the State of Colorado applicable to contracts made and to be performed entirely within such State, and the Courts of such State shall have sole and exclusive jurisdiction of any disputes or litigation arising hereunder.

H. Venue for any and all legal actions arising hereunder shall lie in the District Court in and for the County of Jefferson, State of Colorado.

I. This written Contract constitutes the entire understanding of the parties hereto. No representations, promises, terms, conditions or obligations whatsoever referring to the subject matter hereof, other than those expressly set forth herein, shall be of any binding legal force and effect whatsoever. No modification, change or alteration of this written Contract shall be of any legal force and effect whatsoever unless in writing signed by the parties hereto.

J. All certificates of insurance and guarantees required by this Contract shall be submitted by the Vendor to the County's Authorized Representative at the address provided in section 23.

K. Notwithstanding anything to the contrary, the parties understand and agree that all terms and conditions of this Contract which require continued performance or compliance beyond the termination date of this Contract shall survive such termination date and shall be enforceable as provided herein in the event of a failure to perform or comply by a party to this Contract.

L. Subject to the limitations hereinbefore expressed, this Agreement will enure to the benefit of and be binding upon the parties and their respective successors and assigns.

[Signatures to appear on next page]

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed.

COUNTY OF JEFFERSON
STATE OF COLORADO

By: _____
_____, Chairman,
Board of County Commissioners

STATE OF COLORADO
COUNTY OF JEFFERSON

The foregoing Contract was acknowledged before me this ____ day of _____, 2016
by Libby Szabo, Chairman, Board of County Commissioners County of Jefferson, State of
Colorado.

Notary Public

Commission Expires

APPROVED AS TO FORM:

Joanne L. Kortendick
Assistant County Attorney

ICON ENTREPRISES, INC dba
ICON ENTERPRISES CIVICPLUS, INC.

By: _____
Name: Connie Casper
Title: Executive V.P. of Operations

STATE OF KANSAS
COUNTY OF RILEY

The foregoing Contract was acknowledged before me this ____ day of _____, 2016
by Brian Rempe as President of Icon Enterprises, Inc. dba Icon Enterprises CivicPlus, Inc.

Notary Public

Commission Expires



Exhibit A to the Implementation Contract
JEFFERSON COUNTY STATEMENT OF WORK (SOW)

FOR

Web CMS Solution and Citizen Engagement Tool from Icon Enterprises, Inc. d/b/a/ Icon Enterprises, CivicPlus, Inc. (CivicPlus)

1.0 BACKGROUND AND OBJECTIVES

Jefferson County (Jeffco or the County) employees and citizens access services and information through the County's internal and external websites. The Jeffco Web team is replacing the existing software used for the County websites to provide improved communications, engagement and services to its citizens and enable more streamlined business and maintenance processes for its employees. The new software solution coupled with moving away from a Jeffco-hosted architecture will allow Jeffco's Web services to focus on offering a more valued and used resource for the community and the County.

The purpose of this SOW is to describe the web solution-related consulting, design, development, deployment, quality assurance, training, ongoing maintenance/hosting and citizen engagement services to be provided to Jeffco by CivicPlus. This includes a secure shared CMS, Citizen Engagement Tool and mobile optimized solution(s) for both citizens and administration staff provided by CivicPlus using its CivicPlus CivicEngage software.

2.0 SUMMARY DESCRIPTION OF WORK TO BE PERFORMED

Services and work product categories to be provided are generally described below, with full details within this SOW and its related Appendices. A Glossary of Key Terms is provided in Appendix A.

- **Branding & Web Designs:** Consultation, development, deployment and user validation of all elements of the new Jeffco brand applied only to new software solution. This includes the following:
 - Citizen facing jeffco.us website,
 - Employee facing intranet,
 - Three (3) extranets
 - Citizen Engagement Tool (CET), and
 - All mobile templates and apps such as CivicMobile for Jeffco.us and/or the CET mobile application and/or another county website

CivicPlus shall also provide recommended Client Group Logos based on the new Jeffco brand to incorporate into the Client Group subsites. A listing of Client Groups for use throughout this SOW is included in Appendix B ("Client Group").

- **Branded Citizen Facing County Website:** Consultation, development and deployment of a new Jeffco.us citizen facing website delivered using the CivicPlus CivicEngage software. CivicPlus will build and deliver the new site with the features, functionalities and requirements listed in Appendix C.
- **Branded Extranets:** Consultation, development and deployment of three non-Jeffco.us branded extranets using the CivicPlus CivicEngage software with all the features and functions delineated in Appendix C, except for the integrations with Jeffco applications. The County has identified Collaborative Fostercare.com (CFC) as one of those sites with the other two to be identified later.

CivicPlus will provide assistance with configuring the non-Jeffco.us domains associated with each branded extranet site to ensure brand integrity by having all pages redirect

correctly. Note: Jeffco is using the term “extranet” to delineate a non Jeffco.us branded citizen facing website, as described in Appendix A rather than using the industry standard use of the term.

- **Branded Employee Intranet:** Consultation, development and deployment of a secure active directory integrated Jeffco branded employee intranet site, subsites, member subsites, and member sites with the features, functionalities and requirements listed in Appendix C, except for the integrations with Jeffco applications.
- **Branded Citizen Engagement Tool (CET):** Consultation, development and deployment of the Citizen Engagement Tool for citizens to include top requests/workflow for Jeffco across all businesses with seamless integration within the citizen facing County website/mobile app and FAQs. Appendix D sets forth the additional requirements for the CET.
- **Hosting Architecture & Security:** Consultation, development and deployment of new solution within a CivicPlus hosting data center. CivicPlus shall implement and configure the hosting environment based on mutually agreed upon security, architecture, access, performance, availability and full requirements listed in Section 3.3.
- **Solution Implementation & Validation:** Consultation, and deployment of the content optimization, content migration and content quality assurance for all external and internal websites, extranets, Citizen Engagement Tool and all mobile templates and applications. CivicPlus shall provide the content information architecture, content page performance and content compliance with ADA/508, WCAG 2.0 Level A and Level AA in addition to all requirements listed in Section 3.4.
- **Training & Launch:** Consultation, development, and deployment of standard and custom training to designated Jeffco personnel. CivicPlus shall provide all agreed upon training documentation that targets different user and certification levels and conduct training sessions before GoLive, during Post Launch, and periodically thereafter per the Software as a Service Agreement (SaaS) agreement, including when new features are rolled out. CivicPlus shall provide the full Training requirements as listed in section 3.5. CivicPlus shall also provide sample launch materials and citizen training materials leveraged for other launches, if available.
- **Mobile Apps for Branded Citizen Facing County Website & CET:** Design, consultation, development and deployment of the branded citizen facing and CET mobile applications to include new Jeffco brand, easy access to top hit content, services and requests based on citizen feedback and analytics. CivicPlus shall deliver the full requirements listed in Section 3.6 as part of Post Launch.
- **Post Launch:** Implementation and delivery of all functionality not identified as “minimum for release” on Appendix C within 6 months of initial websites launch, including testing, related training, development of technical documentation etc.
- **Reporting & Analytics:** Consultation and deployment of CivicPlus’s in-house analytics product and integration of Jeffco’s Google Analytics account within the solution to enable tracking and reporting within the solution. CivicPlus shall provide the configuration of Google and its product to track traffic properties such as IP address, access type/load and how specific traffic enters and leaves the website(s) such as by page, specific link and button clicks. CivicPlus shall provide the full Reporting and Analytics requirements listed in Section 3.7.
- **Continuous Improvements:** Jeffco is committed to continually improving its services to citizens and business partners. It is expected that CivicPlus will participate and help lead these efforts. CivicPlus will prepare a road map outlining ongoing activities, training and support to be performed as part of the services provided under the Software as a Service Agreement between the parties (SaaS).

Services excluded:

The work specified below is excluded from this Scope of Work, but may be included via Change Request requiring agreement by both parties in accordance with the provisions of the Contract between the parties for Products and Services dated Dec. 5, 2016 referred to in Section 9.0 herein (the "Contract")

- The Sheriff's Office intranet or member site final content will be ported, migrated, or developed by Sheriff's Office employees. Sample content will be used for testing and site acceptance.

3.0 DELIVERABLES, SPECIFICATIONS, PERFORMANCE STANDARDS & ACCEPTANCE CRITERIA

All work will be performed in a professional and workmanlike manner.

CivicPlus shall provide the Work identified in Section 2 – SUMMARY DESCRIPTION OF WORK TO BE PERFORMED and specific to the Deliverables detailed below and in Appendix C and Appendix D.

To facilitate the performance of the list of deliverables below, professional services will be performed onsite including:

- Kick-off meeting/align consulting (minimum 3 days onsite)
- Research consulting (minimum 5 days onsite)
- Optimize Consulting (minimum 4 days onsite)
- Navigate Consulting (minimum 8 days onsite)
- Implementation Training (minimum 10 days onsite)
- Project/Websites Launch Consulting (minimum 3 days onsite)
- Post Go-Live Consulting (minimum 3 days onsite)

There will also be a large amount of services performed offsite, which are generally addressed throughout this SOW. Services will be offsite unless noted otherwise; CivicPlus may at its discretion perform any services onsite in order to reduce rework or other project risks.

In addition, project management services are integral to all work deliverables and scope related to this SOW. Full project management services shall be provided by CivicPlus for the entire duration of the project, including the post-launch activities. Project management-related deliverables shall be performed as part of the Kick-off Milestone and shall be periodically updated during the performance of the SOW. These deliverables shall include: **Project Plan** addressing communications, project change control, scope, requirements, assumptions, and implementation; project schedule addressing all deliverables, key milestones, task owners, and dependencies, with baselines set (the "Project Time Line"); **RACI Chart** and **Risk Matrix**. Project schedule shall be delivered in three different formats (Visio or similar with visual overview, pdf with full details, and a format that Jeffco can import into /compatible with Microsoft Project) for use by Jeffco. All revisions to these documents must follow change control procedures set forth in the Project Plan. CivicPlus shall also be responsible for providing meeting minutes with action items and decisions summarized.

3.1. BRANDING & WEB DESIGNS

- a) CivicPlus shall provide detailed analysis on Jeffco demographics to deliver a current web personas package that represents the landscape of Jeffco's citizen base and includes customer experience journey maps.
 - i) Designs shall reflect the data analysis results.
 - ii) All designs and delivered sites shall be based on the principle of "Customer-Centric Design." That is, priority shall be given to designs that provide the easiest access to

information and functions for the end-users of the website rather than designs based on the organizational structure of the County.

- iii) The top 20% most popular site destinations (as reported by current site statistics) shall be reachable in no more than 3-clicks by the site visitor.
- b) CivicPlus shall consider all Jeffco policies when performing its work and making recommendations, including those existing around logo's and use, web page consistency rules, etc. All materials developed shall be presented to the Jeffco Web Team in advance of any Client Group representatives for review/revision/approval. No direct or sole engagement with any Client Group representatives by CivicPlus is allowed without prior authorization or participation by the Jeffco Web Team.
- c) CivicPlus shall provide a **Site Optimization Report** for each website based on usage and site analytics, gap analysis, and citizen feedback. Jeffco can provide Google analytics data on its citizen facing websites, top content reports from employee intranet, and PowerMapper/Sortsite reports on allowable websites and applications. The Site Optimization Report will also include recommendations on how to streamline Jeffco-developed and 3rd party services into each website. The Site Optimization Report will also evaluate and make recommendations related to Jeffco's current and future processes. Optimization will also address the potential for future online services and make recommendations accordingly. The Site Optimization Report will specifically call attention to recommendations that are not addressed in the scope of this SOW that may be considered in the joint roadmap identified in subsection o) below.
- d) CivicPlus shall provide **design layouts, and corresponding templates** for approval, then implementation, as listed in Table 1 below. It is intended that the design layouts be revised as needed in order to achieve final approval for use as a template, which may be an iterative process. The templates developed will be used throughout the site. The templates should allow for maximum **flexibility** in meeting unique branding and design requirements as described in Appendix C. The first uniquely branded Client Group landing/interior pages developed will be used as the model for all other uniquely branded Client Group landing/interior pages, which CivicPlus shall provide and configure.
 - i) **Definition – Design Layout:** The design layout is a mockup or wireframe of both the visual presentation/appearance and the arrangement of predetermined items on a page. This includes color, size, button designs, space and placement of the following elements: global navigation, header, footer, secondary navigation, main content area, links, images, graphics, etc.
 - ii) **Definition – Concept of “Flexible” Template:** The templates will allow for maximum flexibility in meeting unique Client Group's branding and design requirements which include: multiple logo placement, navigation(s), background image/video, content/media placement, key functionality, header, footer and custom CSS for unique look and feel. The template design shall call for the ability to update global styles, and elements to all templates whenever needed.
 - iii) It is intended that the design stage be an iterative process until full approval by Jeffco is obtained. This review may require Civic Plus to create design layouts in addition to those specified in Table 1 below.
- e) CivicPlus shall provide all out-of-the-box (OOTB) templates that are used with the solution including dynamic templates that display module content/structured such as FAQs, News, Agenda's and Minutes, Document Center, etc. These OOTB templates will not be considered custom for Jeffco.
- f) CivicPlus shall incorporate Jeffco content standards and style guidelines into the solution.
- g) CivicPlus shall provide key Jeffco staff unlimited access to Design Center Pro to aid in maintaining Jeffco designs for the life of the Contract and SaaS. The number of Jeffco personnel designated for access shall not be limited.
- h) Developed Templates. CivicPlus shall provide, based on the approved and selected design layouts, the templates listed in Table 1 below.

Table 1: Number of Design Layouts and Templates to be Delivered by CivicPlus

NOTE: Appendix C delineates department headers requirements

Minimum Number of Design Layouts Created	For... (Reference Site)	Page Type	Number of Templates Created
2	Jeffco.us	Landing Page	1
1	Jeffco.us	Interior Page/General Client Group Landing Page	1
2	Jeffco.us	Uniquely Branded Client Group Landing Page (i.e., Sheriff)	1
1	Jeffco.us	Uniquely Branded Client Group Interior Page (i.e., Sheriff)	1
2	Employee Intranet	Landing Page	1
1	Employee Intranet	Interior Page/General Client Group Landing Page	1
1	Employee Intranet	Uniquely Branded Client Group Landing Page (i.e., Sheriff)	1
1	Employee Intranet	Uniquely Branded Client Group Interior Page (i.e. Sheriff)	1
1	Branded Extranet	Uniquely Branded Membership Extranet Landing Page (i.e., CFC, site 2, site3)	1
1	Branded Extranet	Uniquely Branded Membership Extranet Interior Page (i.e., CFC, site 2, site 3)	1

- i) CivicPlus shall provide written **content recommendations** for each Client Group's website for approval/revision. At a minimum this will include: content changes, additions, deletions, optimization and placement. This will aid in the migration plan and creating a content strategy for each Client Group.
- j) CivicPlus shall provide the recommended **information architecture and site navigation** for each Client Group's website for approval/revision. Each site will have an xml version of the sitemap that can be submitted to Google. For instance, Jeffco.us and each extranet will have an xml sitemap that is auto updated when pages change. CivicPlus shall provide and implement a plan to ensure xml sitemaps are kept current and accessible by Google and all major search engines (e.g., Yahoo, Bing).
- k) CivicPlus shall provide a **Content Strategy document** for each Client Group's website for approval/revision reflecting the recommendations from onsite (and any offsite) consulting services. The content strategy will provide instructions and guidelines for Client Groups to use in making future content decisions for their websites based on their customer needs and in line with the intent of the initial setup to help ensure its alignment over time.
- l) CivicPlus shall provide a **Site URL Mapping** document with URLs for each site developed, preserving existing URLs, identifying and implementing redirect rules, and testing the redirects to success.
- m) CivicPlus shall provide a plan for **baseline metrics** to measure efficiencies and improvements that the new websites and services will provide over time for approval/revision. An example of this is: a reduction in call volume, duration of calls and foot traffic at Client Group's front desks. The baseline metrics shall be both on a site-wide and subsite (by Client Group) basis. The approved plan will be implemented by CivicPlus.
- n) Branding and web design scope includes related work as it applies to the CET, which shall be performed by CivicPlus. The scope of delivery of the CET necessitates form designs and consultation to meet the requirements as part of the Branding and Web Design.
- o) CivicPlus will work with Jeffco to develop a **joint roadmap** to implement Site Optimization Report recommendations not already addressed in this SOW.

3.2. SITES AND CET TOOL TO BE DELIVERED AND RELATED SPECIFICATIONS

- a) CivicPlus shall deliver a complete citizen-facing county website accessible by the public via Jeffco.us using the templates developed and delivered in the Branding and Web Designs phase. All content identified in the approved content migration plan will be migrated, tagged for search engine optimization (SEO), and optimized for mobile by CivicPlus.
- b) CivicPlus shall deliver three complete citizen-facing branded extranets accessible by the public via non Jeffco.us domains/urls using the templates developed and delivered in the Branding and Web Designs phase. All content identified in the approved content migration/creation (content creation will be performed by Jeffco) plan will be migrated, tagged for SEO and optimized for mobile by CivicPlus.
- c) CivicPlus shall deliver a complete employee-facing website with identified subsites/member sites accessible by employees using the templates developed and delivered in the Branding and Web Designs phase. All content identified in the approved content migration plan will be migrated, tagged for SEO, and optimized for mobile by CivicPlus.
- d) CivicPlus shall deliver a complete citizen engagement tool accessible by the public and Jeffco administration via Jeffco.us using the templates developed and delivered in the Branding and Web Designs phase. All content, FAQs, Forms and business workflows identified in the approved content migration plan will be created, migrated, tagged for SEO, and optimized for mobile by CivicPlus.
- e) CivicPlus shall implement and ensure, at a minimum, that the CET tool will address the top 20 business activities/processes for the County as determined in the Branding and Web Designs stage, and also include the integrations noted to applications already in use at the County as delineated in the Appendices.
- f) All final sites and CET shall meet the following standards:
 - i) 508/ADA compliant, as evidenced by automated reports provided by CivicPlus and by Jeffco run reports via Sortsite (or comparable tool).
 - ii) WCAG 2.0 Level A and Level AA compliant, as evidenced by automated reports provided by CivicPlus and by Jeffco run reports via Sortsite (or comparable tool).
 - iii) PCI-DSS compliant, as evidenced by an approved 3rd party and/or Jeffco audit/scan.
 - iv) PII compliant, as evidenced by an approved 3rd party and/or Jeffco audit/scan verifying encryption levels and access are per designs and policies.
 - v) PHI compliant – CivicPlus shall ensure that the solution and applicable website architecture(s) shall comply with PHI data security standards as evidenced by an approved 3rd party and/or Jeffco audit/scan verifying encryption levels and access are per designs and policies within 6 months of initial launch.
- g) CivicPlus shall implement and ensure, at a minimum that the new sites, subsites and member sites will have all the features, functions and integrations provided on Jeffco's current sites as a site visitor.
- h) CivicPlus will make all modules available with unlimited usage and subscriptions for the life of the SaaS, excluding CivicHR and CivicReady unless the SaaS is amended to include this module. A listing of CivicPlus modules with descriptions is included in Appendix E. As new modules are introduced, Jeffco shall also have unlimited access, usage and subscriptions to these at no additional cost.
- i) CivicPlus shall configure and implement all module configurations per Client Group and extranet owners as determined and approved in the Branding and Web Designs stage. CivicPlus shall ensure any sites not launching with module specific requirements (or in the case of the CET - Forms, Forms Center, FAQs and/or other modules that integrate with the CET tool) will still have the ability to fully utilize all aspects of all the modules when desired, thus requiring any pre-configurations to be performed by CivicPlus upfront. This will ensure on-demand use by all CMS users at any time in the future.
- j) For the citizen-facing County website, each Client Group Site shall support at least one scenario of each module implemented on its site. Many Client Group's sites will have many more than a single implementation, all of which will be identified in the Branding and Web Designs stage and implemented by CivicPlus as part of this SOW.

- k) For the citizen-facing County website, extranets, intranet(s), and related subsites and member sites, CivicPlus shall ensure the inclusion of and implement all functionality specified in the modules mentioned previously with the functionality described in Appendix C, except the Extranets which will not have the integrations with the Jeffco applications. Civic Plus shall ensure the inclusion of and implement all functionality specified in Appendix D for the CET tool.
- l) For situations where Jeffco is leveraging CivicPlus functionality in lieu of a Jeffco or 3rd party specific application (like Wufoo), CivicPlus shall port the historic data from the original application to the CivicEngage software for accessibility. Any business rules/configuration within CivicPlus shall functionally match the Jeffco or 3rd party specific application.
- m) Fully Mobile Optimized. CivicPlus shall provide a fully-functional, mobile-optimized website and CET user experience to enable a user to perform all website and CET actions and have access to data independent of device or model. CivicPlus shall provide fully mobile-optimized CMS administration functions and reports.
- n) Performance. For all sites, CivicPlus shall provide all performance requirements listed below and as set forth in Appendix F.
 - i) Page loads shall meet expectations per Table 2 below with 2000 maximum users for the following page types: home page; interior page; uniquely branded landing page/interior page; search results page; i-frame page(s), video page, rotating banner/slideshow page, web cam page, and ESRI map integration.

Table 2: Page Load by Type and Performance Specification for max users of 2000

Page Type	Page Load	Page Type Description
Home page	<2 seconds	See Appendix F
Interior page	<2 seconds	See Appendix F
Uniquely branded landing page	<2 seconds	See Appendix F
Uniquely branded interior page	<2 seconds	See Appendix F
Search results page	<2 seconds	See Appendix F
I-frame page	<2 seconds	See Appendix F
Video page	<5 seconds	See Appendix F
Rotating banner/slideshow page	<2 seconds	See Appendix F
ESRI map integration page	<5 seconds	See Appendix F
Web cam page	<2 seconds	See Appendix F

- o) Hosting Architecture and Security. CivicPlus shall host all sites and provide and meet all hosting architecture and security requirements listed in Section 3.3.
- p) CivicPlus shall create a **Test Plan** for each site and for the CET, detailing what kinds of testing will be performed, by whom, tools needed, and general timeframe for each site, member site, extranet, intranet, CET and mobile application.
- q) After web design and Test Plan are completed and approved, CivicPlus shall develop **test cases** for approval, which shall be implemented with successful results as determined by Jeffco. The test cases and any test scripts developed, along with any revisions and future additions, shall be the property of Jeffco and useable in the development, test, production, and sandbox environments, without restriction. Test cases shall reflect the user stories in the Appendices, requirements within this SOW, as well as standard and key functionality offered by the solution.

3.3. HOSTING ARCHITECTURE & SECURITY

- a) **Security:** CivicPlus shall deliver a fully secure, hosted Software as a Service (SaaS) solution that utilizes “https-TLS” connections for the new solution which includes: CMS, CET, Jeffco.us, employee intranet, extranets, mobile, and CET mobile applications that are accessible by the public, Jeffco content administrators, content contributors, support staff, and employees.
 - i) CivicPlus shall provide a solution that is compatible with multifactor authentication based on sensitive data needs of specific Client Group’s sites, member sites, and subsites as and whenever needed. Compatibility shall be contingent on Jeffco maintaining the CivicPlus ADFS product.
 - ii) CivicPlus guarantees to all solution users, Jeffco staff, and the citizens that the system is hosted in a secure fashion so as to eliminate risk regarding fraud, hackers, stability, and performance issues.
 - iii) CivicPlus shall provide data encryption for the new solution at the application and data layers (both at rest and in motion). Any additional encryption required for Jeffco business such as emails and on form data submissions to meet and safeguard certification requirements will be configured appropriately by CivicPlus. Encryption details shall be reviewed and approved by Jeffco prior to implementation, and any changes to encryption methods or levels shall be approved by Jeffco in advance of implementation.
 - iv) CivicPlus shall have a DDoS Prevention and Response Plan in place, available for review and approval, tested, and maintained current with minimum annual reviews. The Plan shall delineate attack response based on type and source. Monitoring and notifications shall also be addressed.
 - v) CivicPlus shall serve all content on the site including images and i-frame content as https such that no browser popup messages occur stating the page is insecure with mixed content.
 - vi) As part of the PCI compliance, file integrity monitoring (FIM) shall be required on all links directing users to payment sites, with reporting to designated Jeffco responders via an agreed upon method within 5 minutes of any tampering.
 - vii) FIM shall be available to be put in place on any other links directing users to highly sensitive areas or locations on an unlimited request basis, with notifications set up specifically for the FIM being requested (who is alerted, when, and how). This is particularly critical to the Sheriff’s Office intranet or member site.
 - viii) Password rules and timeout controls shall be maintained by Jeffco site administrators, so long as Jeffco maintains ADFS product support, with flexibility built into the solution for easy revision as County policies change. Password rules shall include character mix, length, hash/encryption of passwords, forced update periods, password hints, etc.
 - (a) The solution shall be set up so as to enable the Sheriff’s Office to control its employees’ password and timeout rules, which may be different from Jeffco’s intranet. The solution shall permit the Sheriff’s Office to change these rules as administrators to its site.
 - (b) The solution shall be set up so as to enable Site administrators to prohibit browsers from remembering passwords or saving credentials unless they are encrypted.
 - (c) Logging information and reports related to password resets, access/use, etc. shall be available to site administrators.
 - ix) Physical security of development and service support centers, hosting locations, and Disaster Recovery sites shall comply with CivicPlus’s policies.
 - (1) For development and service support centers, approved personnel obtain system access through a badge system on a 24/7/365 basis; there are video cameras at ingress and egress locations to the building; and visitors are required to sign-in and have an escort at all times.
 - (2) Minimally, physical security at hosting and Disaster Recover sites shall include a biometrically controlled entrance that is physically controlled and monitored 24/7/365.

- (3) At least 15 day's notice shall be provided to Jeffco of any change to Civic Plus's policies.
 - x) All CivicPlus staff or contractors on-site at Jeffco, or who have access to code or environments at any CivicPlus location, hosted or disaster recovery location shall have had passed background checks as stipulated by Jeffco.
- b) Architecture Setup and Configuration:**
- i) CivicPlus shall provide an approved architecture topology that implements Jeffco's firewall (e.g., DS/IPS, HIDS/HIPS, Web app) and configuration standards and requirements as listed herein and as otherwise directed by Jeffco to meet its best practice guidelines.
 - ii) CivicPlus shall design, configure and implement a "Tenant Isolated" environment for the Jeffco solution to reduce risk of service outage due to malicious attacks made on non Jeffco CivicPlus customers. All aspects of Jeffco's sites (citizen facing website, employee intranet, extranets, CET, subsites and member sites must be in the "Tenant Isolated" environment, and only the Jeffco sites (no others). "Tenant Isolated" environment is intended to include isolation of software, applications, and data.
 - iii) CivicPlus shall provide for redundancy in the solution's architecture to minimize the frequency risk of outages due to equipment failures, including firewall redundancy and a high performance SAN with N+2 reliability, onsite power backup and generators, and multiple providers in place.
 - iv) The CivicPlus solution and systems shall provide for unmetered bandwidth usage at all times (except during a catastrophic disaster recovery incident), and minimum 50 Gb/s burst bandwidth at initial implementation.
 - v) CivicPlus will deliver a development (Dev), test, and a production (Prod) environment for Jeffco's CMS, CET solution(s), the SQL servers, and mobile application(s), all of which shall also reside in the Tenant-Isolated environment. CivicPlus shall provide a procedure for Jeffco to request or have automatic, periodic data refreshes in Dev and Test from Prod. The ability for Jeffco to synch on demand changes made in Dev to Test and then to Prod (or agreed upon synching methodology) shall be provided by CivicPlus.
 - vi) CivicPlus will provide a sandbox for Jeffco to use, available 24x7x365 (except during scheduled maintenance periods and catastrophic disaster recovery incidents) for use for advance testing of releases, including alpha and beta versions. CivicPlus shall allow Jeffco access to alpha and beta versions of releases, and ability to submit feature and bug reports against them, for the life of the Contract and SaaS.
 - vii) All servers and hosted environments must be located in US data centers at all times for the life of the Contract and SaaS.
 - viii) Performance: CivicPlus shall provide monthly performance reports that demonstrate compliance with Jeffco's performance specifications listed in this SOW.
 - ix) CivicPlus shall utilize industry best practices when maintaining policies, documentation of use and deployment procedures as well as manual or automated audits. Such industry best practices include: Least Privilege, Center for Internet Security (CIS) benchmarks, the Open Web Application Security Project (OWASP), and SA-16 standards.
 - x) A robust monitoring and reporting plan shall be put in place to ensure the SaaS and SOW functionality requirements are met.
- c) Disaster Recovery:**
- i) CivicPlus will implement the new solution's disaster recovery (DR) plan in US Based hosted DR site(s) that differ geographically. All aspects and sections of the websites must be part of the DR Plan, such as and including in each environment; websites, extranets, intranets and related subsites, and member sites; permissions and access,
 - ii) The DR Plan must be implemented and tested and found to meet all objectives and SLAs before the website(s) can go live. Any necessary changes or improvements resulting from the testing must be implemented and DR retested successfully before go live.
 - iii) The DR Plan shall provide for regular testing of the DR Plan, minimally twice a year. The DR Plan shall specify that any non-compliance or failures related to DR testing shall be brought to Jeffco's attention along with the root cause and mitigation plan, with follow-up when issues are resolved.

- iv) The DR Plan shall provide that Jeffco site administrators will receive an email and text notification within 2 minutes of a disaster incident as identified within Civic Plus' Disaster Recovery plan. Such notice shall include adequate details, follow-up specifications on root cause and prevention analysis data.
 - v) The SLA and additional conditions relating to DR are included in the SaaS.
- d) Business Continuity and Data Backups:**
- i) CivicPlus shall provide a mutually agreed upon **Business Continuity Plan**. The plan shall address how Jeffco can maintain its web presences and business operations if at any time in the future the business relationship with CivicPlus severs, in addition to key business operations scenarios described in this section. It shall contain specifics on how the transition would occur, how long it would take, what form the data would be in and how it would be transmitted, to whom and how the sites would remain effective in at least a minimal manner. The Business Continuity Plan must be approved by Jeffco at least 1 month prior to launch of any of the new websites. The Business Continuity Plan shall be implemented within 2 months of notice of business failure or severance.
 - ii) CivicPlus shall include in the Business Continuity Plan the ability to port each current site(s)/solution(s) to new site(s)/solution(s), standing the new site(s) up with existing content in agreed-upon templates/formats that are mobile optimized, tagged, etc, as separate optional line items - InsideJeffco, Jeffco.us, and extranets if sites are compromised. Steps associated with this process shall be included in the Business Continuity Plan.
 - iii) For operational and historical purposes, CivicPlus has a multi-tiered backup solution but shall do full backups of Jeffco data daily, weekly and monthly at a minimum, and a copy of the data will exist both onsite and offsite. Dailies are kept for a week. Weeklies are kept for month. Monthlies are kept for a year. The maximum response time for a restore of monthly backup shall be 3 business days, for a weekly backup – 1 business day, and for a daily backup – 2 hours. The process to request restores of data is to contact support. Live Data and backups are replicated offsite to facilitate disaster recovery scenarios.
 - iv) For business purposes, records retention, or open records requests, CivicPlus shall provide versions of any and all web pages based on Jeffco's records retention policies at any time based on business and legal needs/requests down to a granularity of 1 day.
 - v) CivicPlus shall include in the Business Continuity Plan details on how it will meet the Recovery Point Objective (the maximum, largest period of data loss acceptable by Jeffco) delineated in the SaaS. CivicPlus shall implement the plan and test/validate it at least annually. CivicPlus shall include details in the plan and instructions on the process to request and gain access to backups or data restore requests.
 - vi) CivicPlus shall include in the Business Continuity Plan the requirement to review and update the Business Continuity Plan at least yearly with Jeffco management for the life of the SaaS. Any revisions to the plan must be approved by Jeffco in advance.
 - vii) Additional topics to include in the Business Continuity Plan will evolve as incidents occur and the need to include them materializes.
- e) Compliance and Certifications:** The solution will meet the following compliance and certifications:
- i) 508/ADA compliant, as evidenced by automated reports provided by CivicPlus; Jeffco may also run reports via Sortsite and/or comparable tool.
 - ii) WCAG 2.0 Level A and Level AA compliant, as evidenced by automated reports provided by CivicPlus; Jeffco may also run reports via Sortsite (or comparable tool).
 - iii) PCI-DSS compliant, as evidenced by:
 - (1) 3rd party compliance report
 - (2) Jeffco audit/scan
 - (3) FIM compliance and required patches related to PCI-DSS
 - (4) Up-to-date on current version of PCI/DSS regulations and standards with a plan to keep current with regulations and standards.

- iv) PII compliant, as evidenced by a 3rd party and/or Jeffco audit/scan verifying encryption levels and access are per designs and policies.
 - v) In association with the compliance certifications initially issued, an **Ongoing Test/Audit Plan** for maintaining these via ongoing testing/audits shall be provided by CivicPlus for Jeffco approval that lists the test/audit that will be performed, frequency, impact of testing/audit, and reporting method and timeframe of results.
- f) **Access and Permissions:** CivicPlus shall provide 24x7x365, unencumbered, unlimited access (unlimited licenses) independent of browser type or device, to the solution based on permissions managed via AD groups (ADFS), single-sign on, and member groups. The capability and strategy for dataset matching shall be provided by CivicPlus. The system will be set up with the following permissions and capabilities:
- i) Site Administrator/Content Contributors:
 - (1) A site administrator of one site will not have access to the administration area for another site unless explicitly given the appropriate permissions by a site or web administrator.
 - (2) Content contributors will only be able to contribute and have access to their applicable site/content areas based on permissions assigned to AD and member groups to which they belong.
 - (3) Access across all solution functionality (CMS administration function, My Dashboard(s), CET, intranet, etc.) should leverage a single login vs. managing multiple username and passwords.
 - (4) Sheriff's Office site administrators and content contributors will have access to their own CMS administration area for their intranet or member site. No other County site and content contributors will have access to Sheriff's Office content, pages or CMS functions without specific granted permission by the Sheriff's Office.
 - ii) Citizens:
 - (1) Access across all solution functionality (My Dashboard, integrated apps, CET member sites, etc.) should leverage a single login vs. managing multiple username and passwords to alleviate frustration.
 - (2) All solution functionality generally available to the public via the website(s) and all CET shall also be available without requiring a citizen login.
 - iii) Employees:
 - (1) Access across all solution functionality (My Dashboard(s), intranet, extranet(s), CET, etc.) shall leverage a single login vs. managing multiple username and passwords.
 - (2) Employees accessing the Intranet shall not need to continuously log in to view multiple pages in the intranet site or subsites in the same session. A timeout time period can be set by the administrators of the sites/subsites, after which period of inactivity would automatically log users out.
 - (a) Intranet visitors logged in who search and review results rendered from the citizen facing website and extranets shall not be logged off and shall not have to re-login to the intranet when hopping back and forth across sites.
 - (3) Employees can be restricted from accessing (viewing) member sites using AD Groups and also manually via administrator settings.
 - (4) Employees accessing the Intranet shall not need to continuously log in to view multiple pages in the intranet site or subsites in the same session.
 - (5) The Sheriff's Office employees will access their own intranet or member site to view content and pages only accessible by their employees, while also being able to view a general County intranet landing page with content that is accessible to general county employees based on permissions. Such permissions shall be initially configured and tested by CivicPlus.
 - (a) Sheriff's Office intranet or member site will have its own AD Group restricting login and access to all related pages to only Sheriff's Office employees. The Sheriff's Office AD Group is managed solely by the Sheriff's Office on a different domain controller than other AD Groups for the County.
 - (b) The Sheriff's Office intranet or member site will also contain other member site(s) further restricting access.

- (c) The Sheriff's Office employees shall be able to access their intranet or member site directly via login, without having to land on or go to the Jeffco intranet (such as via bookmark or browser home page setting).
- (6) A Staff Directory shall be provided identifying access levels set for public viewing on the citizen facing website, all Jeffco employee only viewing (e.g., on the intranet), Sheriff's Office only viewing (e.g., on the Sheriff's Office intranet or member site), and Other Private Viewing options, with directory information and permissions tied to AD and AD Groups, with additional or details not available in AD input via the CMS for individuals.
 - (a) Viewing of any detail item on a record in the Staff Directory can be controlled at the record level (e.g., one person's cell phone can be set to Private for all Jeffco Employees but that person's cell phone can be set to visible by Sheriff's Office; or the entire person's record can be hidden from all Jeffco employees).
 - (b) Data supplied by AD cannot be changed by site or content administrators.
- (7) In planning for unforeseen conditions when the internet connection become broken for ADFS login successfully, an alternate and safe means of access or procedure for such access shall be provided by CivicPlus before/for launch. Such emergency access would be for limited individuals to the CMS as designated by Jeffco.

3.4. SOLUTION IMPLEMENTATION & VALIDATION

The following requirements must be in place and accepted by the County prior to Launch:

- a) CivicPlus shall optimize the content, migrate it, and perform quality assurance checks – for all external and internal websites including member sites, extranets, CET and mobile templates and applications.
- b) CivicPlus shall migrate the Wufoo forms listed in Appendix G to the new solution and set up any related workflows for up to 3 forms.
- c) CivicPlus shall deliver the components of the solutions named in (a) above and within this SOW such that information architecture, performance, functionality, security, permissions and access, compliancy to all certifications and requirements, and testing per test cases and plans are all successful and proven to be intact.
 - i) CivicPlus will demonstrate successful configuration and access constraints for Sheriff's Office intranet or member site for site and content administrators and AD groups access prior to acceptance of the solution.
- d) CivicPlus will demonstrate the content administrator's ability to publish once and have content available on the citizen facing website, extranet, and intranet before the solution is accepted.
- e) Post-implementation citizen and user surveys shall demonstrate over 85% satisfaction with the delivered sites, mobile apps, and CET using key indicators identified and mutually agreed in the Design stage.
- f) CivicPlus shall integrate the applications listed in Appendix C and D with CivicEngage and CET to the extent outlined in Appendix C and D and within the constraints of the currently available APIs or Web Services for systems listed according to the phases delineated. CivicPlus will not significantly alter its APIs or write custom or new code to accomplish this integration unless such alterations and custom code be covered under a separate SOW, except as may be needed for integration to the named payment portals. For the named payment portals, CivicPlus may need to modify its code to perform the necessary data services to match the API fields available for use by the payment portal vendor.
- g) Key indicators are successfully met per Table 3 below.

Table 3: Key Indicators

Performance	All criteria is met for each site and page listed
Broken Links	None
PCI Compliance	Audit successful
Vulnerability scan	No critical or medium risk items open
Penetration test	No critical or medium vulnerabilities or risks. Security and encryption show to be effective.
PII	Security and permission policies and logging proven effective; ongoing testing to continue security in hand; regular reporting of test results; escalation path for irregular results in hand.
Redirects and new domain pages	All successful with no breaks or 404 errors
508/ADA	Audit successful
WCAG 2.0 Level A and Level B	Audit successful
Citizen and User Survey(s) responses	Responses meet satisfaction guidelines
Customer-Centric Designs	Final solution provides easiest access to information and functions based on user feedback/personas.
Customer-Centric Designs	Top 20% of most popular site destinations are reachable in no more than 3-clicks by the site visitor.

3.5. TRAINING & LAUNCH

- a) CivicPlus shall deliver a tailored **Training Plan** that sets out the immediate and three (3) year training objectives of both Jeffco content administrators and content contributors as listed in herein. The training plan roadmap shall be jointly updated annually. CivicPlus shall provide standard and custom training materials/communications during pre launch, launch, and post launch activities for content administrators, content contributors, Jeffco IT Services Customer Service support staff, and for citizens in regards to the CMS, CET and mobile app(s) solution.
- b) CivicPlus' Training Plan shall provide for ongoing training for the life of the Contract and SaaS to, content administrators, content contributors, and IT Services support staff when new versions and features are released based on Civic Plus' release schedule.
- c) The Training Plan shall provide that CivicPlus shall abide by Jeffco's business rules in terms of when and how Jeffco content administrators and contributors contact CivicPlus support line via phone or emails. CivicPlus shall follow the below procedures:
 - i) Any contact by Jeffco staff for CivicPlus support on the new solutions (CMS/CET) will be logged and correspondence between said parties will include a CC to the following Jeffco Web Team Outlook group account.
 - (1) Assistance to embed or i-frame content from a non Jeffco authority requires approval by the Web Team. CivicPlus shall include a CC to the Jeffco Web Team Outlook group account on all correspondence. Phone communication will be logged as a CivicPlus support ticket and also will include a CC to the designated Outlook group account.
 - (2) Assistance applying Jeffco's content standards and guidelines will require CivicPlus to support Jeffco's standards and guidelines. CivicPlus shall include a CC to the

Jeffco Web Team Outlook group account on all correspondence. Phone communication will be logged as a CivicPlus support ticket and also will include a CC to the designated Outlook group account.

- (3) Jeffco web team shall have access to all Jeffco related tickets, independent of who authored them, with dashboard and reporting capabilities on the tickets.
- d) CivicPlus will make all CMS and module training materials and any Jeffco-specific materials developed available 24x7x365 for the life of the Contract and SaaS, with no limitations on users accessing online materials and communities.
- e) Initial and ongoing training shall be delivered by CivicPlus as listed in this SOW.
- f) The CivicPlus Training Plan shall provide that documentation/training materials for any custom configuration and development made during the life of the Contract and SaaS to any of the CMS modules, CET or other custom integration for Jeffco shall be made available to Jeffco.
- g) CivicPlus shall provide, as part of its training, training on all reporting, analytics and tools as they align or affect content administrators or site administrators appropriately.
- h) Fully Mobile Optimized. CivicPlus shall provide a fully-functional, mobile-optimized training user experience to enable a user to perform all necessary training actions independent of device or model.
- r) Hosting Architecture and Security. CivicPlus shall provide secure access to all training material. See hosting architecture and security requirements listed in Section 3.3.

3.6. MOBILE APPS FOR BRANDED CITIZEN FACING COUNTY WEBSITE & CET AND POST LAUNCH SCOPE

- a) CivicPlus shall allow full use of the CivicMobile module and deliver an application for Jeffco.us and one additional county application within 6 months of launch of the websites, to be determined in the Branding and Web Designs stage.
- b) The mobile apps created shall be integrated with Jeffco.us and another county organization and provide a "Mobile First" approach for citizens and employees, limiting information viewed to specifically target mobile users.
- c) Mobile apps developed shall allow citizens to be able to easily report CET-related items from their mobile device and advantage from geo-location to accommodate easier reporting and reduction in double-reporting.
- d) Mobile apps developed shall be useable on iOS, Windows, and Android devices, and for the life of the SaaS kept current and compatible with new OS releases within 2 weeks and previous releases of operating systems to n-2.
- e) Mobile apps shall automatically synch to website data and information real-time.
- f) Designs for mobile apps shall be determined collaboratively with Jeffco, documented for review and approved before implementing.
- g) Citizen-driven data, such as performance metrics, shall be developed prior to and following mobile apps launch, and regularly thereafter, to monitor effectiveness and expectations match to scope of services offered on the mobile apps. Data shall be used to collaboratively develop roadmaps for approval by Jeffco, for CivicPlus to implement.
- h) Mobile apps developed shall allow Mobile app users to receive push notifications through integration with Notify Me so citizens can receive updates across all mobile devices.
- i) Mobile apps shall be available through secure and normal means at no cost to citizens. CivicPlus shall make these available and in synch with all application updates.
- j) Mobile apps shall include all modules, unlimited web links to integrate to any mobile-friendly web page – to be determined during the Branding and Web Designs stage, and links to social media accounts. Citizens shall be easily available to share information to their own social media accounts from the mobile app.
- k) CivicPlus shall propose 3 names and 2 logos for use for each of the mobile apps, for Jeffco final approval, during the app design stage, which occurs after the initial launch of the websites.

3.7. POST LAUNCH SCOPE

Implementation and delivery of all functionality not deemed “minimum for initial release” per Appendix C and D within 6 months or 1 year of initial website launch, complete with testing, any related training and development of technical documentation etc. as indicated in Appendix C and D.

3.8. REPORTING, ANALYTICS & TOOLS

THESE COMPONENTS APPLY ACROSS THE ENTIRE SOW:

- a) CivicPlus shall deliver self-service dashboard and reporting capabilities within the solution that easily allows content and site administrators to use wizards and tools to generate reports, analytics, check site quality (broken links, etc.), and performance (page loads/size) to meet compliance and Public Engagement Office (PEO) requirements for the sites to improve decision making on content.
- b) CivicPlus shall provide tools such as wizards for content administrators to aide in mobile page set-up evaluations to improve decision-making related to content placement and image sizes. For example, content administrators and content contributors will have the ability to view how a page will look on a designated device before publishing.
- c) CivicPlus shall provide integration of existing Jeffco Google Analytics account(s) within the CMS tool – CivicEngage for all websites in addition to existing built-in analytics and reporting tools.
 - i) Traffic Data: This includes the ability to track traffic properties such as IP address, access type/load and how specific traffic enters and leaves the website(s) such as by page and specific links.
 - ii) Content Data: CivicPlus shall also provide the ability for content administrators to track social shares by website visitors, assets downloads (i.e. pdf, xlsx, etc.) and user events (i.e. link, image and button tracking).
- d) CivicPlus shall provide assistance with the integration of additional Google Analytics account created for any new extranets that are not currently a part of the Jeffco.us account. This includes the ability to setup automatic reports and associated distributions.
- e) CivicPlus shall demonstrate the ability to easily develop/generate reports for content administrators on site audit reports. This includes logging reports such as identifying what changes have been made in the solution (CMS and CET) by permissions group and individual content contributor.
- f) CivicPlus shall implement and ensure, at a minimum, that the new solution will have all the existing reporting features, functions and integrations provided on the current Jeffco.us website and CMS administration functions as a content administrator and content contributor.
- g) CivicPlus shall demonstrate the ability to provide the ability to generate weekly and monthly health site checks which consist of where the Jeffco solution falls in meeting WCAG 2.0 level A and Level B. CivicPlus shall provide recommendations on improvements and demonstrate its commitment to meeting and exceeding these guidelines within the solution roadmap, this includes known non compliance items.
- h) CivicPlus will configure and implement all additional reporting and auditing configurations in each module per Client Group as specified in the Appendices and within this SOW. CivicPlus shall ensure that those Client Groups not launching with module specific requirements will still have the ability to fully utilize all aspects of the modules when desired. This may require any pre-configurations to be performed by CivicPlus upfront.
- i) For situations where Jeffco is leveraging CivicPlus functionality in lieu of a Jeffco or 3rd party specific application, CivicPlus shall port the historic data from the original application to CivicEngage for accessibility. Any business rules/configuration within CivicPlus Civic Engage software shall match Jeffco or 3rd party specific application as much as possible including with respect to scheduled automatic emails of CSV/EXCEL/PDF reports and analytics data.

- j) Fully Mobile Optimized. CivicPlus shall provide an intuitive mobile-optimized reporting user experience as a citizens/website visitor accessing reports from the CMS or CET solution and as a Jeffco administrator accessing the CMS/CET administration functions.
- k) Hosting Architecture and Security. CivicPlus shall provide secure reporting and analytic capabilities as described in Section 3.3.
- l) CivicPlus Civic Engage software shall permit the logging of permissions and configuration changes, including the ability to audit and report on permissions changes made over a desired period of time by user; and include the ability to run a report comparing permissions settings currently vs. a set time earlier by user or by user group.
- m) CivicPlus shall provide advance notice before deleting or purging audit logs, such as might occur to free up space, and gain advance agreement from Jeffco on the time period being purged.

3.9. CONTINUOUS IMPROVEMENTS

- a) CivicPlus shall conduct semi-annual continuous improvement meetings onsite (up to 2 days onsite for each meeting) with the Jefferson County Web Team to discuss:
 - i) Issues Review – review status of open issues; action plan(s); root cause analyses and lessons learned from critical issues, etc.
 - ii) Metrics reports including site analytics; content administrator measures for quality; site performance; support and maintenance performance against SLAs, general responsiveness and ability to meet service expectations; vulnerability and penetration testing, certifications updates, audit results (e.g., 508/ADA, WCAG 2.0, etc.), bug resolution and feature request implementation track record, etc.
 - iii) New feature/change requests
 - iv) CivicPlus roadmap
 - v) Special topics such as training needs, SaaS renewal, governance, etc.

4.0 SCHEDULE OR TIMELINE FOR PERFORMANCE

Services shall be performed pursuant to a mutually acceptable schedule developed by the County and CivicPlus, Inc. Work will commence on the date set forth in the Notice to Proceed (the “Start Date” and shall be completed no later than 8 months from the Start Date. All functionality not deemed “minimum for initial release” per Appendix C and Appendix D shall be implemented, tested, delivered by CivicPlus and accepted by Jeffco within either 6 months or 1 year of initial launch using the same standards applied to the initial work deliverables, as indicated in Appendix C and Appendix D. Mobile templates and apps may be delivered after initial sites launch, but no later than 6 months after initial launch. Performance of services shall follow the Project Time Line developed as part of the Project Initiation Milestone.

5.0 CONTRACTOR RESPONSIBILITIES

Deliver services as specified in sections 2, 3, 4 and all Appendices.

6.0 COUNTY RESPONSIBILITIES

County is responsible for providing access to existing technology and accommodations (as appropriate such as for onsite training) subject to applicable security requirements and licensing restrictions, and making necessary staff available as required for the successful performance of the services by CivicPlus hereunder.

7.0 PRICING & O PAYMENT

The County shall pay the Vendor CivicPlus a fixed fee of \$166,000.00 (the "Contract Price) inclusive of reimbursable expenses for the Services, upon satisfactory completion of the milestones as documented herein, receipt of an invoice by the Authorized Representative, and approval of the payment by the Authorized Representative. CivicPlus will submit an invoice when all of the deliverables for associated milestones described below have been completed and accepted by the County Representative pursuant to the terms defined in the Contract.

The Contract Price shall not be increased regardless of the time expended or expenses incurred by the Vendor unless the scope of the Services is changed by the Authorized Representative and agreed upon by the parties. Except as expressly provided in the Contract Documents, CivicPlus shall not be entitled to reimbursement or payment for any travel, meals, entertainment, administrative or overhead (copies, telephone, supplies, etc.) costs.

Milestone	% of Total	\$ Invoice
Project Initiation Completed and Approved	10%	\$16,600
Branding & Web Designs Deliverables Completed and Approved	25%	\$41,500
Hosting Architecture Setup Completed and Approved	10%	\$16,600
Training Completed and Approved	10%	\$16,600
Phase 1 Completion, Testing, Approval, and Launch of New Websites & CET	25%	\$41,500
Completion and Acceptance of Phase 2	10%	\$16,600
Completion and Acceptance of Phase 3, and Final Project Acceptance	10%	\$16,600
Totals	100%	\$166,000

Details regarding the above listed Payment Milestones are provided below, with full details within this SOW.

- Project Initiation – includes a Project Kickoff with review and approval of Project Plan, Project Schedule, RACI chart and Risk Matrix.
- Completion of all Branding & Web Designs Deliverables -- Delivery of final, approved version of each Branding & Web Designs stage deliverable as applied to each developed site.
- Completion of Hosting Architecture Setup – Per Section 3.3, completion of all designs and documents and their approval; environments set up, tested and found to be in conformance with the requirements, tests, and certifications.
- Completion, Testing, and Launch of Approved, New Websites & CET as described in this SOW.
- Training Completed – completion of all the training delineated in this SOW leading up to and immediately following the launch of the websites.
- Completion and Acceptance of Phase 2 -- Implementation and delivery of all functionality not deemed “minimum for initial release” per Appendix C and Appendix D that are due within 6 months of initial websites launch as delineated in the respective appendix, complete with testing, any related training, technical documentation, etc. Completion of Mobile Apps as outlined in Section 3.6 within this 6 month period.

- Completion and Acceptance of Phase 3-- Implementation and delivery of all functionality not deemed "minimum for initial release" per Appendix C due within 1 year of initial websites launch, complete with testing, any related training, technical documentation, etc. Entire project closeout is included in this milestone.

8.0 DOCUMENTS APPLICABLE TO THIS SOW

All Appendices are incorporated by reference.

Appendix A – Glossary of Key Terms

Appendix B – Current Listing of Website Client Groups

Appendix C – Details on Website Features to Implement – Requirements

Appendix D – Details on CET Features to Implement – Requirements

Appendix E – Listing of CivicPlus Modules and Functionality Included Initially and Descriptions

Appendix F – Performance Requirements

Appendix G – Wufoo Forms Listing

Appendix H – Search Objectives

9.0 CONTRACT REFERENCE

This Statement of Work is being performed pursuant to the Contract between the County and CivicPlus dated for reference purposes December 5, 2016 (the "Contract").

10.0 ADDITIONAL TERMS AND CONDITIONS SPECIFIC TO THIS STATEMENT OF WORK

- The majority of the work will be performed off site with the exception of onsite consulting and training before Go Live.
- CivicPlus designates Sascha Ohler, VP Product Strategy as Authorized Representative for purposes of this Statement of Work.
- CivicPlus designates Molly Brown, Lead Project Manager, and Ahron Jones, Sales Manager as Key Personnel for purposes of this Statement of Work.
- Capitalized terms not defined in this SOW shall have the meaning ascribed to them in the Contract.
- To the extent that there is any conflict between this SOW and the Contract, the Contract shall prevail.

11.0 COUNTY AUTHORIZED REPRESENTATIVE TO THIS SOW

Jefferson County Colorado

Karen Pate

Online Services Manager

Jefferson County IT Services

3500 Illinois Street, Suite 2500

Golden, CO 80401

(303)271-8857

kpate@jeffco.us

12.0 ASSUMPTIONS

- CivicPlus will notify Jeffco immediately of any issue(s) that may cause an impact to the Contract Price or timeline, and will not proceed with activities that are related to the impacting issue(s), until the parties reach an agreement as to how to resolve the impacting issue. All other Services that are not impacted will proceed in accordance with the Project Time Line.
- Jeffco will provide the necessary network access (VPN) to named CivicPlus project staff subject to Jeffco's security requirements.
- Upon direction from CivicPlus and as documented in the deliverables, Jeffco will be responsible for configuration of Ports, Firewalls, DNS and any other security related configuration associated

with the project. CivicPlus will provide at least 10 business days advance notice of work needed by Jeffco in order to allow Jeffco to perform required configurations according to its internal processes, which shall also be included in the Project Time Line.

Appendix A: Glossary of Key Terms

Design Layout: Is a mockup or wireframe of both the visual presentation/appearance and the arrangement of predetermined items on a page. This includes color, size, button designs, space and placement of the following elements: global navigation, header, footer, secondary navigation, main content area, links, images, graphics, etc.

Template: A template is created based on the approved design layout. The template is then applied to a site where pages are created based on that template. A site can have one or more templates which generally consist of a landing page template and an interior page template.

Dynamic Template: A dynamic template displays structured content (FAQs, News, Agendas & Minutes, etc.) dynamically on the fly vs. a static web page that doesn't change. .

Concept of "Flexible" Template: The templates will allow for maximum flexibility in meeting unique Client Group's branding and design requirements which include: multiple logo placement, navigation(s), background image/video, content/media placement, key functionality, header, footer and custom CSS for unique look and feel. Have the ability to update global styles, and elements to all templates whenever needed.

Site: a website under a specific domain name. For example, Jeffco.us is classified as a site.

Subsite: A website that is subordinate to another website and hosted in its entirety under that site's domain name. For Jeffco.us all Client Groups fall under the subsite classification. For example, Public Health is a subsite of Jeffco.us.

Uniquely Branded Subsite: A website that is subordinate to another website and hosted in its entirety under that site's domain name and allows for unique and custom branding elements within the site such as in the header, footer, content area, etc. For Jeffco.us, the Sheriff's website would fall under a uniquely branded subsite allowing flexibility in layout and design elements on the landing/home and interior pages of the site.

Branded Extranet: A website/site that is public facing and is branded under a non Jeffco.us brand and using a non Jeffco.us domain. For example, the collaborativefostercare.com website is a joint partnership between Jefferson County and Arapahoe County and the site is branded based on national, local and program-specific branding requirements. Note: Jefferson County is using the term "extranet" to delineate a non Jeffco.us branded public facing website and in this case not using the industry standard use of the term.

Intranet: A website mainly on a private network or within an organization's firewall where employee and county business information is housed including access to internal business applications and workflows.

Member subsite: An internal or external facing subordinate site (subsite) or area of a site that requires a user login/password for access. For example, Jeffco.us will have a member only area that allows Building Safety to share building plans with designated land developers via a secure login/password. For example, the employee intranet will have a member only area that allows for county project members to share project information and files.

Member site: An external or internal website that requires a user login/password for access. For example, the Sheriff's employee website could be a separate member site that allows access to only Sheriff's staff, including the administration of the site separate from the county employee intranet.

Appendix B: Current Listing of Website Client Groups

The below is a current listing of Jeffco's Client Groups, each of which current has its own website or subsite.

1. Accounting
2. Airport
3. American Job Center
4. Archives
5. Assessor
6. Board of County Commissioners
7. Boettcher Mansion
8. Budget
9. Building Safety
10. Clerk to the Board
11. Collaborative Foster Care Program
12. Coroner
13. County Manager
14. County Attorney
15. CSU Extension
16. District Attorney
17. Elections
18. Facilities
19. Fairgrounds
20. Fleet Services
21. Human Resources
22. Human Services
23. Information Technology
24. Mediation Services
25. Motor Vehicle
26. Open Space
27. Parks
28. Planning and Zoning
29. Public Health
30. Public Engagement Office
31. Public Trustee
32. Recording
33. Records Management
34. Road and Bridge
35. Sheriff
36. Transportation and Engineering
37. Treasurer
38. Weed and Pest

Appendix C - Details on Websites Features to Implement - Requirements								
Jefferson County, Colorado IT Services								
Online Services - Web CMS Solution and Citizen Engagement Tool SOW								
<p>Note that details on features to implement that relate to modules or out-of-the-box functionality are not necessarily addressed via a user story. This list is in addition to requirements that are in the SOW - some are not repeated here. Features apply to all sites, including the Citizen Facing Website, Branded Extranets, and Branded Employee Intranet and their subsites and member sites, unless noted otherwise.</p>								
Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
1	Branding & Web Designs	CivicPlus Modules	Site Administrators/Content Administrator	Have the ability to access the following modules from the CivicPlus product throughout the life of the contract: Agenda Center; Alerts Center & Emergency Alert Notification, & IPAWS; Archive Center; Bid Postings; Blog; Business/ Resource Directory; Calendar (Qty); Community Connection; Community Voice; Document Center; Online Payments (name payment portal); Facilities & Reservations; Activities; Forms (QTY); Form Center; FAQs; Job Postings; My Dashboard; News Flash; Notify Me; Opinion Poll; Photo Gallery; Quick Links; Real Estate Locator; Spotlight; Staff Directory; CivicSend; CivicMedia; Carbon Calculator; Healthy Cities; Info Advanced; Licenses & Permits; Search /Search Tool; CivicMobile	Y			
2	Branding & Web Designs	Separate logo	Client Group		Y			
3	Branding & Web Designs	Maintaining Standards	Site Administrators	Ability for PEO to set standards and customizations with automatic conformance	Y			
4	Branding & Web Designs	Different navigation	Client Group	Have different navigation type and/or placement than the Jeffco.us main site/landing page.	Y			
5	Branding & Web Designs	Different graphics & photos	Client Group	Have a different graphic /photo in the masthead, and be able to change this out seasonally or as needed.	Y			
6	Branding & Web Designs	Unique Templates Configuration	Client Group	Have uniquely branded landing page and interior pages. The templates will allow for maximum flexibility in meeting unique client group's branding and design requirements which include: multiple logo placement, navigation(s), background image/video, content/media placement, key functionality, header, footer and custom CSS for unique look and feel. Have the ability to update global and elements to all templates whenever needed.	Y			
7	Modules - Calendar	Calendar filtering	Website visitor	Have the ability to filter calendar events by category with no constraints on number of filters (in addition to month/day/week, etc. that come standard with the product). Categories will be determined during design phase.	Y			
8	Modules - Calendar	Calendar views	Website visitor	Have multiple calendar viewing options so I can see events of particular interest to me.	Y			
9	Modules - Calendar	Calendar search	Website visitor	Have the ability to search within the calendar function for events/information.	Y			

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
10	Modules - Calendar	Calendar integrations	Content administrator	Integrate to other calendaring systems as identified in Exhibit B, and serve up content from them along with other county events posted via the web CMS, provided these 3rd party systems all have APIs / web services from which CivicPlus can pull calendar data. Data availability is limited by the API/web service, but any data available will be presented through the CivicPlus CMS. Any integration identified that has a calendaring system or calendar-related data will have the information automatically brought into the Web CMS via a "refresh" button (or similar) to its own calendar so that I do not have to enter the data twice. Data will be formatted per the calendar/event settings in CivicPlus's solution. If the event is then edited in the Web CMS, there is no reverse update to the original application's material. Integrations of this nature minimally include: Biznet, Saffire, EventBrite, RecTrac. User's searching across calendars would find these integrated calendars as well in their search results.	Y			Please note: even with a good API, the 3rd party system data may be laid out differently than our own. For example, maybe recurrence series would not come over, just individual events.
11	Modules - Agenda Center or Similar	Filtering documents	Website visitor	Be able to have listing of documents organized by heading with option for accordion style expansion functionality	Y			
12	Modules - Agenda Center or Similar	Search within	Website visitor	Be able to search on a page listing a lot of documents for text in those documents. Documents can be all types including PDFs. If Agenda Center is leveraged for this functionality, do not show the words "Agenda Center" or allow this title to be changed by the web content administrator.	Y			
13	Modules - Online Payments	Data Exchange	Client Group	Have the maximum amount of data brought back to application/system indicating amount paid, date, etc. as it is today per each payment instance, which does not include full payment card information.	Y			
14	Modules - Online Payments	Payment process	Website visitor	Have needed data transferred to payment portal site so that I don't have to re-enter key information that I might get wrong, such as name, address, etc. per login or account, amount paid, what is being paid, etc. as it is today or better.	Y			
15	Modules - Online Payments	County's Preferred Payment Portal Vendors	Client Group	Collect fees online for credit cards, eChecks, etc. via payment portals and vendors identified during Design, minimally including CyberSource / Wells Fargo, and Colorado.gov.	Y			Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
15-1	Modules - Online Payments	County's Preferred Payment Portal Vendors	Client Group	Collect fees online using Authorize.net and PayPal.	N	Y		Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
15-2	Modules - Online Payments	County's Preferred Payment Portal Vendors	Client Group	Collect fees online using Point and Pay, for TTPS in conjunction with Aumentum integration.	N	N	Y	Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
16	Modules - Online Payments	CyberSource Integration	eNtraprise Website visitor	Pay permits using the existing portal site CyberSource /Wells Fargo payment portal, with specific information sent and received back from the payment processor operating as it does today. Ref: https://jeffco.us/eNtraprise/ Note that an Amanda integration for return information is needed, as well as forms integration on the front end with Amanda.	N	N	Y	Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
17	Modules - Online Payments	CyberSource Integration	HealtheNtraprise, Use Permits and OW Permits Website visitor	Pay permits using the same/existing CyberSource/Wells Fargo payment portal with specific information sent and received back from the payment processor operating as it does today. Ref example: https://jeffco.us/EHPermits/ Note that an Amanda integration for return information is needed, as well as forms integration on the front end with Amanda.	N	N	Y	Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
18	Modules - Online Payments	Point and Pay Integration	TTPS Website visitor	Pay property using the same/existing Point and Pay payment portal with specific information sent and received back from the payment processor operating as it does today. Ref example: https://tpps.jeffco.us/ Note that an integration for return information is needed, as well as forms integration on the front end with Jeffco's TTPS SQL db.	N	N	Y	Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
19	Modules - Online Payments	Authorize.net Payment Integration	CSU and/or Fairgrounds Website Visitor	Pay online fees using the same/existing payment gateway portal that each uses with EventBrite today (authorize.net), with any specific information sent and received back from the payment processor operating as it does today. <i>NOTE: CSU and Fairgrounds ideally want/need EventBrite or Saffire replaced with CivicPlus solution entirely, but there is concern about whether the functionality is a 1:1 match so integration is secondary solution.</i>	N	Y		Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
20	Modules - Online Payments	PayPal / Google Pay Payment Integration	Sheriff Website Visitor	Pay online fees or make donation using payment gateway portal.	N	Y		Online payments via a portal will leverage the payment portal's API. But CivicPlus may need to modify it's API to be compatible with payment portal's APIs to ensure all the needed data is transferred back and forth.
21	Modules - Facilities & Reserv.	Reservations Revisions	Reservation owner	Need to be able to have reservation owner be able to log back into their reservation and modify it, add a document, and cancel it. If refund is involved, then cancel sends an email with alert if \$refund needed. Then admin goes into financial system and refunds the money and "approves" the request to cancel the reservation.	Y			The email on cancel is by the reservation system, not payment portal. The ability to have a refund process automatically (vs. the manual method described) will be provided by CivicPlus in the shopping cart functionality when it goes live.

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
22	Modules - Facilities & Reserv.	Multiple Payments & Security Deposits	Content administrator (and website visitor)	Need to be able to set up and have security deposits and recurring/scheduled/multiple payments tied to a single reservation. When the reservation completes then if it has a related security deposit an email is automatically triggered to the admin to refund it. For multiple payments, have the ability for citizens to "subscribe" to reminder through the system when payments are due, and send an alert to user & admin if not paid.	Y			This functionality will be available with CivicPlus's shopping cart when it goes live. The CivicPlus application will not "limit" this capability, if the payment portal is capable of it.
23	Modules - Facilities & Reserv., and Activities	Facilities & Reservations & Activities	Content administrator	Vendor import facility details from existing db, along with historical information for report purposes. Facility information shall be prepopulated with minimum amount of setup/migration needed by Jeffco staff.	Y			
24	Modules - Facilities & Reserv.	Mapping Integrations	Content administrator	Facilities set up with maps, some of each: Google maps, basic ESRI, and most to Jeffco's ESRI mapping data. All 3 integration models are used as future models for content administrators to leverage.	Y			
25	Modules - Facilities & Reserv., and Activities	User History & Reports	Content administrator and website visitor with an account	Be able to see user history individually, as well as utilization reports on a per facility or reservation offering basis over specified time period (time period is selectable / individually entry).	Y			
26	Modules - Facilities & Reserv., and Activities	Roster	Content administrator	Roster is exportable to excel, xml, text, or comma-delimited file (select type, with excel being default) after filters selected if any are desired.	Y			
27	Modules - Facilities & Reserv.	Payment integrations	Website visitor	Pay related fees online via the identified integrated payment portal and per those requirements.	Y			
28	Modules - Facilities & Reserv.	Payment integrations	Site Visitor & Content administrator	Have a "Cancel" and related payment refund actions available directly through the website/CivicPlus application. Site Visitors with account can log in and cancel/refund themselves or call to cancel & have Jeffco staff go in and cancel & refund is automatically issued without logging into the payment portal.	Y			
29	Modules - Facilities & Reserv.	Workload Planning	Jeffco personnel responsible for set-up	Have a Facilities-use calendar to be able to know the facilities that need special setup (chairs, tables, etc.)	Y			
30	Modules - Forms	Leverage integrations	Client Group	leverage use of existing processes and workflows already established for citizen reporting in named Integrations (Amanda, Cartegraph) such that work is logged in the integrated system and not managed in two places or manually entered. For example, for a culvert issue that's handled/managed in Cartegraph: * Citizens enter the issue via a form either in CivicPlus or YourGov, * If entered in YourGov (or Amanda/eNtrprise, e.g.), the issue shows up as reported already in CivicPlus to reduce additional reportings (and vice-versa), * the ticket workflow is managed & updated within Cartegraph with updates posted to CivicPlus; to reassign the work, this is also done within the Integrated system (e.g., Cartegraph) * Reports on status, metrics on occurrence, etc. are available to admins both via CivicPlus and Cartegraph	N	N	Y	
31	Modules - Forms	Leverage integrations	ITS Developer or admin	leverage the use of a web service or API to have citizen fill out form online and send the data to a Jeffco on-premise database. For instance, inspectors fill out form and the data is sent to Amanda for processing (plan review submittal forms, permits, etc.).	N	N	Y	
32	Modules - Forms	Wufoo Retirement	Content Administrator	move all the existing Wufoo forms to CivicPlus, including associated workflows, to retire use of Wufoo.	Y			

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
33	Modules - FAQs	Personalization	Site Visitor	In viewing an FAQ, all related FAQs shall be served up as informational in case the user wants to learn more via other FAQs.	Y			
34	Modules - Job Postings	Leverage NeoGov	Content Administrator	Leverage Neogov as my information source and have all of it's data available /brought into the CMS and exposed onto web pages so as a Citizen I can easily access, search and filter positions and information related to the data, for both open and closed positions. There is a distinction between job postings and job descriptions - If I'm looking for a job I'd go to Job Postings but if I'm researching career opportunities I'd look for Job Descriptions.	N	N	Y	An i-frame at go-live will be needed.
35	Modules - Job Postings	Cannot leverage NeoGov	Content Administrator	If I do not have a subscription to NeoGov, I need to be able to post positions and volunteer opportunities using the Job Postings module.	Y			
36	Modules - My Dashboard	Personalization	Site Visitor	As a future roadmap item, CivicPlus shall specify when additional personalization feature(s) will be available for implementation by Jeffco, and at no charge, to provide functionality that when I visit the site, my habits are learned and content is offered up based on past visits, location, device used to access, or trends within the site.	N	N	Y	
37	Modules - My Dashboard	Calendar filtering	Site Visitor	Have the ability show pre-filtered calendar events by category and have these display updates automatically when I log in.	Y			
38	Modules - My Dashboard	CET	Site Visitor	Have the ability show my open and/or past CET ticket submissions in my dashboard with automatic updates.	Y			Based on our CRT system
39	Modules - My Dashboard	Personalization	Content Administrators and/or Site Administrators	Ability to provide Geo-targeted content and service offerings so that mobile or desktop users can receive immediate information to help make decisions.	N	N	Y	
40	Modules - My Dashboard	Personalization	Site Visitor	I can put my zip code or address in and available services are listed. At a minimum we can add a story to say the site visitor will be asked if their location can be tracked if yes, then we could serve content up. More complex user stories that utilize the mobile phone features could be a future item. These preferences could be set within a registered site visitor's my dashboard area and assist with further serving content on the site at least on the home page as well as within their dashboard? (PEO) needs to decide user experience for their top personas	N	N	Y	
41	Modules - My Dashboard	Personalization	Site Visitor	Be asked whether my location can be tracked and if "yes", serve up related content by geolocation and have this preference within a registered site visitor's dashboard area. (PEO) needs to decide user experience for their top personas.	N	N	Y	
42	Modules - My Dashboard	Workflow Info (Intranet)	Employee responsible for CET tickets, CET associated work tasks, or content approvals	Be able to view my work items or status of work items for which I'm responsible in my dashboard.	Y			
43	Modules - News Flash	News ticker	Site Visitor	want to see a horizontal news ticker with the latest news information displayed in a manner that meets accessibility standards delineated in the SOW.	Y			
44	Modules - Staff Directory	Staff Directory Data	Content Administrator	Have staff directory information (images & data) populated by information in AD so that it is not managed in multiple places.	N	Y		
45	Modules - Staff Directory	Staff Directory Visibility	Content Administrator	Have staff directory information controlled at all levels for whether it is exposed to the extranet or just available on the intranet. This can be on an individual person level, department /client level, or via AD Groups.	Y			
46	Modules - CivicSend		Content Administrator	Easy-to-create, solicit, monitor and analyze surveys, notwithstanding "was this helpful" on search results, ability for target certain website users to receive surveys by email or online given preferences, etc.	Y			

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
47	Modules - CivicMedia	Media types	Content Administrator	Be able to have my interactive media files for training exposed to the Citizen Facing Website and intranet. This excludes flash.	Y			
48	Modules - Licenses & Permits	Liquor License and Permit	Site Visitor	Apply and get my liquor license and/or liquor permit online without having to physically go to the County Offices, excluding any required attendance to Hearings	Y			
49	Modules - Search /Search Tool	Search	Site Visitor	Have the ability to search for any type of website content (i.e. graphics, photos, videos, html, forms, files by file type, etc.) via simple, advanced, faceted and filtered search options. All content should be indexed including the ability for index and pull in content from other CMS sites and 3rd party.	Y			3rd party indexing capabilities may be limited by what the 3rd party can facilitate.
50	Modules - Search /Search Tool	Federated Search	Site Visitor & Content administrator	Ability to display in search results content pulled in from other CivicPlus sites and 3rd parties as allowed per permissions. If I am an employee in the intranet I want to have search results display items from both the intranet and the citizen facing website, with the extranet/intranet identified, so that content administrators are not managing pages in multiple places.	Y			
51	Additional Feature - Videos	Flash (Intranet Only)	Content Administrator	Flash training videos for HR Training Classes need to be available online for employees to view in IE minimally.	Y			Yes but not Flash (compliance)
52	Additional Feature - Videos		Content Administrators and/or Site Administrators	Ability to embed videos to play in-page, whether that video is loaded into the CMS or from an outside source, such as Granicus or YouTube.	Y			
53	Additional Feature - Workflows	Workflows	Content Administrators and/or Site Administrators	Ability to set up workflows, such as and including approval workflows easily and as needed.	Y			
54	Additional Feature - Live Stream	Events	Content Administrator	Live stream on my subsite any marketing/promo and board meetings impromptu, live - which may range from 5 minutes to 6 hours. No associated special agenda management, pause functionality, etc. is paired with this user story.	Y			
55	Additional Feature - Live Stream	Events	Content Administrator	Ability to view live and pre-recorded streaming video of citizen town halls, boards and commissioners meetings from any smart device.	Y			
56	Additional Feature - Rotating Banner	Rotating Banner	Content Administrator	Ability to create rotating image banners to use as marketing tools for news and county events. Able to place one to many rotating banners on my page easily, ensuring web accessibility and performance standards are met. These banners may be used so that the citizen can access related information by clicking on the image and/or associated text link, or simply as a slideshow of images that may or may not be clickable.	Y			
57	Additional Feature - Book Appointment Online	Book Appointment	Content Administrator & Site Visitor	Ability for a citizen to request an appointment with a particular Client Group for a specific service online, while being able to see current open appointment times and locations. The Client Group should be able to decline that request and propose a new time if that requested does not work.	Y			
58	Additional Feature - Parking Available Real-time	Parking Available	Site Visitor	Ability to see parking lot locations and open number of open spaces available real-time. This will be manually maintained by content administrators initially then an integration by CivicPlus to a 3rd party system later, limited to having an API/Web Service available for such integration.	N	N	Y	
59	Additional Feature - Member Subsites (all)	Member subsite - Internal Collaboration	Content Administrators and/or Site Administrators	Ability for employees to upload large files within the system and have them accessible via a secure web page so that other employees/teams can access.	Y			

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
60	Additional Feature - Member Subsites (all)	Member subsite - Citizen Collaboration	Content Administrators and/or Site Administrators	Ability to upload large files within the system and have them accessible via a secure web page so that other business owners can access.	Y			
61	Additional Feature - Member Subsites (all)	3rd party tools	Content Administrators and/or Site Administrators	Ability to submit large files from a 3rd party tool such as Google Sites to the CMS solution.	Y			
62	Additional Feature - Mapping	Google Map integration	Content Administrator	Easily create a Google map on a page and configure it to show specific information, with links to content, images and/or pdf, specific information in pop-ups, etc.	Y			
63	Additional Feature - Mapping	ESRI map view/ integration using ArcGIS Online Services	Content Administrator	Easily create a map on a page and configure it to show specific information, with links to content, images and/or pdf, specific information in pop-ups, etc. using ESRI/ArcGIS Online Services	Y			
64	Additional Feature - Mapping	ESRI map view/ integration from ESRI/Jeffco's ArcGIS Server	Content Administrator	Easily build a map on a page that consumes Jeffco map service and/or feature service and/or image service using the ESRI/Jeffco ArcGIS Server. The map dynamically updates as data changes. For Feature Services, data is also pushed back to the ESRI/Jeffco ArcGIS Server.	Y			
65	Additional Feature - Embedded Webcam Feed	Webcam embed	Content Administrator	Show my webcam feed on my web page as an embed for easy viewing without additional clicks by viewers	Y			
66	Additional feature - I-frame	Embed	Content Administrator & Site Visitor	The ability to have all i-frame content mobile optimized (to the extent of the original source) and https so site visitors don't get browser messages of un-secure (mixed) content.	Y			
67	Additional feature - RSS Feed	RSS or Syndicated Web Feed	Content Administrator	Ability to pull in syndicated content from 3rd party sites and display within website to eliminate duplication of content. The RSS or syndicated web feed will auto update based on the source site information.	Y			
68	Additional feature - Social Sites Integration	Integrations	Content Administrator	Be able to post specific content to social sites automatically (with a click in the CMS) on publishing content to the website. Share posts, news, pages/URL links, photos, etc. with other via "click-to-share" social media options including, e.g., Facebook, Twitter, LinkedIn, Google Plus, Nextdoor.com, Pintrest, Instagram, etc. within applicable permissions and security rules.	Y		Y - Nextdoor & LinkedIn	
69	Additional feature - Social Sites Integration	Integrations	Content Administrator	Have the social site posting go specifically to a Client Group's particular social site account automatically. Deletions to the information on the social account would occur via/within that social account; updates in the CMS do not update existing social posts.	Y			
70	Special Integration	Cartegraph's OMS (Operations Management System)/YourGov	Content Administrator	Have data from Cartegraph's OMS available for use in CivicPlus, such as serving up using an API or web service.	N	N	Y	
71	Special Integration	Cartegraph's OMS (Operations Management System)/YourGov	Content Administrator	Have data securely requested/updated/created from Google, ESRI/Jeffco ARcGIS or Cartegraph data sources and securely displayed on a CivicPlus page, e.g., prevent hi-jacking, ensure secure data connection, etc.	Y		Y - Cartegraph	

Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Minimum for Initial Release (Phase 1)?	Required Phase 2 (Go-Live + 6 mo.)?	Phase 3- Future Roadmap Item delivered within 1 year?	Caveats
72	Special Integration	Amanda eNtraprise	Licensed Contractor or other custom app user	Have citizen log-in information passed to on-premise custom applications to verify and limit access to the on-premise custom application. The same login can be used by the visitor for such applications and the citizen-facing dashboard, etc. The contractor or other custom app user does not have to login twice.	Y			
73	Special Integration	Content Server	Content Administrator	Have bi-direction integration with Content Server / LiveLink (Oracle database) so that I can save forms as PDF format into Open Text's Content Server application when published within the Web CMS application.- CivicPlus will write an integration from their forms to LiveLink if LiveLink has APIs to aide in content population	N	N	Y	
74	Special Integration	Content Server	Content Administrator	Have workflow and security checks in place to be sure that I don't mistakenly post PII, HIPAA or confidential information onto public sites, including from integrations/use of Open Text's Content Server (LiveLink) application.	Y			
75	Special Integration	Content Server	Content Administrator	Have a word document in Content Server be easily posted into the web CMS in html format, and have batch jobs in place that automatically ensure that content that is posted remains current via edits in Content Server.	Y			
76	Special Integration	Amanda	Site Visitor and Jeffco Developer of Custom Application	Integrate to Amanda's data (Oracle database) to serve up search results that relate to people's property, permits, inspections, etc as a replacement for Amanda I-to-I.	N	Y		
77	Special Integration	Granicus	Content Administrator and Meeting Bodies	Integrate to Granicus for meeting management, agenda management, meeting videos and live streaming similar to today and serve up all the information and data that is present today, and keep it current.	Y			
78	Special Integration	COTS Applications	Content Administrator	Leverage COTS solutions to expose data on web sites and member sites, including -NeoGov and OpenGov in a way that to ensures maximum searchability, use, easy access by citizens, and efficient handling by content administrator.	N	Y		Integrations limited to availability and limitations of APIs/Web Services, or I-frames if the result using APIs is not acceptable to Jeffco.
79	Future Integrations by Jeffco	APIs	County Application Software Developer	Have full access to all of CivicPlus's APIs, stock integration offerings, and SDK (software developer's toolkit), along with roadmap information on future ones for internal planning purposes.	Y			
80	Additional feature - Shopping Cart	Shopping Cart	Client Group	As a future roadmap item, CivicPlus shall specify when a full eCommerce solution will be available for implementation by Jeffco, and at no charge, including Shopping Cart.	N	Y		
81	Additional feature - Shopping Cart	Shopping Cart	Site Visitor	Have an integrated eCommerce experience, such as via a shopping cart, where I can pay for multiple purchase items via a single transaction even if there are multiple merchant ID's involved, and/or sign up for events or services - all at once.	N	Y		
82	Additional feature - Shopping Cart	Advertising	Content Administrators and/or Site Administrators	Ability to create page advertisements that tracks user clicking and tied to sales and analytics.	N	Y		
83	Additional future - Language Translation	Translate	Content Administrator	Use wizards and tools for content administrators to aide in development, conformance and evaluation for foreign languages	Y			

Appendix D - Details on Citizen Engagement Tool Features to Implement - Requirements						
Jefferson County, Colorado IT Services						
Online Services - Web CMS Solution and Citizen Engagement Tool SOW						
<p>Note that details on features to implement that relate to modules or out-of-the-box functionality are not necessarily addressed via a user story. All website functionality from other exhibits shall also apply to the Citizen Engagement Tool. The requirements below are supplemental to those.</p>						
Ref.	Category	Short Name	As a (user type)	I want /need to.... (User Story/Requirement)	Delivered in Phase...	Caveats
D1	Special Integration	Cartegraph's OMS (Operations Management System)/YourGov	Site Visitor	Submit a form online (such as reporting a pothole) via YourGov and have visibility into the report and progress via CivicPlus. Workflow tasks are handled/updated via YourGov with visibility provided within CivicPlus for citizens (via mydashboard or status lookup page) to prevent duplicate reports and provide visibility to progress of the repair.	2	Within the limitations of available APIs
D2	Special Integration	Cartegraph's OMS (Operations Management System)/YourGov	Site Visitor	Submit a form online (such as reporting a pothole) via CivicPlus and have the information automatically submitted into YourGov. Workflow utilized is via YourGov but citizens have visibility into the progress based on data from YourGov either via the citizen's mydashboard feature or via a status lookup page.	2	Within the limitations of available APIs
D3	Special Integration	Amanda	Site Visitor	Submit a form online (such as a zoning complaint) via Amanda and have visibility into the report and progress via CivicPlus. Workflow tasks are handled/updated via YourGov with visibility provided within CivicPlus for citizens (via mydashboard or status lookup page) to prevent duplicate reports and provide visibility to progress of the repair.	2	Within the limitations of available APIs
D4	Special Integration	Amanda	Site Visitor	Submit a form online (such as a zoning complaint) via CivicPlus and have the information automatically submitted into Amanda. Workflow utilized is via Amanda but citizens have visibility into the progress based on data from Amanda either via the citizen's mydashboard feature or via a status lookup page.	2	Within the limitations of available APIs
D5		Knowledge Base	Site Visitor	Have an FAQ/QnA that learns with maximum amount of automation. <i>For instance, citizen searches for information on what to do if they find a lost dog, nothing comes up so they submit a question. The question is answered and automatically becomes part of the knowledge base for another citizen to search for a lost dog question and get information back, without the content administrator having to enter the details twice into the system.</i>	1	
D6		Integration	Site Visitor	Integrate to NextDoor.com so that citizens can share announcements or photos with neighbors or to particular regions, or "what's nearby" opportunities for citizens using desktop/mobile phone features such as GIS based location services. Mobile application is also desired.	3	Within the limitations of available APIs and NextDoor.com's policies
D7		Forms	Content Administrators or Business Owners	Create, publish and process online forms where business owners can easily set up the form, citizens have access to either download or fill out the form online and submit results. The submitted form results trigger an internal administration workflow and provide an online area where the citizen can login to check the status of the online form and sign-up to receive status updates via email, SMTP, etc.	1	
D8		Forms	Content Administrators or Business Owners	Citizen Engagement Tool's online forms integrate to CivicPlus's Forms & Form Center Modules	1	
D9		Feedback	Content Administrator	Ability to create and post on web site surveys, reporting and user feedback tools (i.e. Was page content helpful? Was the search results useful, relevant, etc.)	1	
D10	Inclusivity of Exhibit A	Forms	Jeffco project manager	Ensure the CET items covered in Exhibit A are included in the scope of delivery here, without duplicating the items especially functionality relating to forms, dashboard, personalization, and workflow.	1	

Appendix E: Listing of CivicPlus Modules and Functionality Included Initially and Descriptions

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
Citizen Request Tracker™	Fully Responsive
Community Connection	Graphic Link Administration
Community Voice™	Links Redirect
Document Center	Menu Management
ePayments / eCommerce Integration (Online Payments)	Mouse-over Menu Structure
Facilities & Reservations	Live Editing and Page Creation
Form Center	Online Web Statistics
Frequently Asked Questions	Printer Friendly/Email Page
Intranet	RSS
Job Postings	Site Layout Options
My Dashboard	Site Search & Entry Log
News Flash	Slideshow
Notify Me™ email and 500 SMS subscribers	Social Media Integration - to existing accounts
Opinion Poll	User & Group Administration Rights
Photo Gallery	Web Page Upload Utility
Quick Links	Website Administrative Log
Real Estate Locator	Workflow Site Tool
Spotlight	
Staff Directory	

Additional modules provided include:

- CivicSend – integrated e-communication platform allows for texts, unlimited emails and social media updates in visually rich, mobile responsive and easily customizable templates from a single interface with analytics.
- CivicMobile – provides for flexibility using Mobile First to keep the county and others informed, with push notifications wherever they go. Available on Android and iOS.
- CivicMedia – video platform that provides ability to upload video files and stream videos live right through the website with no need to purchase third-party solutions.

Additional descriptions of Modules and Functionality:

- Agenda Center – Create and display agendas and minutes for various civic organizations
- Alert Center – Graphically show when there is an emergency or important notification
- Bid Postings – Simple and easy to use method of posting your bids
- Blog – Post opinions/information about various topics. Can also be set up to allow site visitors to comment and subscribe
- Business / Resource Directory – The *Yellow Pages* of your website
- Calendar – Create multiple calendars for various divisions and departments
- Citizen Request Tracker™ (CRT) – Allow users to report a problem while providing follow-up communication with the point of contact. Site users create a profile and submit requests or complaints, view pending issues, reopen closed issues, request additional information and more. Once a profile is set up, contact information is automatically filled in when a site user submits a new request. Problems reported by phone can be manually entered into the system for increased efficiency. Marketing the CRT™ system as the primary tool for communication on problems and requests in your area will help you to reduce staff time spent on addressing issues and will allow your constituents to interact with your staff any time of the day.

The CRT™ System Makes It Easy To:
 - Add comments and action items
 - Assign the request to a staff member
 - Review the history of the issue
 - Send messages to the constituent
 - Close the request
 - Print and/or export statistics and reports
 - Print work orders
 - Generates efficiency statistics and reports
 - Export data in CSV or tab-delimited format
- Community Voice™ – Open forum in which citizens can interact where you showcase projects in your community
- Document Center – Organize and house documents in department or division folders and sub-folders
- ePayments – The ePayments module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website. Additional fees will apply.
- Facilities & Reservations – Facilities and meeting places in one convenient place allowing reservations online
- Form Center – Create custom online forms that can be completed and submitted online
- Frequently Asked Questions (FAQs) – Answer the most frequently asked questions from your visitors
- Job Postings – Post available jobs in an easy to access manner
- My Dashboard – Allow users to personalize their dashboard to stay updated on events, and information they care about
- Notify Me™ – Send out mass emails to subscribers of specific lists and modules, includes 500 SMS subscribers. More SMS subscribers can be purchased for additional fee.
- News Flash – Post organizational news items, right on your home page, that are important to your citizens
- Opinion Poll – Interact with your site visitors by posting various questions and polls
- Photo Gallery – Store and display photos
- Quick Links – Place links on any page
- Real Estate Locator – Lists residential and commercial properties within the local community. Properties are separated from the commercial properties with their own functionality. Community members can post and manage their own real estate listing by setting up their profile and paying a small subscription fee.
- Spotlight – Allows you to highlight important text or widgets in a compact, easy-to-update module
- Staff Directory – Detailed contact information for your staff and offices

Social Networking & Gov 2.0

CivicPlus can sync your website to your Facebook and Twitter profiles to automatically publish news, notices, and calendar events on social media with a link to your website for more information. Feeds from most social networking sites (such as Facebook, Twitter, Instagram, LinkedIn, YouTube, Pinterest, etc.) can be featured anywhere on your website using our Custom HTML widget. Links to your profiles on those websites can also be listed anywhere on your site with Quick Links or at the top of every page.

Administrative Features

- Instantaneous Updates – Once published, updates are posted to the live site in real time.
- Browser Based – No installation of programs or software needed! Your staff can update the site from an internet connection or platform (Mac or PC) at any time.
- Mobile Updates – Immediately update your site from any location using your tablet or phone.
- Action Items – Direct access to a queue of pending items to be published or reviewed by the administrator upon login.
- Site Search and Search Log – Powerful site search automatically indexes all content making it easy for visitors to find information. A log of all words that have been searched by visitors is kept, allowing you to update highly searched information and feature key items.
- Automatic Alt Tags – Built-in features ensure your site is Section 508 compliant without having to know the requirements.
- Content Creation – CivicEngage makes it easy to add new content, edit old content, and keep page layout consistent through use of our *What You See Is What You Get* (WYSIWYG) editor. Content changes will not affect the design - site breadcrumbs, page structure and sitemaps will dynamically update upon publishing. With mega menus and drop-down, pop-out menu functionality, you can essentially get to any page on your website within a single click if desired!
- Content Scheduling – Material throughout the entire system can be set to auto-unpublish (expire) or it can be manually retired.
- Content Versioning – CivicEngage includes version control, a history log for reviewing changes made within the system, file locking through our permission system and an archive of all published content.
- Dynamic Layout – The layout for your website will be determined by you and the designer. Placement of navigation and dynamic areas are important in guiding site visitors to key information quickly and easily.
- Dynamic Page Components – Events Calendar, FAQs, Opinion Poll, News Flash and other new features may be included as dynamic page components. Dynamic Page Components may be placed on any page and will help dedicated areas of the site appear as its own website. For example, the entry page for your Parks and Recreation Department can be customized with specific lists of events, FAQs and news announcements pertaining to that department.
- Dynamic Breadcrumbs and Site Map – Dynamic Breadcrumbs are used to show a visitor's location within the site. Breadcrumbs are automatically generated by our system. A dynamically generated site map automatically updates to reflect your new navigation if changes are made.
- ePayments/ eCommerce Integration – The ePayments module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website, saving staff time and effort by of manually processing payments. To take advantage of this module, additional processing transaction and merchant account fees will apply.
- History Log – Easily tracks changes made to your website including items in your Page Menu, Archive Center, Document Center and more. History Log information is searchable, sortable and exportable.
- Integration/Interfacing – CivicPlus' integration services work cohesively with most third-party software applications. We have the capability to link with most software or databases currently utilized. Systems such as purchasing, taxes, assessment and utilities have been developed for many of our clients.

Appendix F: Performance Requirements

*The content of this section is for conceptual reference and will be updated during the Branding and Design stage.

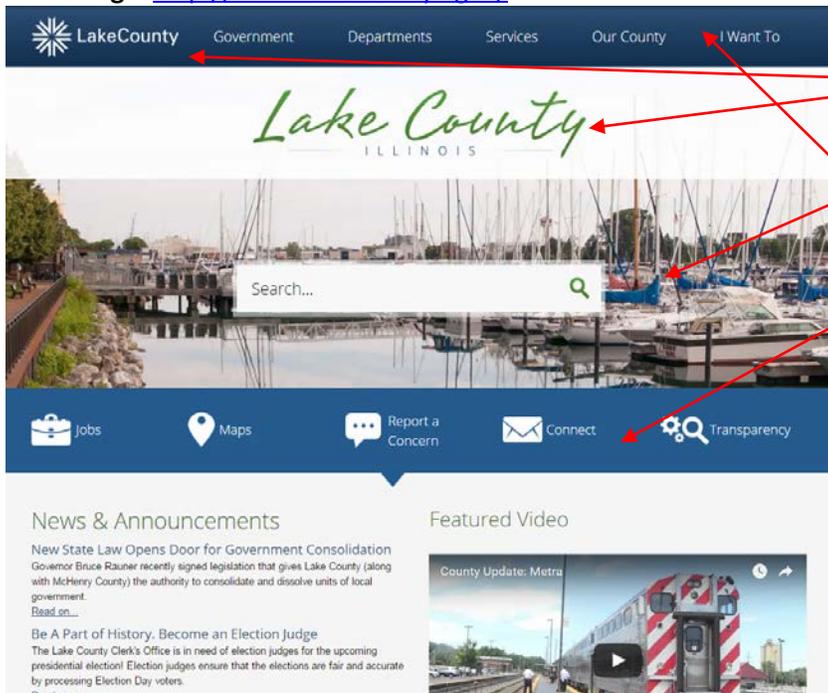
Performance measurement for page loads, example landing page template/configuration reference:

Home Page and Interior Page:

Example #1: Lake County, IL

Design similarities holding county and departments together, but making obvious branding choices

Home Page: <http://www.lakecountyil.gov/>



County logo up top and within main header

County photo

County-specific buttons here and on the top navigation

Interior Page: <http://www.lakecountyil.gov/209/Sheriffs-Office>



County logo stays up top but main header changes to dept.

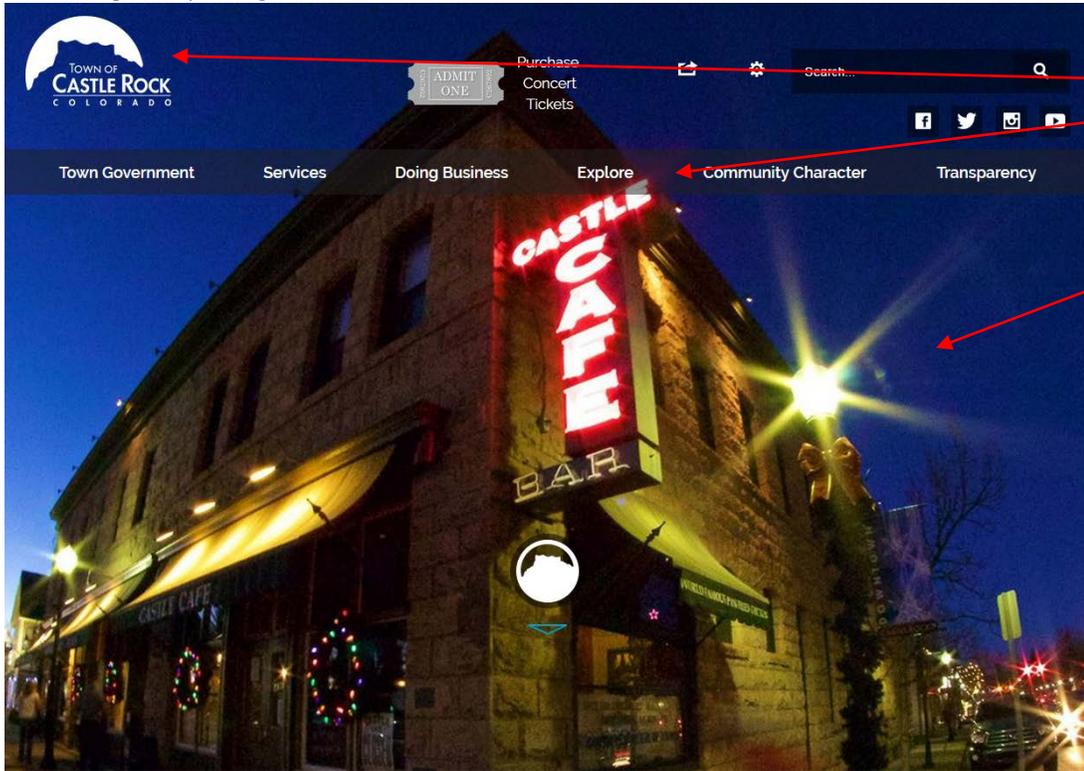
Dept. photo

Buttons here and within top navigation change to dept. specific on their pages

Example #1: Castle Rock, CO

Design similarities holding county and departments together, but making obvious branding choices

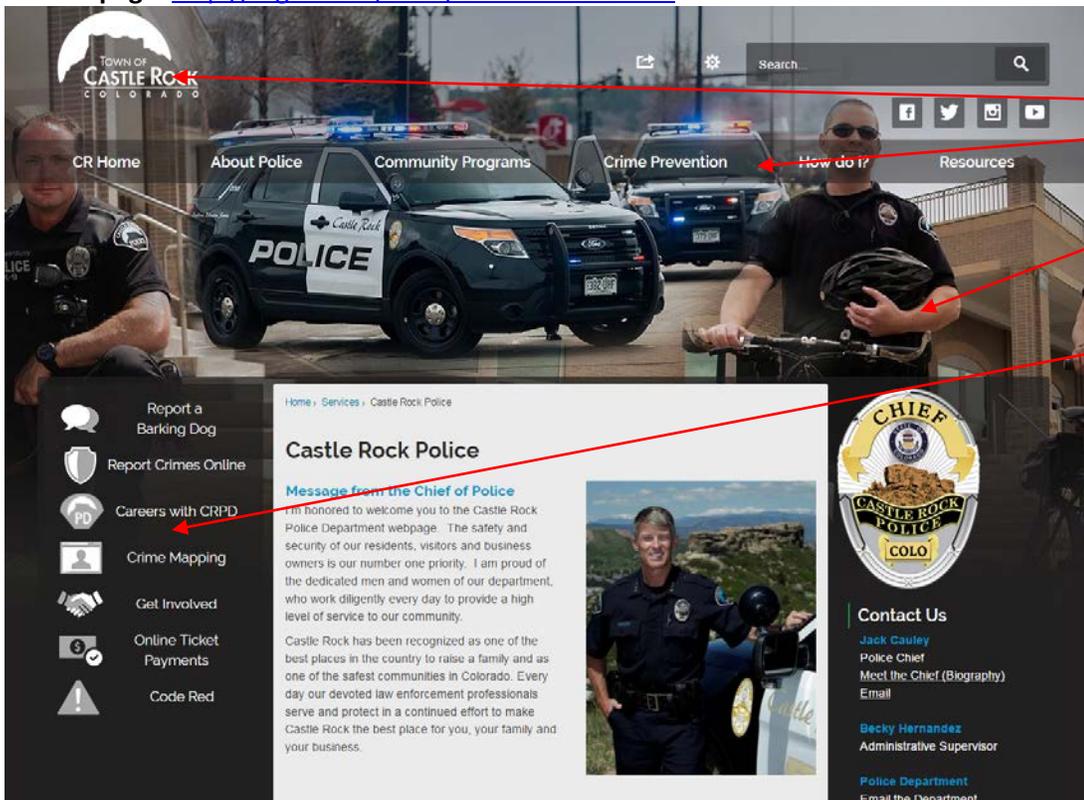
Home Page: <http://crgov.com/>



County logo up top; county items in home page navigation

Large photo as design element

Interior page: <http://crgov.com/1669/Castle-Rock-Police>



County logo stays up top; items in top navigation shift to dept-specific

Large photo as design element – dept-specific

Introduce left navigation that is all dept-specific

Uniquely Branded Landing Page:

<http://www.cvgairport.com/>

Accessibility Careers Contact Us Select Language

CVG MENU

Check Your Flight Status

Flight Number

OR

Airport

[Check Flight Status](#)

Available Parking

Terminal Garage

3,822 / 6,500

CVG ValuPark

2,008 / 5,950

- [Parking and Directions](#)
- [Premium Reserved Parking](#)
- [Advantage Sign-in](#)

Security Times

Opens: 3:30AM
Closes: 9PM

02 Minutes TSA Pre ✓

03 Minutes General

[More Security Information](#)

Terminal Maps

[Shop, Eat, & Services](#)

Video

Search Results Page:

<http://durhamnc.gov/Search/Results?searchPhrase=Taxes>

[Advanced Search](#)

Taxes



Search Results

1 - 10 of 1752 results (0.05 seconds)



Property Taxes

durhamnc.gov/1567/property-taxes

Last Modified: Aug 27, 2015 2:00 PM



Taxes

durhamnc.gov/1273/taxes

County City **Taxes**City of Durham **taxes** and Durham ... County **taxes** are collected by the Durham County **tax** administration office. The office ... of the **tax** collector and **tax** assessor are located in **tax** administration. For information ... on City of Durham or Durham County **taxes**, visit the Durham County website.

Last Modified: Jun 5, 2015 3:36 PM



Your Tax Dollars at Work

durhamnc.gov/archive.aspx?amid=&type=&adid=1153

August - Your **Tax** Dollars at Work



Does Durham use tax money to provide water and sewer services?

durhamnc.gov/faq.aspx?qid=345

No. Durham, like most municipal water and sewer providers, uses only those charges and fees generated from water and sewer customers to pay for the water and sewer systems. T



6 Feb 12 Property Tax Revaluation Fund Impact Analysis (207 KB)

durhamnc.gov/documentcenter/view/9356

Property **Tax** Revaluation Fund Impact Analysis February 12, 2016 1 ... Property **Tax** rate but that rate is allocated into several components. – For fiscal ... year 2015-16: • Property **tax** rate at 59.12 (cents per \$100) • A penny ... on the **tax** rate = \$2.475 million • GF Operations = 35.38 • includes ½ Penny for Park
Updated:2/10/2016



Isn't this essentially a tax on rain water?

durhamnc.gov/faq.aspx?qid=116

The stormwater utility fee is a user fee just like the fee to have garbage collected. This fee pays to manage the stormwater runoff coming from your property. This runoff con



05192014 Proposed Budget Increases Property Tax to Cover Debt, Public Safety

durhamnc.gov/archive.aspx?amid=&type=&adid=1699

property tax to cover debt & public safety: <http://www.durhamnc.gov/1699/property-tax-to-cover-debt-public-safety>

The screenshot shows the Jeffco.us website interface. At the top, there is a navigation bar with links for Home, Government, County Offices, Community, Business, Services, Calendar, and Contact. A search bar is prominently displayed with the text "Search and Apply for Job O...". Below the navigation is a banner image with the text "Gateway to the Rockies".

The main content area is titled "Jeffco Human Resources" and features a large "Apply for a Job" button. Below this, there is a section titled "A Career with Jefferson County Offers:" which includes three columns of text describing the benefits of working for the county: Training and Advancement, Community Impact, and True Work/Life Balance.

Below the career benefits section, there are four icons representing different aspects of the job: Recreational Activities, Easy Transportation, Comprehensive Benefits Package, and Volunteer Opportunities. Each icon has a corresponding link to explore more options.

At the bottom of the page, there is a table of job listings. The table has columns for Position, Department, Emp. Type, Salary, and Closing Date. The listings include various roles such as "Built Environment Coordinator", "Cassopacher (Juliana OB Permanent)", "Detention Specialist 2016-1", "Reference Resource Planning (SOP) Manager", "Equipment Operator", "Food Systems Coordinator", "Jefferson County Internship - Paid", "LIT-Maintenance Worker", "NEW Library Maintenance Technician", "Library Desk & Page Substitute - Various", "Open Space Planner", "Pest Control Subcontractor", "NEW Park Technician", "Parkway Technician", "Special Programs Volunteer", "NWI Sr. Applications Programmer/Analyst", "Sr. IT Project Manager", "Streets Maintenance Worker", "Victim Witness Specialist", and "Volunteer Victim Advocate 2016".

The footer of the page contains information about Jefferson County Government, including contact details, quick links, and site information.

Video Page:

<http://www.lakecountyil.gov/3491/Video-Library>

 **LakeCounty** [How Do I...](#) [Health Services](#) [Environmental Health](#) [Animal Care & Control](#) [Data & Publications](#)

*Health Department
Community Health Center*
LAKE COUNTY, ILLINOIS

Search... 

[Home](#) > [Departments](#) > [Health Department & Community Health Center](#) > [How Do I...](#) > [Access](#) > [Video Library](#)

Video Library



Lake County Health Department
West Nile & Zika Update



Medicated Assisted Treatment
Grant Announcement Event



The Expansion of Medication-
Assisted Treatment (MAT) Services



Healthy Lake County - June 2016



Healthy Lake County - May 2016



Healthy Lake County - April 2016



Healthy Lake County - March 2016



Healthy Lake County - February
2016



Healthy Lake County - January
2016



Health Department 101 Event



Healthy Lake County - December
2015



Healthy Lake County - November
2015



Testing for Toxic Algae



Healthy Lake County - October
2015



Lake County Officials Thank Kaléo
for Large Donation of Naloxone
Shots



Health Department Receives Large
Donation of Life-Saving Shot



Healthy Lake County - September
2015



Immunizations



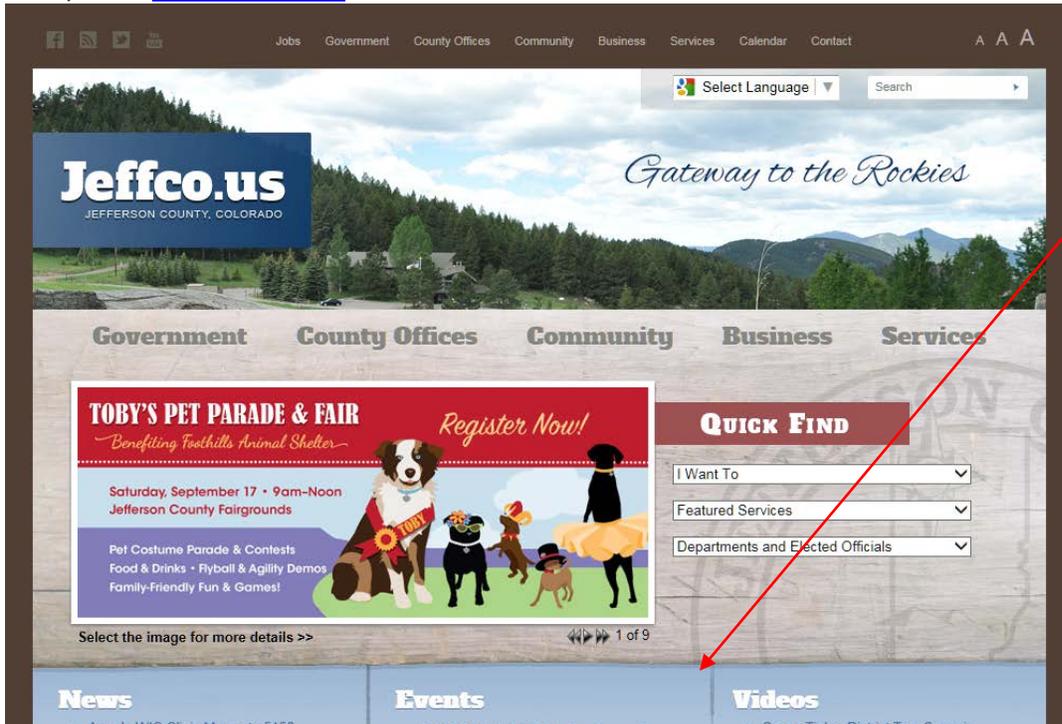
Tuberculosis



Healthy Lake County - August 2015

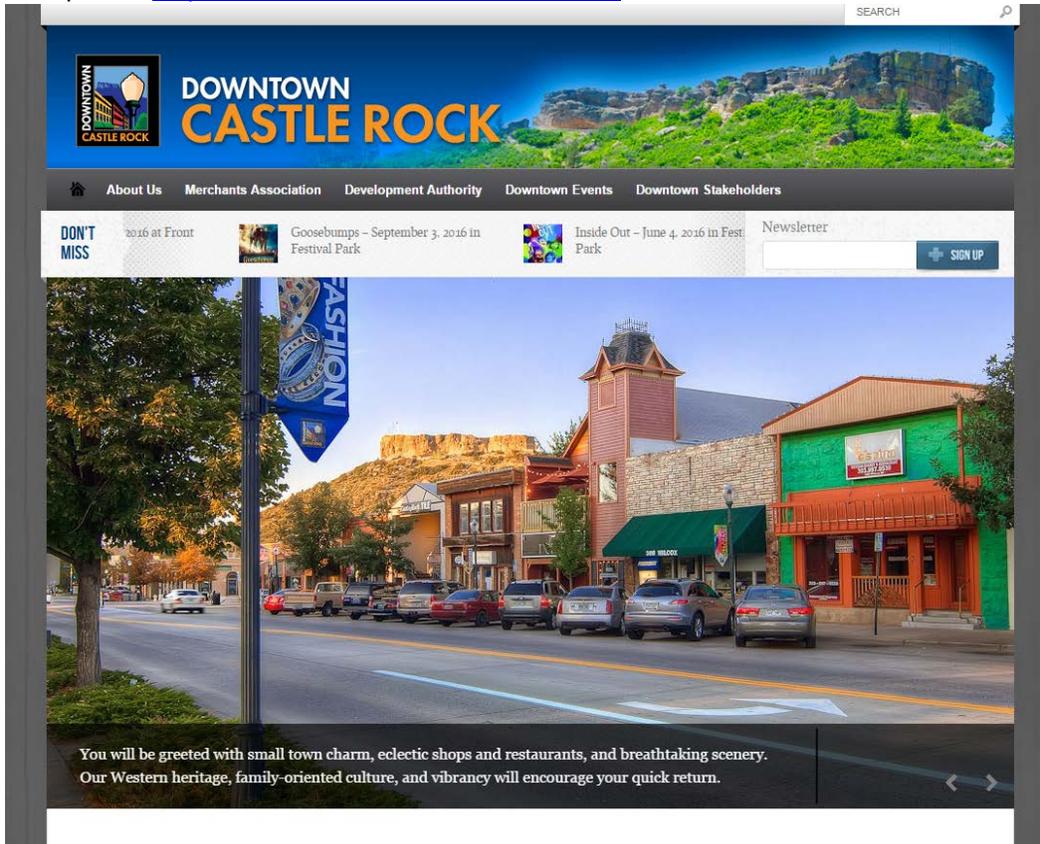
5-image Rotating Banner Page:

Example #1: <http://jeffco.us/>



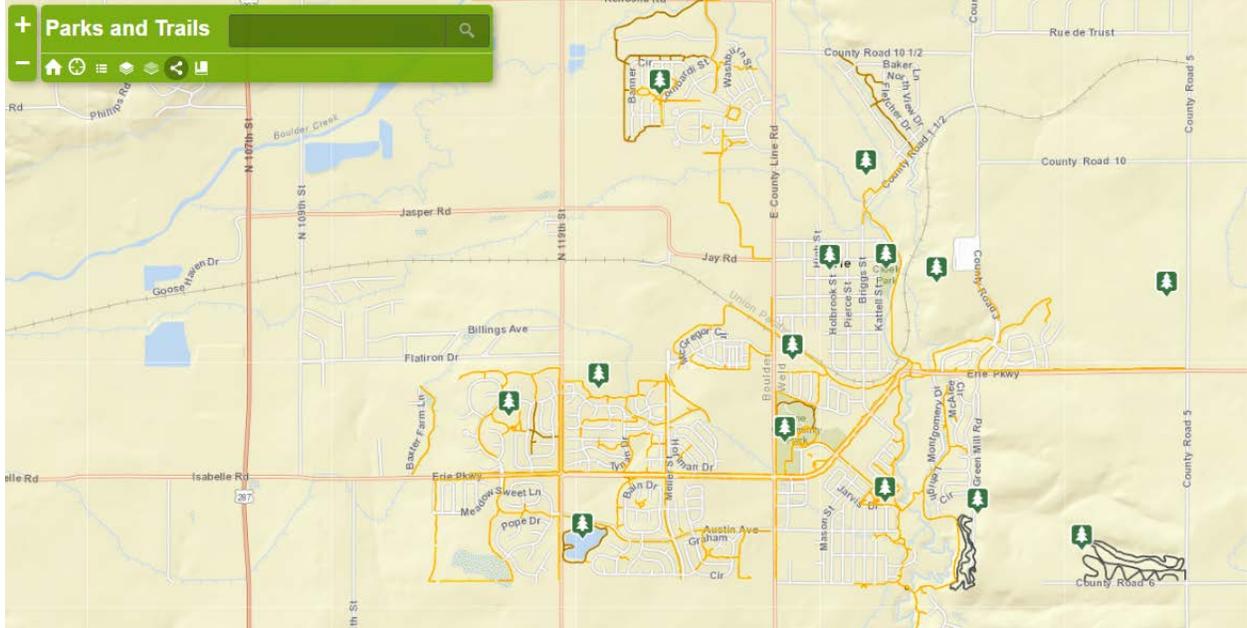
Rotator should allow at least up to 15 images to run with an editable panel for where media bar is placed, where associated text is places, how long the images show in rotation, etc. They must also allow links out to internal pages within our site and possibly external links.

Example #2: <http://www.downtowncastlerock.com/>

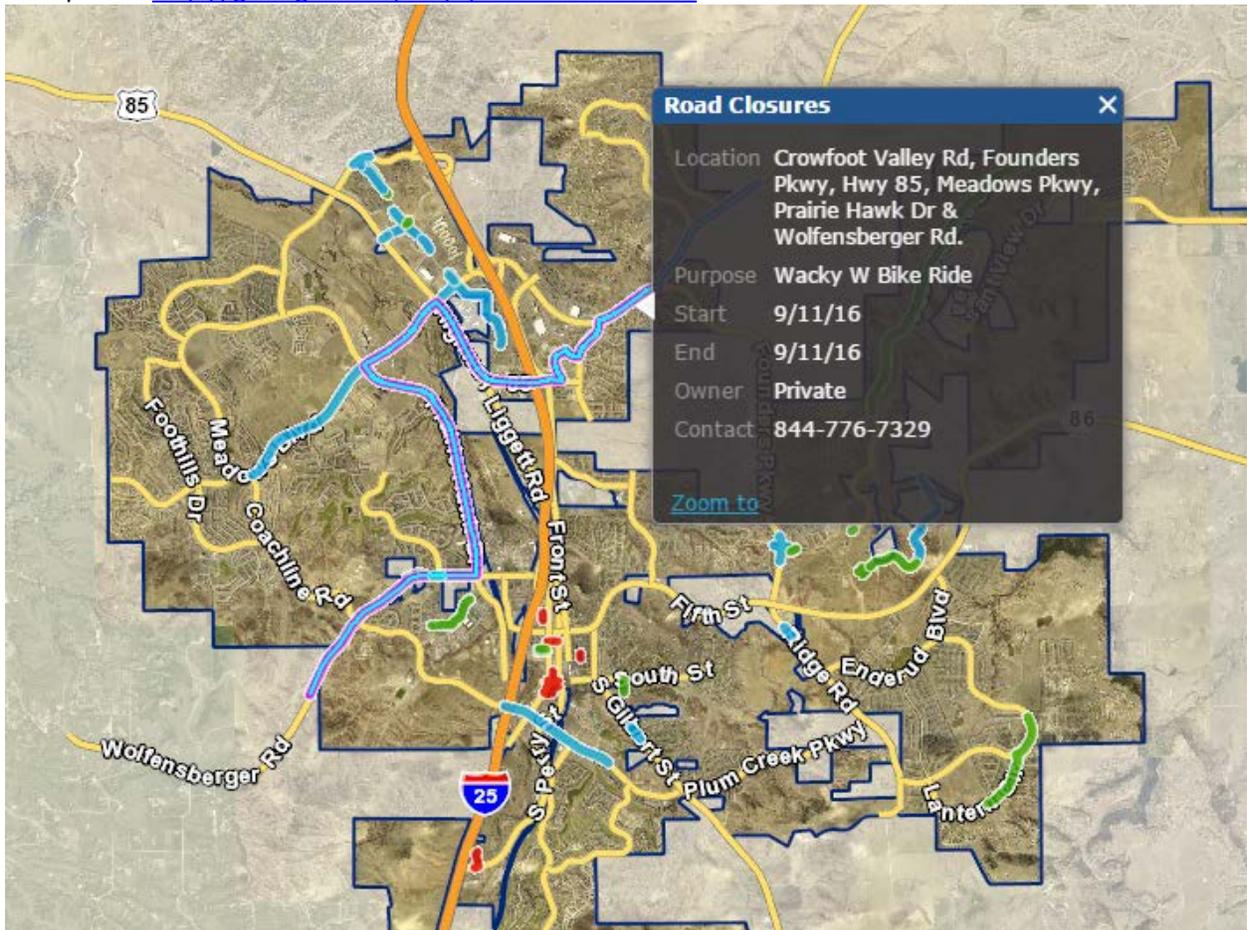


ESRI map integration:

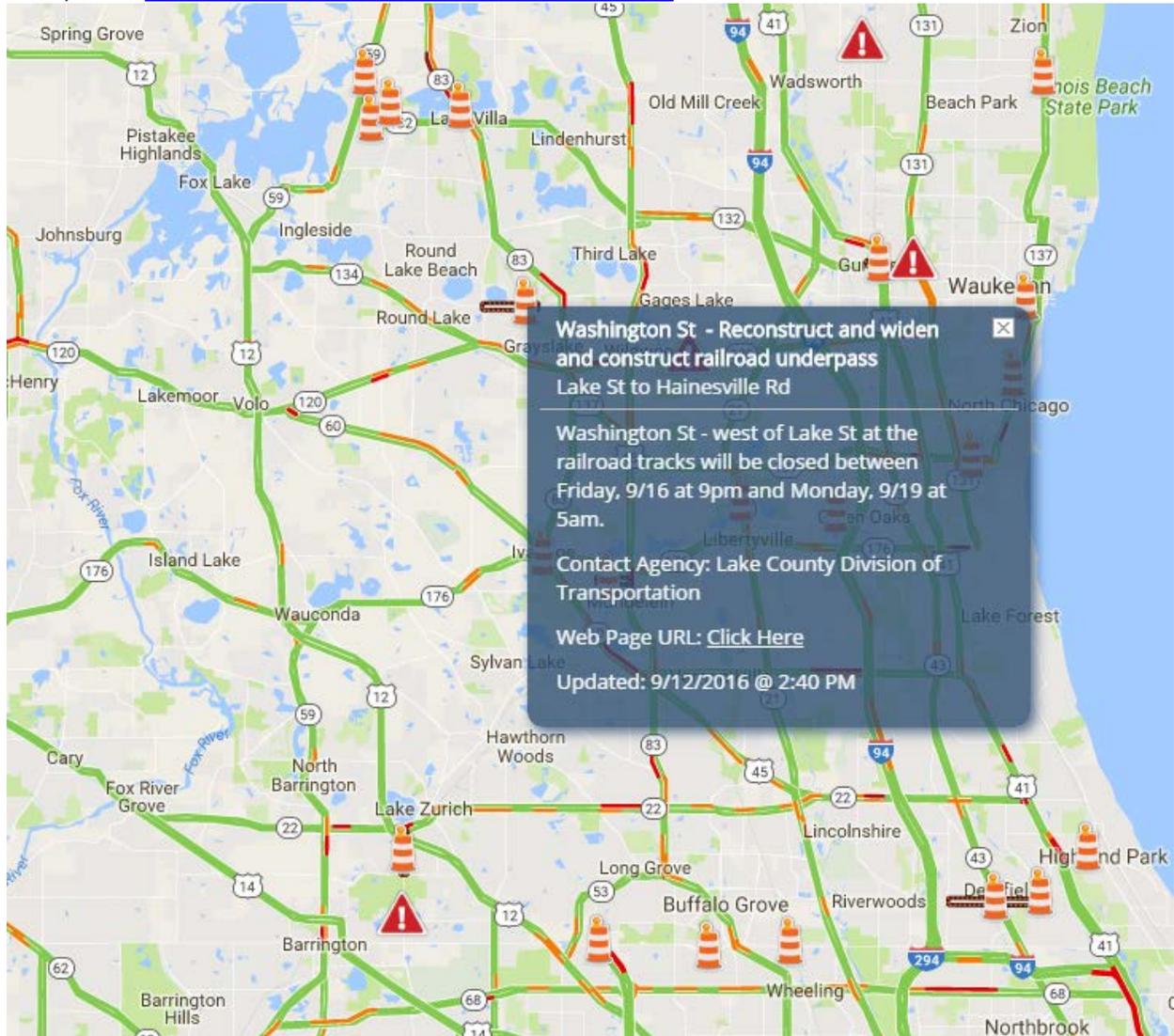
Example #1: <http://maps.erieco.gov/parksandtrails/>



Example #2: <http://gis.crgov.com/maps/roadclosures.html>



Example #3: <https://www.lakecountypassage.com/index.jsp>



Web cam page:

<http://jeffco.us/open-space/webcams/mount-falcon-webcam/>

Requirements to View our live Feed!

AXIS Media Control [\[icon\]](#) is the ActiveX component required to view the webcam feed. The feed is best viewed in the latest version of Safari, Firefox and Chrome and in Internet Explorer IE 8 and IE 9 (32-bit). Please allow your browser to install the AXIS Media Control from Axis Communications. Need help viewing the feeds? Please visit [AXIS technical support](#). [\[icon\]](#)

Internet Explorer Users:

IE 10+ higher users please set your browser in compatibility mode or to emulate IE9. (Press F12 > Browser Mode: IE9).

Please select "Allow" when prompted with the following popup message: This webpage wants to run the following add-on: 'AXIS Media Control' from 'Axis Communications AB'.



Don't See the Feed? Do a Manual Install:

If you don't see the feed download the control labeled "AMC_Embedded_msi.msi" at <http://www.axis.com/techsup/software/amc/software.php> [\[icon\]](#) which includes steps on how to install, user manual and release notes.

Mount Falcon Park East Trailhead Park Lot 



Appendix G - Wufoo Forms Listing

For the purposes of scope deliverable planning, any forms not currently active whether they were ever active or not, shall be delivered as part of the SOW.

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Jeffco Open Space Raptor Monitoring Data Sheet	Open Space	No	Brand new - not implemented yet	27
Jeffco Public Shooting Range Community Comments	Open Space	No	None	8
Hiwan Homestead Volunteer Application Form	Open Space	Yes	http://jeffco.us/open-space/volunteer/hiwan-homestead-museum-volunteers/	22
Jeffco Sheriff's Youth Academy Application	Sheriff's Office	Yes	http://jeffco.us/sheriff/community/youth-academy/	20
Take Your Child to Work Day	Internal - PEO	Yes - Hiatus	None	
Schedule an Extra Patrol	Sheriff's Office	Yes	http://jeffco.us/sheriff/contact/extra-patrol/	11
Jeffco Sheriff's Tours & Presentations Request	Sheriff's Office	Yes	http://jeffco.us/sheriff/contact/tours-presentations/	13
Jeffco Sheriff's Office Commendations & Complaints	Sheriff's Office	Yes	http://jeffco.us/sheriff/contact/commendations-and-complaints/	13
Fairgrounds Campground Form	Fairgrounds	Yes	http://jeffco.us/fairgrounds/campground/	10
Special Activity Use Park Permit Application	Open Space	Yes	http://jeffco.us/open-space/permits-and-reservations/special-use-permits/	31
Jeffco Fairgrounds Venue Booking Form	Fairgrounds	Yes	http://jeffco.us/fairgrounds/reserving-event-space/	26
Jeffco Sheriff's Office Explorer Program	Sheriff's Office	Yes	http://jeffco.us/sheriff/careers/explorer-program/	37
Jeffco Sheriff's Office Patch Request	Sheriff's Office	Yes	http://jeffco.us/sheriff/about/public-affairs/patch-request/	4
Jeffco Sheriff's Office Citizen's Academy	Sheriff's Office	Yes - Hiatus	http://jeffco.us/sheriff/community/citizens-academy/	32

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Public Health Nurse Home Referral	Public Health	No - want to add?	http://jeffco.us/public-health/home-visitations/nurse-family-partnership/	16
Collaborative Foster Care Program - Contact Us	Human Services	Yes	http://jeffco.us/collaborative-foster-care/contact-us/	5
JCPH Report a Website Error	Public Health	Yes	http://jeffco.us/public-health/report-a-problem/website-error/	4
JCPH Report a Dead Animal or Bird	Public Health	Yes	http://jeffco.us/public-health/report-a-problem/dead-animal-or-bird/	9
JCPH Report a Public Health Problem	Public Health	Yes	http://jeffco.us/public-health/report-a-problem/public-health-problem/	10
JCPH Report Food-Related Illness	Public Health	Yes	http://jeffco.us/public-health/report-a-problem/food-related-illness/	21
Report Coyote Behavior	Sheriff's Office	Yes	http://jeffco.us/sheriff/animal-control/coyotes/#report-coyotes	10
Jeffco Child Support Services Customer Update Form	Human Services	Yes	http://jeffco.us/human-services/child-support-services/update-information/	9
Jeffco Fairgrounds - Contact Us	Fairgrounds	Yes	http://jeffco.us/fairgrounds/contact/	6
Consideration for P&Z Board/Commission	County Manager	Yes	http://jeffco.us/bcc/volunteer-boards/planning-commission/	39
Nature Center Volunteer Application Form	Open Space	Yes	http://jeffco.us/open-space/volunteer/lookout-mountain-nature-center-volunteers/	28
Motor Vehicle Change of Address	Motor Vehicle	No - want to add?	http://jeffco.us/motor-vehicle/forms/	19
Information Technology (IT) Topic Interest	Information Technology	Yes - Internal		5
Weed and Pest - Contact Us	Weed and Pest	Yes	http://jeffco.us/weed-and-pest/contact/	5
Jeffco Community Calendar Submission Form	Public Engagement	Yes	http://jeffco.us/community-calendar/	16

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Jefferson County Elections Email Notification	Elections	Yes	http://jeffco.us/elections/contact/	12
HS Public Engagement Project Request Form	Human Services	Yes - Internal		17
CYLC Professional Feedback Form	Human Services	No		22
CYLC Youth Feedback Form	Human Services	No		23
CYCL Family Feedback Form	Human Services	No		26
Human Resources Training Request Form	Human Resources	Yes - Internal		7
Evergreen Trails Master Plan Comment/Contact Form	Transportation & Engineering	No		7
Motor Pool Vehicle Request Form	Fleet	No		
Facilities - Contact Us	Facilities	Yes	http://jeffco.us/facilities-and-construction-management/contact/	5
Take Your Child to Work Day - April 2015	Public Engagement	No		
Elections Data Request Form	Elections	Yes	http://jeffco.us/elections/data-request/	13
Temporary Elections Worker Interest Form	Elections	Yes	http://jeffco.us/elections/judges/	17
American Job Center - Contact Us	American Job Center	Yes	http://jeffco.us/american-job-center/contact/	4
WestConnect Public Involvement Sign-up	Transportation & Engineering	No		7
Tri-County Workforce Development Board	County Manager	Yes	http://jeffco.us/bcc/volunteer-boards/tri-county-workforce-development-board/	27
Community Services Advisory Board Application	County Manager	Yes	http://jeffco.us/bcc/volunteer-boards/community-service-advisory-board/	31
Community Development Advisory Board Application	County Manager	Yes	http://jeffco.us/bcc/volunteer-boards/community-development-advisory-board/	31
General Application for Jeffco Board or Commission	County Manager	Yes	http://jeffco.us/bcc/volunteer-board-vacancies/	21
Mediation Services - Contact Us	Mediation Services	Yes	http://jeffco.us/mediation-services/contact/	5
Hiwan Homestead Museum - Here's History	Open Space	No		
Finance and Information Technology - Contact Us	Financy and Information Technology	Yes	http://jeffco.us/finance-and-information-technology/contact-finance-and-information-technology/	5

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Clerk and Recorder - Contact Us	Clerk and Recorder	Yes	http://jeffco.us/clerk-and-recorder/contact-clerk-and-recorder/	4
Sheriff's Office - Contact Us	Sheriff's Office	Yes	http://jeffco.us/sheriff/contact/feedback/	5
Public Trustee - Contact Us	Public Trustee	Yes	http://jeffco.us/public-trustee/contact-public-trustee/	5
Public Health - Contact Us	Public Health	Yes	http://jeffco.us/public-health/contact/	4
Human Services - Contact Us	Human Services	Yes	http://jeffco.us/human-services/contact-human-services/	5
Board of County Commissioners - Contact Us	Board of County Commissioners	Yes	http://jeffco.us/bcc/contact/	4
County Attorney - Contact Us	County Attorney	Yes	http://jeffco.us/county-attorney/contact-county-attorney/	4
Coroner's Office - Contact Us	Coroner	Yes	http://jeffco.us/coroner/contact-coroner/	4
Clerk to the Board - Contact Us	Clerk to the Board	Yes	http://jeffco.us/clerk-to-the-board/contact-ctb/	4
Archives - Contact Us	Archives	Yes	http://jeffco.us/archives/contact-archivist/	5
Accounting - Contact Us	Accounting	Yes	http://jeffco.us/accounting/contact-accounting/	5
Open Records Request	Public Engagement	Yes	http://jeffco.us/public-information/open-records/	10
Trail Building Skills Workshops	Open Space	No?		5
Elections - Contact Us	Elections	Yes	http://jeffco.us/elections/contact/	5
Human Resources - Contact Us	Human Resources	Yes	http://jeffco.us/human-resources/contact-hr/	4
County Manager - Contact Us	County Manager	Yes	http://jeffco.us/county-administrator/contact-administrator/	4
Recording - Contact Us	Recording	Yes	http://jeffco.us/recording/contact-recording/	4
RMMA - Contact Us	Airport	Yes	http://jeffco.us/airport/contact-rmma/	4
Information Technology Services - Contact Us	Information Technology	Yes	http://jeffco.us/information-technology/contact-it/	4

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Budget and Risk - Contact Us	Budget	Yes	http://jeffco.us/budget-and-risk-management/contact-budget-and-risk/	4
Assessor's Office - Contact Us	Assessor	Yes	http://jeffco.us/assessor/contact-assessor/	4
Trail Stewardship Team Application Form	Open Space	No - didn't use last year; want to bring back?	http://jeffco.us/open-space/trail-stewardship-team/online-application/	23
Heck of a Try Award	Human Resources	No	Internal	
Hiwan Homestead Museum - School Program Request	Open Space	Yes	http://jeffco.us/open-space/history/history-programs/history-registration/	16
Customer Service Champion Nomination	Human Resources	Yes - Hiatus	Internal	17
Hiwan Heritage Park Pavilion Reservation	Open Space	Yes	http://jeffco.us/open-space/permits-and-reservations/heritage-grove/	25
Pine Valley Ranch Park Picnic Shelter Reservation	Open Space	Yes	http://jeffco.us/open-space/permits-and-reservations/pine-valley-ranch-shelter/	24
General Use Park Permit Application	Open Space	Yes	http://jeffco.us/open-space/permits-and-reservations/permit-application/	29
Overbidder's Contact Information	Public Trustee	No - never used		12
Subsidized Employment Training Program	American Job Center	No?		19
Development & Transportation - Contact Us	Development & Transportation	No - went to division level		7
Open Space Trail Days Volunteer Registration	Open Space	Yes	http://jeffco.us/open-space/volunteer/job-descriptions/	9
HS Request for Appointment	Human Services	Yes	Internal	14

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
Assessor's Commercial Preoperty Change of Address	Assessor	Yes	http://jeffco.us/assessor/business-personal-property/business-address-change/	9
Building Safety Division - Contact Us	Building Safety	Yes	http://jeffco.us/building-safety/contact/	8
Welfare Fraud Complaint Form	Human Services	Yes	http://jeffco.us/human-services/financial-assistance/report-welfare-fraud/	11
Sponsor a Family or Child this Holiday!	Human Services	Yes - Hiatus		27
Request NPM Course Information Copy-backup 9/7/10	CSU Extension	No - never used		15
Jefferson County Bicycle/Pedestrian Plan	Transportation & Engineering	No		7
Plan and Regulation Update Notification	Planning & Zoning	Yes	http://jeffco.us/planning-and-zoning/plan-regulation-updates/community-plan-notification/	7
RMMA Noise Complaint	Airport	Yes	http://jeffco.us/airport/noise/noise-complaints/	9
Nature Center - Request Quarterly Program Schedule	Open Space	No		6
Native Plant Master Application	CSU Extension	No		10
Assessor's Real Property Change of Mailing Address	Assessor	Yes	http://jeffco.us/assessor/about/change-of-mailing-address/	7
Assessor's Property Combination Request Form	Assessor	Yes	http://jeffco.us/assessor/property-description-department/property-combination-request/	23
Ask Planning and Zoning	Planning & Zoning	Yes	http://jeffco.us/planning-and-zoning/contact-planning/	4
Planning & Zoning - Master Plan Feedback	Planning & Zoning	No		3
Open Space - Sign Request Form	Open Space	Yes	Internal	11
Facilities - Request a Work Order	Facilities	No?	Internal	8
Nature Center - Group Program Request	Open Space	Yes	http://jeffco.us/open-space/nature/nature-school-programs/	25

Name of Form	Client Group	Currently Active?	Current Embed Page	# of Fields Within Form
T&E - Customer Service Feedback Form	Transportation & Engineering	Yes	http://jeffco.us/transportation-and-engineering/contact/feedback/	24
T&E - Service Request Form	Transportation & Engineering	Yes	http://jeffco.us/transportation-and-engineering/service-request-form/	11
Road and Bridge - Contact Us	Road and Bridge	Yes	http://jeffco.us/road-and-bridge/contact/	13
Community Development - Information Request Form	Human Services	Yes	http://jeffco.us/human-services/housing-assistance/community-development/	12
Fairgrounds - Let us know how we can help you!	Fairgrounds	No		5
Motor Vehicle - Feedback Form	Motor Vehicle	Yes	http://jeffco.us/motor-vehicle/contact-motor-vehicle/	7
Open Space - Contact Us	Open Space	Yes	http://jeffco.us/open-space/contact/	4
District Attorney - Contact Us	District Attorney	Yes	http://jeffco.us/district-attorney/contact-da/	4
Boettcher Mansion	Boettcher Mansion	Yes	http://jeffco.us/boettcher-mansion/contact/	13
Treasurer - Contact Us	Treasurer	Yes	http://jeffco.us/treasurer/contact-treasurer/	5
IT Services - Feedback Form	Information Technology	No?		
jeffco.us - Contact Us	Public Engagement	Yes	http://jeffco.us/contact/	8
RMMA T-Hangar Waiting List	Airport	Yes	http://jeffco.us/airport/hangars/t-hangar-waitlist-online-form/	14
RMMA Work Order Request	Airport	Yes	http://jeffco.us/airport/services/work-order-request/	7
Online Residential Appeal Form	Assessor	Hiatus - moving to e-filing		
Report Concerns of Child Abuse/Neglect	Human Services	No - never used		
Transparent Jeffco Feedback Form	Public Engagement	No		

Appendix: H

Search Objectives for Jefferson County Plus Websites Jeffco Looks to as Example

The list below delineates the objectives Search will meet in reference to Jeffco's websites and are considered requirements for websites launch.

- Search Results:
 - show URL of page/document
 - include timestamps
- predictive/suggestive search – display ~top 10 when start typing
- faceted search
 - filter by content type: alerts, news, events, video, multimedia, FAQs, documents, forms
- suggested results first (that we tag)
 - followed by most relevant then updated content
- advanced search – always an option to click and perform on any site
- **Jeffco.us (public-facing):**
 - predictive search style
 - simple (easy to understand) and easy to navigate
 - start with those main results or suggested results
 - maybe along the side or bottom show predefined content type filters
 - Example – City of Lakewood, Colorado
- **Internal site:**
 - faceted search would be better, more detailed for employees
 - ability to filter by type, year, office, subject matter, urgency, keywords
- Jeffco is making the assumption that all Jeffco sites are on the same instance on CivicEngage and thus can share content between the sites
 - If I create a news item on the external site, it can also show up (same piece of content) on the internal site
 - Flexibility – to be able to ID what extranets share search results (or don't), and whether there are tabs/categories and what the tabs/categories are that get displayed site-by-site
- Ideas for federated search (post-launch):
 - Would like to integrate disparate data sources in the future on both employee intranet and on the public facing site, such as by crawling and re-indexing the other data sources
 - May need to use a Google appliance on our servers that can access LiveLink, etc. and can serve up to internal site

Example Sites

- Lake County, IL: <http://www.lakecountyil.gov/>
 - Search box very prominent
 - Search tells you what type of information you're selecting within the predictive search results
- San Rafael, CA (beta site): <https://san-rafael-ca.proudcity.com/>
 - "How can we help you?" in search box
 - Like the icons next to the list in predictive search
 - Very clean in predictive and search results page
- Lakewood, CO: <https://www.lakewood.org/>
 - Like the tabs of different types of content the search returns
 - Don't like the look or that it does not have predictive search items
- Cody, WY: <http://www.cityofcody-wy.gov/>
 - Advanced Search options as is shown within this site

EXHIBIT B TO THE IMPLEMENTATION CONTRACT

SOFTWARE AS A SERVICE AGREEMENT

THIS SOFTWARE AS A SERVICE AGREEMENT (this “Agreement” or “SaaS”) is dated for reference purposes only this 5th day of December, 2016, by and between THE COUNTY OF JEFFERSON, STATE OF COLORADO (“County” or “Jeffco”), a body politic and corporate and ICON ENTERPRISES, INC. dba ICON ENTERPRISES CIVICPLUS, INC (“Vendor” or “CivicPlus”), a Kansas corporation with its principal place of business at 302 South 4th Street, Suite 500, Manhattan, Kansas 66502.

RECITALS

A. Vendor has developed and provides a service for website content, hosting, and management utilizing Vendor’s CivicEngage Content Management System, as further detailed herein.

B. The parties entered into a Contract for Vendor Products and Services for the implementation of the Services, Software and Site dated December 5, 2016 (the “Implementation Contract”); and,

C. The County desires to subscribe to and utilize the Service and the Site and to acquire a non-exclusive license to use part or all of the Software in accordance with the provisions of this Agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the parties' mutual promises contained in this Agreement, the parties, intending to be legally bound, agree as follows:

1. Definitions. The following definitions will apply:

a) “County Content” means County Data as well as website graphic designs, County logos, the page content, all module content, all importable/exportable data and all archived information.

b) “County Data” means proprietary and/or public data, information or material provided or submitted by the County or any User which is maintained on the Site by Vendor and displayed in conjunction with the Software in the course of providing the Service.

c) “Deliverables” means any reports, drawings, results, conclusions, or other writings or products produced by the Vendor for the County in performance of this Agreement or produced by the County using the Service or Software.

d) “Site” means all sites created for County and County’s Users of the Service as described in the SOW to the Implementation Contract as well as future sites developed under the terms of this SaaS.

e) “Service” means all services provided by the Vendor through the Software developed through the performance of the SOW under the Implementation Contract, including but not

limited to the Site, the Citizen Engagement Tool, any mobile applications, and any other services described herein or developed in the future per the terms of this SaaS.

f) “Software” means the Civic Engage Content Management System and any additional modules, features, functionality, upgrades and updates provided as part of this SaaS.

g) “Term” means the term of the County’s subscription for the Services as set forth specifically herein in Section 16 of this Agreement.

h) “User” means the County’s employees, representatives, consultants, contractors or agents, non-County government partners and other persons using the Service and Software provided hereunder including citizens who access the Site over the Internet.

2. Grant of Rights. During the Term, Vendor grants the County and the Users the right to access the Site and use the Service via the Internet under and subject to the terms herein. The Service and Software shall contain the functionality as described in the Modules and Functionality attachment attached hereto and incorporated herein as Exhibit A (the “Functionality”). In addition to access granted herein, Vendor shall provide the hosting, maintenance, support and disaster recovery services described in the Platinum Hosting, Support and Service Level Agreement (“Service Level Agreement”), which is attached hereto and incorporated herein as Exhibit B. Vendor will also provide the Additional Services and Continuous Improvements described in Exhibit C, which is attached hereto and incorporated herein by this reference.

3. Grant of License. Vendor hereby grants to the County a non-exclusive license to use the Software, or any component thereof, during the Term to access the Site and to upload, modify, view and copy the County Data displayed therein. The County shall not (a) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party other than to the Users as permitted herein the Software in any way; (b) modify or make derivative works based upon the Software except those required to enable the integration of the Software with the County’s third party software; or (c) reverse engineer or access the Software in order to (i) build a competitive product or service, (ii) build a product using similar ideas, features, functions or graphics of the Software, or (iii) copy any ideas, features, functions or graphics of the Software that are specific only to the Software. The CivicPlus name, the CivicPlus logo, and the product and module names associated with the Software are trademarks of the Vendor and no right or license is granted to use them.

4. Number of Authorized Users. There is no limit on the number of Users to the Site or Service during the Term. Vendor will make all modules of the Software available with unlimited usage and unmetered data capacity for every environment in which the Software operates during the Term. The Access and Permissions set forth in Exhibit E, which is attached hereto and incorporated herein by this reference, shall apply to the Site and the Service.

5. Pricing Schedule. The County agrees to pay subscription fees of \$29,500.00 for the Service for the Agreement Term (the “Subscription Fee”). The County shall make payment in four (4) equal quarterly installments at the beginning of each quarter. The first payment shall be made upon the Project/Websites Launch as described in the Statement of Work to the Implementation Contract. Service Credits as described in Exhibit B shall be calculated on a

quarterly basis based on reports from the previous quarter as well as other information obtained by the County regarding Vendor's failure to achieve SLAs set forth in Exhibit B. Service credits shall be applied against the next quarterly payment. Service Credits for the last quarter of a year will be applied against the first quarter payment for the following year for the new Agreement Term. In the event the County does not exercise its option to renew the Agreement, Vendor shall pay the County the amount of the last quarter Service Credits. The Term set forth herein may be renewed at the County's option by providing Vendor with 30 days notice prior to the expiration of the current Agreement Term. For the first four renewal terms, if the option is exercised, there shall be no increase in the Subscription Fee. Thereafter, Vendor agrees to provide notice of any price increase no later than 60 days prior to the expiration of the current Agreement Term. In no event shall prices for the new Agreement Term exceed the prices from the current Agreement Term by more than 5%. After 36 consecutive months under the terms of this Agreement, the County will be fully eligible for a CivicPlus Basic Redesign as described in Exhibit D which is attached hereto and incorporated herein.

Additional modules not initially included in Exhibit A may be purchased at a subscription fee of 20% below list prices for those modules, with unlimited use assignment for the duration of this Agreement. The subscription fee for the additional modules shall include all services identified in this Agreement and the Exhibits to this Agreement that are applicable to the modules identified in Exhibit A.

New/additional site setup with a limit of 50 pages per site shall be provided to the County at a flat rate of \$6,000 for the duration of the Agreement. Hosting services associated with the new/additional sites shall be provided at the annual rate of \$2,000 for the duration of the Agreement.

The \$29,500 Subscription Fee includes all fees for services provided hereunder including the support services described in Exhibit B. Support services provided after business hours (7:30 AM to 5:30 PM M.T. M-F, excluding Holidays) for other than P-1 designated requests as defined in Exhibit B shall be provided at a rate of \$175.00 per hour. Vendor's support representative will not perform billable services without advising the County that the services are billable in advance of performing those services.

6. County Data.

a) All County Data submitted by the County to the Site, whether posted by the County or by the Users, as well as all Deliverables, will remain the sole property of County or such Users to the full extent provided by law.

b) Vendor will not use the County Data or Deliverables for any purpose other than to provide the Service to County and, except for making the County Data available to Users in connection with providing the Service to the County, Vendor will maintain the confidentiality of that data in accordance with Section 15.

c) During the Term of this Agreement, County may extract and/or purge County Data at any time by accessing its County Data directly through County's service account or another method acceptable to the County. County may extract all County Data through the backup function within the application. All County Data shall be returned to County in its native format

or within a common computer delineated file or as otherwise designated in the Business Continuity Plan developed as part of the SOW of the Implementation Contract and as may be amended per the terms of this SaaS. At any time during the Term, County may also make a written request to Vendor to purge all of the County Data related to County's site. Vendor shall comply with the requirements of Section 16.d. concerning return of County Data upon termination of this Agreement.

d) Vendor conducts automatic backups of its systems, including the Site and County Data stored therein, pursuant to Vendor's internal backup policies. If the Site or Vendor's systems are impacted by any failure or other incident resulting in data loss on Vendor's primary system, Vendor will take commercially reasonable steps to restore the Site and County Data from the most recent existing, unaffected backup available to it. Vendor provides the Disaster Recovery Feature Service Commitment and services set forth in Exhibit B.

7. Data Security.

a) General. Vendor will use commercially reasonable security measures to protect County Data against unauthorized disclosure or use. More specifically, Vendor shall comply with and assure that the Software and the Site are in compliance with the Hosting, Architecture and Security requirements set forth in Exhibit B through the Term of this Agreement.

b) Physical Security. County Data shall be maintained in a secure environment to prevent unauthorized access, use or disclosure, including industry-accepted firewalls, up-to-date antivirus software, and controlled access to the physical location of the hardware containing County Data. Vendor's production and disaster recovery systems are maintained in geographically dispersed secured SOC-2 certified data centers in the United States with redundancy on all critical support elements (i.e. data, power, environmental controls, and fire suppression).

c) Personally Identifiable Data. Vendor agrees to utilize or facilitate industry-standard, County-approved, quarterly audits and automated scans to verify that encryption levels, access protocols, and other system architecture are in compliance with the design specifications identified in Exhibit B as those specifications relate to the security of personally identifiable and personal health information.

d) Personal Health Information (PHI). The Vendor shall ensure that the solution and applicable website architecture(s) shall comply with PHI data security standards as evidenced by an approved third party and/or County audit/scan verifying encryption levels and access are per designs and policies within 6 months following the Launch date as described in the Statement of Work to the Implementation Contract.

e) Credit Card Data. The County is required by payment card providers to adhere to the Payment Card Industry Data Security Standard ("PCI DSS"), as updated and amended. The Vendor agrees to comply with, and perform the necessary steps to validate its compliance with, all applicable requirements of the PCI DSS including but not limited to the following requirements.

- i. Vendor acknowledges that it is responsible for the security of customer cardholder data that it possesses, including the functions relating to storing, processing, and

transmitting of the cardholder data through any of the hardware or software provided under this Agreement.

- ii. Vendor will assure that it complies with industry-accepted system hardening standards.
- iii. Vendor will provide file-integrity monitoring on all Site links directing Users to payment sites. Vendor will notify the County no later than 5 minutes from the time it becomes aware of any file integrity violation.
- iv. Vendor is obligated at its sole cost and expense to maintain compliance with PCI DSS requirements, including remaining aware at all times of changes to the PCI DSS and promptly implementing all procedures and practices as may be necessary to remain in compliance with the PCI DSS.
- v. If applicable, Vendor certifies that its licensors and licensed products meet the compliance requirements of this Section, as applicable. Vendor is responsible for assessing and monitoring its licensors and its licensed products for PCI DSS and PA DSS compliance. Vendor's reporting requirements under this Section apply equally to the compliance status of Vendor's licensors and licensed products.
- vi. If at any time the Vendor's performance under this agreement shall fall within the definition of a "Service Provider" under the PCI DSS, Vendor shall certify that it has complied with all applicable requirements to be considered PCI DSS compliant, which includes completion of an annual PCI DSS Service Provider Report on Compliance (ROC). Vendor will also provide documentation of the current status of Vendor's PCI DSS compliance, and evidence of its most recent Report on Compliance to the County upon request of the County. Vendor must supply to County a new status report and evidence of validation of compliance at least annually.

f) **Breach and Non-Compliance.** Vendor will notify County immediately but in no case later than seven business days from the date it becomes aware of its non-compliance with any provision of this Section 7, unless a different notification period is provided herein. Vendor shall notify County no later than two hours upon a determination that any County Data has been breached and no later than twenty-four hours with respect to a breach of any other customer data. Any event under this paragraph may be treated as a material breach of the Agreement per the terms of Section 16, at the discretion of the County.

8. Accessibility. Vendor is obligated to maintain software in a way that facilitates Jeffco's compliance with the 508 / ADA and WCAG 2.0 Level A and Level AA. Scans/audits shall be performed by CivicPlus on a quarterly basis to verify compliance, with recommendations made to Jeffco on non-compliances found which shall include not only what/how to fix but also whether additional training or software enhancements are needed.

9. Vendor's Ownership. Vendor retains all rights in the Site and the Service. This Agreement grants no ownership rights to the County with the exception of the ownership rights described in Section 6. No license is granted to the County except as to use of the Site and the Service as expressly stated herein.

10. Privacy. Vendor agrees to implement its privacy policies in effect from time to time. Vendor reserves the right to modify its privacy and security policies from time to time in its business judgment and as it deems required for compliance with applicable law.

11. Warranties.

a) Vendor warrants that the Service will materially conform to the Functionality and will be substantially free from deficiencies and defects in materials, workmanship, design and/or performance.

b) Vendor warrants that all services will be performed by qualified personnel in a professional and workmanlike manner.

c) Vendor warrants that the Software will not violate, infringe or misappropriate any U.S. patent, copyright, trademark, trade secret or other intellectual property or proprietary right of any third party.

d) Vendor warrants that it shall comply in all material respects with all legal requirements applicable to Vendor with respect to the Service provided under this Agreement.

12. Performance Standards. The Service Level Agreement shall apply to Vendor's performance of the Service. The termination provisions and remedies of Section 16 shall apply equally to the rights and obligations identified in the Service Level Agreement, but not until the threshold for substantial breach set forth in the Service Level Agreement is achieved.

13. Indemnification and Insurance.

a) Vendor will defend, indemnify, and hold the County (and its officers, directors, employees and agents) harmless from and against all costs, liabilities, losses, and expenses (including attorneys' fees) related to or arising from any third party claim, suit, action, or proceeding arising from the actual or alleged infringement of any United States copyright, patent, trademark, or misappropriation of a trade secret by the Service (other than that due to County Data). In case of such a claim, Vendor may, in its discretion, procure a license that will protect the County against such claim without cost to the County, replace the Service with a non-infringing Service, or if it deems such remedies not practicable, Vendor may terminate the Service and this Agreement without fault, provided that in case of such a termination, the County will receive a pro-rata refund of the fees prepaid for use of the Service not yet furnished as of the termination date.

b) Vendor will defend, indemnify, and hold the County (and its officers, directors, employees, and agents) harmless from and against all costs, liabilities, losses, and expenses (including attorney's fees) related to or arising out of Vendor's performance or failure to comply with the provisions of Sections 6, 7, 8 and 15 of this Agreement

c) Vendor shall comply with the insurance requirements set forth on the Insurance Attachment attached hereto as Exhibit F.

d) In case of any claim that is subject to indemnification under this Agreement, the Vendor will provide the County reasonably prompt notice of the relevant claim. Vendor will

defend and/or settle, at its own expense, any demand, action, or suit on any claim subject to indemnification under this Agreement. Each party will cooperate in good faith with the other to facilitate the defense of any such claim and the County will tender the defense and settlement of any action or proceeding covered by this Section to the Vendor upon request. Claims may be settled without the consent of the County, unless the settlement includes an admission of wrongdoing, fault or liability.

14. Limitations.

a) The Service may include gateways, links or other functionality that allows County and/or Users to access third party services (“Third Party Services”). Vendor does not supply and is not responsible for any Third Party Services, which may be subject to their own licenses, end-user agreements, privacy and security policies, and/or terms of use.

b) Vendor shall not be liable for any failure of performance that is caused by or the result of any act or omission by the County or any entity employed or contracted on the County’s behalf.

15. Confidentiality.

a) “Confidential Information” means non-public information, technical data or know-how of a party and/or its affiliates, which is furnished to the other party in written or tangible form in connection with this Agreement. Oral disclosure will also be deemed Confidential Information if it would reasonably be considered to be of a confidential nature or if it is confirmed at the time of disclosure to be confidential.

b) Notwithstanding the foregoing, Confidential Information does not include information which is: (i) already in the possession of the receiving party and not subject to a confidentiality obligation to the providing party; (ii) independently developed by the receiving party; (iii) publicly disclosed through no fault of the receiving party; (iv) rightfully received by the receiving party from a third party that is not under any obligation to keep such information confidential; (v) approved for release by written agreement with the disclosing party; or (vi) disclosed pursuant to the requirements of law, regulation, or court order including but not limited to the requirements of the Colorado Public Records Act, provided that the receiving party will promptly inform the providing party of any such proposed disclosure or such information and cooperate with any attempt to procure a protective order or similar treatment.

c) Neither party will use the other party’s Confidential Information except as reasonably required for the performance of this Agreement. Each party will hold in confidence the other party’s Confidential Information by means that are no less restrictive than those used for its own confidential materials. Each party agrees not to disclose the other party’s Confidential Information to anyone other than its employees or subcontractors who are bound by confidentiality obligations and who need to know the same to perform such party’s obligations hereunder. The confidentiality obligations set forth in this Section will survive the termination or expiration of this Agreement.

d) Upon termination or expiration of this Agreement, except as otherwise agreed in writing or otherwise stated in this Agreement, each party will, upon the request of the disclosing party, either: (i) return all of such Confidential Information of the disclosing party and all copies

thereof in the receiving party's possession or control to the disclosing party; or (ii) destroy all Confidential Information and all copies thereof in the receiving party's possession or control if instructed to do so by the disclosing party. The receiving party will then, at the request of the disclosing party, certify in writing that no copies have been retained by the receiving party, its employees or agents.

e) In case a party receives legal process that demands or requires disclosure of the disclosing party's Confidential Information, such party will give prompt notice to the disclosing party, if legally permissible, to enable the disclosing party to challenge such demand.

16. Term and Termination and Damages.

a) The term of this Agreement commences upon Final Acceptance as defined in the Implementation Contract (the "Start Date"), and shall continue to and including one year from the Start Date (the "Term"). This Agreement shall be renewed and extended for an additional Agreement Term at the expiration of each successive Agreement Term if the County gives written notice to the Vendor by no later than thirty (30) days prior to expiration of the then-current Agreement Term. In the event the County does not provide such notice, the Agreement Term shall terminate upon the expiration of the current Agreement Term.

b) Either party may terminate this Agreement at any time in the event that the other party breaches any material term of this Agreement and fails to cure such breach within sixty (60) days after receiving written notice thereof or, if the breach cannot reasonably be cured during such period, fails to begin diligent efforts to cure that breach during such period and continue with such efforts until the breach is cured. In the event of County's termination for breach by the Vendor, the Vendor shall return a prorated portion of the prepaid fees. Such remedy shall be in addition to any other remedy the County may have at law or in equity.

c) If the County or Vendor enters into liquidation, whether compulsory or voluntary (except for the purposes of bona fide reconstruction or amalgamation with the prior written approval the other party), or compounds with or makes any arrangement with its creditors otherwise than in the ordinary course of business or makes a general assignment for the benefit of its creditors, or if it has a receiver, manager, administrative receiver, or administrator appointed over the whole or substantially the whole of its business or assets, or if it ceases or threatens to cease to carry on its business, the other party may terminate this Agreement immediately.

d) Upon termination of this Agreement for any reason other than for breach by the Vendor, all outstanding amounts due Vendor by County will immediately become due and payable. Any Service Credits that have not been applied against the Subscription Fee as described in Section 5 shall be offset against any outstanding amounts. Any Service Credits that remaining after offset will be paid to the County by the Vendor. Furthermore, upon any termination, County and Users shall cease all use of Services. Vendor shall deactivate or delete County's account and all related information and files in County's account or bar any further access to the site or the Services except as provided herein. In the event that County has not removed all of the County Data including County's Confidential Information from the Site prior to Vendor's deactivation or deletion of County's account, then, at the time of termination of such Agreement, and upon County's written request, Vendor shall, as promptly as is reasonably

possible after termination, return to County all of the County Data including County's Confidential Information contained in its account electronically in an appropriate and reasonable format as mutually agreed by the parties.

e) Termination shall not affect or prejudice any rights or other remedy that a party may have with respect to the event giving rise to the termination or any other rights or other remedy which a party may have with respect to any breach of this Agreement which existed at or before the date of termination.

f) Damages. All time limits stated in this Agreement are of the essence. The failure of Vendor to substantially complete the services in conformance with this Agreement may result in damages suffered by the County due to such delays or other failure, including, without limitation, the cost of completing the services and any additional expenses incurred by the County as determined by the County. The County shall recover damages by deducting the amount of the damages from any monies due or that may become due to Vendor. In the event the remaining balance due to Vendor is insufficient to cover the full amount of damages, then Vendor shall pay the County the amount due and the County shall be entitled to any and all rights and remedies available to it in law or equity. Specific remedies set forth in Exhibit B or elsewhere in the Contract are not intended to be exclusive remedies.

17. Source Code Escrow. The County may execute a Beneficiary Enrollment Form to a Source Code Escrow Agreement ("Escrow Agreement") that Vendor maintains with its third party escrow servicer which enrollment terms shall supplement this Agreement and shall provide for third party custody of the source code for the Software. Release of said source code to the County for the sole purpose of maintaining such software shall be authorized only upon the occurrence of one or more of the release conditions described in the Escrow Agreement. If the County executes the Beneficiary Enrollment Form it shall be responsible for only those annual fees attributable to the Beneficiary set forth in the Beneficiary Enrollment Form documentation.

18. Survival. Notwithstanding the expiration or earlier termination of this Agreement for any reason, the parties agree that all terms and conditions of this Agreement which require continued performance beyond the termination date of this Agreement shall survive such termination date and shall be enforceable as provided herein in the event of a failure to perform by a party to this Agreement.

19. Notice.

a) "Key Notices" under this Agreement are notices regarding Agreement default, contractual dispute, or termination of the Agreement. Key Notices shall be given in writing and shall be deemed received if given by: (i) confirmed electronic transmission (as defined in subsection b) below) when transmitted, if transmitted on a business day and during normal business hours of the recipient, and otherwise on the next business day following transmission; (ii) certified mail, return receipt requested, postage prepaid, three (3) business days after being deposited in the United States mail; or (iii) overnight carrier service or personal delivery, when received. For Key Notices, the parties will follow up any electronic transmission with a hard copy of the communication by the means described in subsection a)(ii) or a)(iii) above. All other communications or notices between the parties that are not Key Notices may be done via electronic transmission. Notice shall be given to the parties at the following addresses:

The Vendor:
Icon Enterprises, Inc. dba Icon Enterprises CivicPlus, Inc.
Attn: Lisa Houston, Accounting Specialist
302 South 4th Street, Suite 500
Manhattan, KS 66502
Tel: 888-228-2233
Fax: 785-587-8951
E-mail: accounting@civicplus.com

The County:
Jefferson County Information Technology Services
Attn: Jim Smith, Director of Information Technology Services
3500 Illinois Street, Suite 250
Golden, CO 80401
Tel: 303-271-8042
E-mail: jfsmith@jeffco.us

With a Copy to:
Jefferson County Attorney
100 Jefferson County Pkwy.
Golden, Colorado 80419-5500
Tele: 303-271-8900
E-Mail: CAOContracts@jeffco.us

All Key Notices to the County shall include a reference to the Agreement including the Vendor's name and date of the Agreement.

b) Electronic Transmissions. The parties agree that: (i) any notice or communication transmitted by electronic transmission, as defined below, shall be treated in all manner and respects as an original written document; (ii) any such notice or communication shall be considered to have the same binding and legal effect as an original document; and (iii) at the request of either party, any such notice or communication shall be re-delivered or re-executed, as appropriate, by the party in its original form. The parties further agree that they shall not raise the transmission of a notice or communication, except for Key Notices, by electronic transmission as a defense in any proceeding or action in which the validity of such notice or communication is at issue and hereby forever waive such defense. For purposes of this Agreement, the term "electronic transmission" means any form of communication not directly involving the physical transmission of paper, that creates a record that may be retained, retrieved and reviewed by a recipient thereof, and that may be directly reproduced in paper form by such a recipient through an automated process, but specifically excluding facsimile transmissions and texts.

20. Assignment. This Agreement may not be assigned by County without the prior written approval of Vendor but may be assigned by Vendor to (i) a parent or subsidiary, (ii) an acquirer of all or substantially all of Vendor's assets involved in the operations relevant to this Agreement, or (iii) a successor by merger or other combination. Any purported assignment in

violation of this Section will be void. This Agreement may be enforced by and is binding on permitted successors and assigns.

21. Miscellaneous.

a) Choice of Law; Jurisdiction. This Agreement will be interpreted in accordance with the laws of the State of Colorado and applicable federal law, without any strict construction in favor of or against either party. The State and federal courts located in Jefferson County, Colorado will have exclusive jurisdiction and venue over any dispute or controversy arising from or relating to this Agreement or its subject matter.

b) Severability. If any provision of this Agreement is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the invalid, illegal, or unenforceable provision will not affect any other provisions, and this Agreement will be construed as if the invalid, illegal, or unenforceable provision is severed and deleted from this Agreement.

c) No Agency. No joint venture, partnership, employment, or agency relationship exists between County and Vendor as a result of this Agreement or use of the Service.

d) No Waiver. The failure of Vendor to enforce any right or provision in this Agreement will not constitute a waiver of such right or provision unless acknowledged and agreed to by Vendor in writing.

e) Force Majeure. If the performance of this Agreement by either party is prevented, hindered, delayed or otherwise made impracticable by reason of any flood, riot, fire, judicial or governmental action, labor disputes, act of God or any other causes beyond the control of such party, that party will be excused from such to the extent that it is prevented, hindered or delayed by such causes.

f) Entire Agreement. This Agreement comprises the entire agreement between County and Vendor and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein. No amendment to or modification of this Agreement will be binding unless in writing and signed by an authorized representative of each party.

g) No Third Party Beneficiaries. The enforcement of this Agreement and all rights of action relating to such enforcement shall be strictly reserved to the Vendor and the County. Nothing contained in this Agreement shall give or allow any claim or right of action whatsoever by any other third person, nor shall anything contained in this Agreement be construed as a waiver of any provision of the Colorado Governmental Immunity Act. C.R.S. sections 24-10-101 et. seq. as amended. It is the express intention of the Vendor and County that any such person or entity, other than the County or Vendor, receiving services or benefits under this Agreement shall be deemed an incidental beneficiary only.

h) Non Appropriation. The payment of County obligations in fiscal years subsequent to the current year is contingent upon funds for this Agreement being appropriated and budgeted. If funds are not appropriated and budgeted in any year subsequent to the fiscal year of execution of this Agreement, the Agreement shall terminate. The County's fiscal year is currently the calendar year.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed.

COUNTY OF JEFFERSON
STATE OF COLORADO:

By: _____
_____, Chairman,
Board of County Commissioners

APPROVED AS TO FORM:

Joanne Kortendick
Assistant County Attorney

STATE OF COLORADO
COUNTY OF JEFFERSON

The foregoing Agreement was acknowledged before me this _____ day of _____, 2016 by Marcia Sieben, Purchasing Manager of Jefferson County, State of Colorado.

Notary's official signature

Commission expiration date

ICON ENTERPRISES, INC. dba
ICON ENTERPRISES CIVICPLUS, INC.

By: _____
Connie Casper, Executive V.P. of Operations

STATE OF KANSAS
COUNTY OF RILEY

The foregoing Agreement was acknowledged before me this _____ day of _____, 2016 by Brian Rempe as President of Icon Enterprises, Inc. dba Icon Enterprises CivicPlus, Inc.

Notary's official signature

Commission expiration date

Exhibit A: Listing of CivicPlus Modules and Functionality

This exhibit is a listing of the current minimum CivicPlus modules and functionality that is provided and maintained initially. As new functionality becomes available this list will be updated.

The below table lists and describes the current minimum modules and functionality provided and maintained for CivicEngage.

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
Citizen Request Tracker™	Fully Responsive
Community Connection	Graphic Link Administration
Community Voice™	Links Redirect
Document Center	Menu Management
ePayments / eCommerce Integration (Online Payments)	Mouse-over Menu Structure
Facilities & Reservations	Live Editing and Page Creation
Form Center	Online Web Statistics
Frequently Asked Questions	Printer Friendly/Email Page
Intranet	RSS
Job Postings	Site Layout Options
My Dashboard	Site Search & Entry Log
News Flash	Slideshow
Notify Me™ email and 500 SMS subscribers	Social Media Integration - to existing accounts
Opinion Poll	User & Group Administration Rights
Photo Gallery	Web Page Upload Utility
Quick Links	Website Administrative Log
Real Estate Locator	Workflow Site Tool
Spotlight	
Staff Directory	

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
Citizen Request Tracker™	Fully Responsive
Community Connection	Graphic Link Administration
Community Voice™	Links Redirect
Document Center	Menu Management
ePayments / eCommerce Integration (Online Payments)	Mouse-over Menu Structure
Facilities & Reservations	Live Editing and Page Creation
Form Center	Online Web Statistics
Frequently Asked Questions	Printer Friendly/Email Page
Intranet	RSS
Job Postings	Site Layout Options
My Dashboard	Site Search & Entry Log
News Flash	Slideshow
Notify Me™ email and 500 SMS subscribers	Social Media Integration - to existing accounts
Opinion Poll	User & Group Administration Rights
Photo Gallery	Web Page Upload Utility
Quick Links	Website Administrative Log
Real Estate Locator	Workflow Site Tool
Spotlight	
Staff Directory	

Additional descriptions of Modules and Functionality provided and maintained by CivicPlus via CivicEngage include:

- Agenda Center – Create and display agendas and minutes for various civic organizations
- Alert Center – Graphically show when there is an emergency or important notification
- Bid Postings – Simple and easy to use method of posting your bids
- Blog – Post opinions/information about various topics. Can also be set up to allow site visitors to comment and subscribe
- Business / Resource Directory – The *Yellow Pages* of your website
- Calendar – Create multiple calendars for various divisions and departments
- **Citizen Request Tracker™ (CRT)** – Allow users to report a problem while providing follow-up communication with the point of contact. Site users create a profile and submit requests or complaints, view pending issues, reopen closed issues, request additional information and more. Once a profile is set up, contact information is automatically filled in when a site user submits a new request. Problems reported by phone can be manually entered into the system for increased efficiency. Marketing the CRT™ system as the primary tool for communication on problems and requests in your area will help you to reduce staff time spent on addressing issues and will allow your constituents to interact with your staff any time of the day.

The CRT™ System Makes It Easy To:

 - Add comments and action items
 - Assign the request to a staff member
 - Review the history of the issue
 - Send messages to the constituent
 - Close the request
 - Print and/or export statistics and reports
 - Print work orders
 - Generates efficiency statistics and reports
 - Export data in CSV or tab-limited format
- Community Voice™ – Open forum in which citizens can interact where you showcase projects in your community
- Document Center – Organize and house documents in department or division folders and sub-folders
- ePayments – The ePayments module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website. Additional fees will apply.
- Facilities & Reservations – Facilities and meeting places in one convenient place allowing reservations online
- Form Center – Create custom online forms that can be completed and submitted online
- Frequently Asked Questions (FAQs) – Answer the most frequently asked questions from your visitors
- Job Postings – Post available jobs in an easy to access manner
- My Dashboard – Allow users to personalize their dashboard to stay updated on events, and information they care about
- Notify Me™ – Send out mass emails to subscribers of specific lists and modules, includes 500 SMS subscribers. More SMS subscribers can be purchased for additional fee.
- News Flash – Post organizational news items, right on your home page, that are important to your citizens
- Opinion Poll – Interact with your site visitors by posting various questions and polls
- Photo Gallery – Store and display photos
- Quick Links – Place links on any page
- Real Estate Locator – Lists residential and commercial properties within the local community. Properties are separated from the commercial properties with their own functionality. Community members can post and manage their own real estate listing by setting up their profile and paying a small subscription fee.
- Spotlight – Allows you to highlight important text or widgets in a compact, easy-to-update module
- Staff Directory – Detailed contact information for your staff and offices

Social Networking & Gov 2.0

CivicPlus can sync your website to your Facebook and Twitter profiles to automatically publish news, notices, and calendar events on social media with a link to your website for more information. Feeds from most social networking sites (such as Facebook, Twitter, Instagram, LinkedIn, YouTube, Pinterest, etc.) can be featured anywhere on your website using our Custom HTML widget. Links to your profiles on those websites can also be listed anywhere on your site with Quick Links or at the top of every page.

Administrative Features

- Instantaneous Updates – Once published, updates are posted to the live site in real time.
- Browser Based – No installation of programs or software needed! Your staff can update the site from an internet connection or platform (Mac or PC) at any time.
- Mobile Updates – Immediately update your site from any location using your tablet or phone.
- Action Items – Direct access to a queue of pending items to be published or reviewed by the administrator upon login.
- Site Search and Search Log – Powerful site search automatically indexes all content making it easy for visitors to find information. A log of all words that have been searched by visitors is kept, allowing you to update highly searched information and feature key items.
- Automatic Alt Tags – Built-in features ensure your site is Section 508 compliant without having to know the requirements.
- Content Creation – CivicEngage makes it easy to add new content, edit old content, and keep page layout consistent through use of our *What You See Is What You Get* (WYSIWYG) editor. Content changes will not affect the design - site breadcrumbs, page structure and sitemaps will dynamically update upon publishing. With mega menus and drop-down, pop-out menu functionality, you can essentially get to any page on your website within a single click if desired!
- Content Scheduling – Material throughout the entire system can be set to auto-unpublish (expire) or it can be manually retired.
- Content Versioning – CivicEngage includes version control, a history log for reviewing changes made within the system, file locking through our permission system and an archive of all published content.
- Dynamic Layout – The layout for your website will be determined by you and the designer. Placement of navigation and dynamic areas are important in guiding site visitors to key information quickly and easily.
- Dynamic Page Components – Events Calendar, FAQs, Opinion Poll, News Flash and other new features may be included as dynamic page components. Dynamic Page Components may be placed on any page and will help dedicated areas of the site appear as its own website. For example, the entry page for your Parks and Recreation Department can be customized with specific lists of events, FAQs and news announcements pertaining to that department.
- Dynamic Breadcrumbs and Site Map – Dynamic Breadcrumbs are used to show a visitor's location within the site. Breadcrumbs are automatically generated by our system. A dynamically generated site map automatically updates to reflect your new navigation if changes are made.
- ePayments/ eCommerce Integration – The ePayments module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website, saving staff time and effort by of manually processing payments. To take advantage of this module, additional processing transaction and merchant account fees will apply.
- History Log – Easily tracks changes made to your website including items in your Page Menu, Archive Center, Document Center and more. History Log information is searchable, sortable and exportable.
- Integration/Interfacing – CivicPlus' integration services work cohesively with most third-party software applications. We have the capability to link with most software or databases currently utilized. Systems such as purchasing, taxes, assessment and utilities have been developed for many of our clients.

Additional modules and deliverables provided and maintained include:

- CivicSend – integrated e-communication platform allows for texts, unlimited emails and social media updates in visually rich, mobile responsive and easily customizable templates from a single interface with analytics.
- CivicMobile – provides for flexibility using Mobile First to keep the County and others informed, with push notifications wherever they go. Available on Android and iOS.
- CivicMedia – video platform that provides ability to upload video files and stream videos live right through the website with no need to purchase third-party solutions.
- 2 mobile applications – deliver mobile apps to serve unique experiences to targeted device users.
- 1 CET – citizen engagement platform and mobile application to provide a one-stop-shop for citizens to submit service tickets and interact with county agencies.

Exhibit B: Hosting, Maintenance, Support, Disaster Recovery Services and SLA

Hosting Services

CivicPlus shall provide the following Hosting Services:

1. All automated updates and patches for hosting environment-related software and hardware, including application Software and databases, managed, applied and kept current, with critical updates made within 30 days of availability or earlier if PCI requirements mandate such. Server management & monitoring, systems monitoring, and solution monitoring 24x7x365; antivirus management & updates. Notifications associated with critical or security-related alerts. DDoS Advanced Security Coverage – continued DDoS mitigation coverage, content distribution network support, proxy server support, and live user detection services as minimums.
2. SaaS Monitoring and Reporting:
 - a) Site traffic monitoring using both internal and 3rd party tools that will alert Jeffco support staff immediately when the website(s) is down and when it is back up. 3rd party tools provided by CivicPlus may carry additional costs.
 - b) Malware/anti-virus reports to Jeffco support staff with action plans and resolution status will be provided to Jeffco by Civic Plus for any/all critical vulnerabilities/incidents as they occur. Operationally, CivicPlus scans daily; Jeffco shall approve any change to this scanning frequency in advance.
 - c) Vulnerability scans and penetration tests to assess threats posed by Hijacking, click jacking, cross-site scripting, SQL injection, lost data, etc; regular mutually agreed upon communications to Jeffco support staff on results of these scans and mitigation plans.
 - d) A robust monitoring and reporting plan shall be put in place to ensure functionality requirements as set forth in this SaaS are met.
 - e) Compliance reports including audits/scans shall be provided by the Vendor as outlined in Sections 7 and 8 of the SaaS
 - f) The ongoing Test/Audit Plan developed as part of the Statement of Work for ongoing compliance certifications per the Implementation Contract shall be maintained for the Term of the SaaS.
 - g) Jeffco reserves the right to run its own scans/audits as needed, as well as use 3rd party tools for monitoring.
3. Unlimited new/additional site setup to Jeffco even if additional instances of CivicEngage is deemed necessary or desired. This includes the ability to configure then implement sites using non-Jeffco.us domains. New/additional site setup shall be provided to Jeffco at a flat rate of \$6,000 for sites up to 50 pages with an annual hosting fee of \$2,000. Architecture:
 - a) The Dev, Test, Sandbox and production environments that were set up initially will continue to be maintained and hosted by the Vendor through the life of the SaaS.
 - b) The solution that is initially setup will continue to be a “Tenant Isolated” environment to reduce risk of service outage due to malicious attacks made on non Jeffco CivicPlus customers. All aspects of Jeffco’s sites - citizen facing website, employee intranet, extranets, CET, subsites and member sites - will be in the “Tenant Isolated” environment, and only the Jeffco sites (no others).
 - c) CivicPlus shall minimally provide for redundancy in the solution’s architecture to minimize the frequency risk of outages due to equipment failures, including firewall redundancy and a high performance SAN with N+2 reliability, fully redundant onsite power backup and generators, and multiple telecom/network providers in place.
 - d) The CivicPlus solution and systems shall minimally provide for unmetered bandwidth usage at all times (except during a catastrophic disaster recovery incident), and initially a minimum of 50 Gb/s burst bandwidth – only limited by the DDoS mitigation vendor’s unlimited plan capacity, increased periodically as deemed needed to thwart DDoS attacks successfully. When the bandwidth increases, Vendor shall provide notification to Jeffco within 15 days including the new capacity information.
 - e) CivicPlus will provide a sandbox for Jeffco to use, available 24x7x365 (except during scheduled maintenance periods and catastrophic disaster recovery incidents) for use for advance testing of releases, including alpha and beta versions. CivicPlus shall allow Jeffco access to alpha and beta versions of releases, and ability to submit feature and bug reports against them, for the Term of the SaaS.
 - f) All servers and hosted environments must be located in US highly reliable data centers at all times for the Term of the SaaS.
 - g) CivicPlus shall utilize industry best practices when maintaining policies, documentation of use and deployment procedures, as well as manual or automated audits. Such industry best practices include Least Privilege, Center for Internet Security (CIS) benchmarks, the Open Web Application Security Project (OWASP), and SA-16 standards.
 - h) CivicPlus shall provide multi-tiered Software architecture for the life of the SaaS.
4. Security and Compatibility:
 - a) CivicPlus shall maintain fully secure, hosted Software as a Service (SaaS) solution that minimally utilizes “https-TLS” connections for the new solution which includes: CMS, CET, Jeffco.us, employee intranet, extranets, mobile, and CET mobile applications that are accessible by the public, Jeffco content administrators, content contributors, support staff, and employees. No security protocols used shall be unsupported, end-of-life, or have a critical vulnerability.
 - b) CivicPlus shall maintain that their solution (CivicEngage, CET, mobile apps, etc) and any customizations they provide to Jeffco - both customized and OOTB - be compatible ongoing with all major browsers, minimally initially Safari, IE, Firefox, Chrome, with a minimum of “n-2” versions to ensure the usability, security, and compatibility of their products, except as noted in 1. below for PCI compliance. All customizations shall be fully and successfully tested with new application releases.
 1. For PCI Compliance purposes, citizen users may be required to upgrade to a version “n” to “n-2” in order for compatibility with TLS version relating to PCI. It is understood that as the PCI Compliance requirements for

- the TLS version changes, the browser support matrix may change and be limited accordingly. Lower levels shall be supported post upgrade in instances in non-payment instances.
2. Mobile apps developed shall be useable on iOS, Windows, and Android devices, and for the life of the SaaS kept current and compatible with new OS releases within 2 weeks and previous releases of operating systems to n-2.
 3. Mobile apps shall automatically synch to website data and information real-time.
 4. CivicPlus is responsible for ensuring mobile apps are available on Apple and Android online stores, and current, with no cost to Jeffco.
- c) CivicPlus shall maintain a solution that is compatible with multifactor authentication based on sensitive data needs of specific Client Group's sites, member sites, and subsites as and whenever needed. Multifactor authentication may be replaced with newer technology in the future, upon mutual agreement. Compatibility shall be contingent on Jeffco maintaining the CivicPlus ADFS product.
 - d) CivicPlus guarantees to all solution users, Jeffco staff, and the citizens that the system is hosted in a secure fashion so as to eliminate risk regarding fraud, hackers, stability, and performance issues.
 - e) CivicPlus shall provide data and database encryption for the new solution at the application and data layers (both at rest and in motion). Any additional encryption required for Jeffco business such as emails and on form data submissions to meet and safeguard certification requirements will be configured appropriately by CivicPlus.
 - f) CivicPlus shall have a DDoS Prevention and Response Plan in place, available for review and approval, tested, and maintained current with minimum annual reviews. The Plan shall delineate attack response based on type and source, identify DDoS vendor and related services. Monitoring and notifications shall also be addressed. CivicPlus's DDoS vendor must be contracted for an "unlimited plan" capacity.
 - g) CivicPlus shall serve all content on the site including images and i-frame content as https such that no browser popup messages occur stating the page is insecure with mixed content.
 - h) File Integrity Monitoring (FIM) shall be available to be put in place and implemented on any links directing users to highly sensitive areas or locations on an unlimited request basis, with notifications set up specifically for the FIM being requested (who is alerted, when, and how). This is particularly critical to the Sheriff's Office intranet or member site, as well as links to payment portals.
 - i) All CivicPlus network, system, database and application systems that support Jeffco will have logging mechanisms and the ability to track activities critical in preventing, detecting, or minimizing the impact of incidents. CivicPlus will ensure at a minimum:
 1. All actions taken by any individual with root or administrative privileges are logged.
 2. Unauthorized access to CMS, site defacement, hijacking, or falsification of data.
 3. Unauthorized access attempts are logged and alert notifications are sent to Jeffco within 5 minutes.
 4. Starting, stopping, or pausing of audit logs is logged.
 5. Critical systems have the correct and consistent time and that the time data is protected.
 6. Audit trails are secured so they cannot be altered.
 7. Access to audit trails is limited to those with a need-to-know within CivicPlus
 8. Other system/application monitoring implemented or identified during the initial implementation or identified at a biannual continuous improvement meeting.
 - j) Password rules and timeout controls shall be maintained by Jeffco site administrators so long as Jeffco maintains ADFS product support, with flexibility built into the solution for easy revision as County policies change. Password rules shall include character mix, length, hash/encryption of passwords, forced update periods, password hints, etc.
 1. The solution shall enable the Sheriff's Office to control its employees' password and timeout rules, which may be different from Jeffco's Intranet. The solution shall permit the Sheriff's Office to change these rules as administrators to its site.
 2. The solution shall enable Site administrators to prohibit browsers from remembering passwords or saving credentials unless they are encrypted.
 3. Logging information and reports related to password resets, assets/uses, etc. shall be available to site administrators.
 - k) Physical security of development and service support centers, hosting locations, and Disaster Recovery sites shall comply with CivicPlus's policies.
 1. For development and service support centers, approved personnel obtain system access through a badge system on a 24/7/365 basis; there are video camera at ingress and egress locations to each building; and visitors are required to sign-in and have an escort at all times.
 2. Minimally, physical security for hosting and Data Recovery sites shall include a biometrically controlled entrance that is physically controlled and monitored 24/7/365.
 3. At least 15 day's notice shall be provided to Jeffco of any change to Civic Plus's policies.
 - l) All CivicPlus staff or contractors on-site at Jeffco, or who have access to code or environments at any CivicPlus location, hosted or disaster recovery location shall have had passed background checks as stipulated by Jeffco.

Business Continuity and Data Backups

CivicPlus shall provide the following Business Continuity and Data Backups Services:

1. CivicPlus shall maintain the Business Continuity Plan developed as part of the Statement of Work under the Implementation Contract for the Term of the SaaS. The Business Continuity Plan shall be implemented within 2 months of notice of business failure or severance.

2. For operational and historical purposes, CivicPlus has a multi-tiered backup solution but shall do full backups of Jeffco data daily, weekly and monthly at a minimum a copy of the data will exist both onsite and offsite. Daily's are kept for a week. Weekly's are kept for Month. Monthly's are kept for a year. The maximum response time for a restore of data to be available shall be 3 business days. The process to request restores of data is to contact support. Live Data and backups are replicated offsite to facilitate disaster recovery scenario's. Should Jeffco's policy on this backup procedure change, CivicPlus shall accommodate the change within at least 2 months of notice by Jeffco of the change in policy, and CivicPlus shall be entitled to recoup any cost associated with such a policy change by Jeffco and shall provide an estimate of the cost impact of such policy change upon notice of such change by Jeffco. The maximum response time for an operational restore shall be 3 business days. The maximum response time for a historical restore to be available shall be 3 business days. Jeffco may request a copy of the entire data backup at any time, to be provided by Civic Plus within the response time of 3 business days. The process to request restores/backups and response times for responding to various backup types shall be documented in the Business Continuity Plan developed as part of the Statement of Work under the implementation Contract.
3. For business purposes, records retention or open records requests, CivicPlus shall provide versions of any and all web pages based on Jeffco's records retention policies at any time based on business and legal needs/requests down to a granularity of 1 day.
4. As set forth in the Business Continuity Plan, the Business Continuity Plan shall be reviewed and updated at least yearly with Jeffco management for the Term of the SaaS.
5. Additional topics to include in the Business Continuity Plan will evolve as incidents occur and the need to include them materializes.

Support and Maintenance

Civic Plus shall provide the following Support and Maintenance Services:

A. Support Services

1. CivicPlus' live-person support team is available 24x7x365 to assist the County with any issues, questions, concerns or suggestions regarding the functionality and usage of the CivicEngage and all Software and Service, including; but not limited to those set forth in Table 1, Table 2, and Table 3 below and Exhibit A. The support team is available via CivicPlus' toll-free support number and e-mail. Support personnel will respond to issues according to the prioritization schedule in Table 2 below. If the County's customer support liaison/representative is unable to assist, the service escalation process will begin. Emergency support (24x7x365) is provided free of charge for P1 designated requests, whether online or by phone. Jeffco may incur support charges for other than P1 designated requests filed by phone during non-business hours. The current discounted rate for responses (other than from P1 designated requests) outside of business hours is \$175 per hour. CivicPlus' support representative will not perform billable services without advising Jeffco that the services are billable in advance. Business hours are 7:30 to 5:30 M.T. M-F, excluding holidays. Jeffco may file a help ticket online 24x7x365 without charge.
2. CivicPlus maintains a customer support website that is accessible 24-hours-a-day with approved client usernames and passwords. Passwords and usernames are not shared by Jeffco users.

Table 1: Support Services
Request data restore from backup
Request refresh of sandbox environment
Request timeframe to upgrade environments
Request timeframe to implement new release
Request timeframe to implement patches
Report and expect access and attention from all reported issues in accordance with the Response Times and Resolution Times in Table 2 below
Services including DDoS, security, DR and ongoing compliance, with notifications and response incorporated via Table 2 below and SLA delineated herein

Table 2: Support Response and Resolution Prioritization Schedule			
Priority *	Description	Target Response Time	Target Resolution Time
P1	Critical Priority/Outage	15 minutes (clock hours)	2 hour (clock hours)
P2	High Priority	1 hour (business day hours)	4 business hours
P3	Medium Priority	4 hours (business day hours)	2 business days
P4	Low Priority	3 business days	2 calendar weeks
P5	Enhancement	Four (4) calendar weeks for Business Impacting Requests	

*Definitions provided under "SLA Definitions."

B. Service Escalation Processes

At any time, Jeffco can contact the dedicated executive sponsor or account manager as an escalation path on any issue.

1. In the event that CivicPlus' support team is unable to assist the County with a request, question or concern, the issue is reported to the appropriate CivicPlus department.
2. County requests for additional provided services are forwarded to CivicPlus' Client Care personnel.
3. County concerns/questions regarding CivicEngage or associated application errors are reported to CivicPlus' technical team through CivicPlus' issue tracking and management system to be addressed in a priority order to be determined by CivicPlus' technical team.
4. All other requests that do not meet these criteria will be forwarded to appropriate personnel within CivicPlus' organization at the discretion of the County's customer support liaison/representative.

In addition to the Support Services described above, the following are included services:

Table 3: Included Services	
Support	Maintenance of CivicPlus
Dedicated Executive Sponsor and Account Manager	Install Service Patches for OS System Enhancements
Usability Improvements	Fixes
Integration of System Enhancements	Improvements
Proactive Support for Updates & Fixes through Knowledgebase	Integration
Online Training Manuals	Testing
Monthly Newsletters	Development
Routine Follow-up Check-ins	Usage License
CivicPlus Connection	Software upgrades

CivicPlus shall allow Jeffco the ability to schedule major software upgrades and releases within a timeframe that benefits the County to ensure appropriate communication, testing, and training has been completed before launching of software changes and functions. Minor upgrades are typically on a quarterly basis and are not schedulable by Jeffco. Release schedules for such upgrades shall be publically posted on Civic Plus' web site no later than 2 weeks in advance of the minor upgrade. Release notes and any needed training materials will be updated and available to Jeffco prior to the launch of those minor upgrades..

C. Jeffco Support Processes

Any contact by Jeffco staff for CivicPlus support on the new solutions (CMS/CET) will be logged and correspondence between said parties will include a CC to the Jeffco Web Team email group account.

1. Assistance to embed or i-frame content from a non Jeffco authority requires approval by the Web Team. CivicPlus shall include a CC to the Jeffco Web Team email group account on all correspondence. Phone communication will be logged as a CivicPlus support ticket and also will include a CC to the designated email group account.
2. Assistance applying Jeffco's content standards and guidelines will require CivicPlus to support Jeffco's standards and guidelines. CivicPlus shall include a CC to the Jeffco Web Team email group account on all correspondence. Phone communication will be logged as a CivicPlus support ticket and also will include a CC to the designated email group account.
3. Jeffco web team shall have access to all Jeffco related tickets, independent of who authored them, with dashboard and reporting capabilities on the tickets as provided through the ticketing system CivicPlus uses.

Disaster Recovery Service Commitment

CivicPlus will use commercially reasonable efforts to insure that in the event of a disaster that renders the Primary data center unavailable (defined below) Client site will be brought back online at a secondary data center (the "Service Commitment"). In the event CivicPlus does not meet the Service Commitment, the County will receive a Service Credit as described herein.

Disaster Recovery Plan

CivicPlus will maintain the disaster recovery DR Plan developed as part of the Statement of Work under the Implementation Contract for the Term of the SaaS.

CivicPlus Hosting SLA

The following SLA shall govern Civic Plus' performance under the SaaS:

A. SLA Definitions

1. "Data Center Availability" is determined by inability to provide or restore functions necessary to support the Service. Examples of necessary functions include but are not limited to Cooling, Electrical, Sufficient Internet Access, Physical space and Physical access.
2. "Maintenance Window" is the designated period of time for performing planned system maintenance set forth herein.
3. "P1" – Critical issue having a fatal impact or critically important to the business and customers. Examples of P1s include:
 - a. An unplanned outage of the website(s), intranet(s) the CMS(s), mobile apps, or if key functionality is not working or available
 - b. A showstopper for a new release or upgrade, or acceptance of new code/feature, is a P1
4. "P2" – High Priority issue that impacts a function of the application that either (1) has a severe impact to a critical function that materially impacts Jeffco's ability to conduct routine business or to meet Jeffco's own service levels, or (2) a subset of users but not all users are negatively impacted, causing an extreme degradation in productivity or use. No workaround exists for a High Priority issue.
5. "P3" – Medium Priority issue applies when the issue affects any Jeffco business process or function that does not qualify as a Critical or High Priority issue. Issue may involve Production or non-production systems. If a workaround exists for the issue, it is either laborious or inefficient.
6. "P4" – Low Priority incident is a minor issue that does not adversely impact any process or function that may be seen more as an inconvenience that requires a minor workaround to restore functionality.
7. "Recovery Time Objective" or "RTO" – CivicPlus' 4 hour RTO is the most anticipated time it will take to bring your website back online in the event of a catastrophe or disaster. While this is the max, it does not mean that it would take 4 hours to recover services if there were a catastrophe. It means that at a maximum, services would be recovered within that 4 hour window.
8. "Recovery Point Objective" or "RPO" – 4 hours is the largest period of data loss acceptable by our Service Level Agreement in the event of a catastrophe or disaster. While this is the maximum, it does not mean that it would take 4 hours to recover services if there were a catastrophe. It means that at a maximum, services would be recovered within that 4 hour window.
9. A "Service Credit" is a dollar credit that Civic Plus will credit back to the County's account.
10. "Uptime" includes all aspects of a working solution, with no distinction between application, database, data center components, etc. Uptime applies individually to all sites, subsites, member sites, extranets and intranets, CET and the CMS overall (including access capabilities to the CMS by any user) for every environment. Uptime calculation excludes downtime associated with scheduled maintenance and upgrade periods.

B. Upgraded Platinum Support

1. **1 Hour Custom Maintenance Window** For the County, CivicPlus will perform all scheduled maintenance during a one (1) hour period, from 1 am to 2 am Sunday mornings MT ("Maintenance Window"), with no more than 15 minutes of downtime per each Maintenance Window. If more than 15 minutes of maintenance is anticipated, then CivicPlus will provide 2 weeks advanced notice of what to expect as well as details about the maintenance. The County can select a custom maintenance window time, if 1 am – 2 am is not desired.
2. **Sandbox** The County will be provided a Sandbox that will receive all alpha/beta updates. This will allow County staff to participate in the Quality Assurance ("Q.A.") process if desired and provide the County more visibility of upcoming changes.
3. **99.9% Uptime Guarantee** CivicPlus' guaranteed monthly Uptime percentage for Jeffco is minimally 99.9%.

C. Performance Standards

For all sites, CivicPlus shall provide all performance requirements listed below and as set forth in Attachment 1, which shall be kept current for the life of the SaaS.

1. Page Loads shall meet expectation per Table 4 below with 2000 maximum users for the following page types: home page; interior page; uniquely branded landing page/interior page; search results page; i-frame page(s), video page, rotating banner/slideshow page, web cam page, and ESRI map integration.
2. The maximum user count and the page load performance standard will be revisited during the biannual continuous improvement meetings referenced in Exhibit C.
3. CivicPlus shall accommodate occasional spikes in usage where advance notice is provided by Jeffco in the case of known increased usage such as election periods and key court cases or in the case of fire or emergencies where hourly/daily site usage could increase 5-fold while still meeting the performance delineated in Table 4 below. The 5-fold number will be revised and may be adjusted during the biannual continuous improvement meetings.
4. As additional key pages/functionality are added to the Site which are deemed to require page load performance measures, Table 4 will be modified accordingly by mutual consent.

Page Type	Page Load	Page Type Description
Home page	<2 seconds	See Attachment 1
Interior page	<2 seconds	See Attachment 1
Uniquely branded landing page	<2 seconds	See Attachment 1
Uniquely branded interior page	<2 seconds	See Attachment 1
Search results page	<2 seconds	See Attachment 1
I-frame page	<2 seconds	See Attachment 1
Video page	<5 seconds	See Attachment 1
Rotating banner/slideshow page	<2 seconds	See Attachment 1
ESRI map integration page	<5 seconds	See Attachment 1
Web cam page	<2 seconds	See Attachment 1

D. Citizen and User Survey Response

Periodic Citizen and User Surveys shall demonstrate over 85% satisfaction with the Site(s), CET and mobile application(s) using key indicators identified during the Design phase of the Statement of Work under the Implementation Contract.

E. A/B (Alpha/Beta) Test Sites

Periodic A/B test sites/web pages shall be implemented to ascertain customer/citizen needs and feedback on new features and design(s).

F. Data Security

PCI/DSS and other security compliance requirements as detailed in Section 7 of the SaaS.

G. Accessibility

Accessibility requirements as detailed in Section 8 of the SaaS.

H. Basic Site Redesign

At the beginning of the 3rd year of the Contract, a basic site redesign will occur for all Intranet(s), Extranet(s) and County Public Facing site per Exhibit D.

I. SLA Reporting Requirements Service Credits/Substantial Breach

1. Reporting Requirements

- a. Civic Plus shall provide monthly performance reports including the metrics set forth in Exhibit C under "Continuous Improvements" that demonstrate compliance with the requirements and standards set forth in this SLA. These reports as well as other Monitoring Reporting requirements set forth in Section 2 of the Hosting Services described in this Exhibit B will be used in calculating Service Credits and determining Substantial Breach.
- b. Baseline Metrics developed as part of the Web Design Portion of the Statement of Work under the Contract may be used to measure performance.

2. Service Credits

- a. 20% credit for one month's fee, any month, for:
 1. RTO and RPO- Recovery Objectives are not met following a catastrophic event. An additional 10% credit of one month's fee for each additional hour Recovery Objectives are not met following a catastrophic event.
 2. Security - a failure to comply with the security requirements set forth in Section 7 of the SaaS
 3. Availability – if there is more than 15 minutes of downtime total. Additional 5% credit of one month's fee for each additional 5 minutes of downtime in each non-compliant month.
- b. 10% credit for one month's fee, any month, for:
 1. Page Load Performance - missing the same performance measure any two consecutive months. Note that Performance reports may be based on a single sample, but they must be at the same time and same day of the week and same week of the month.
 2. Support Response and Resolution - for each failure to respond or resolve within the response/resolve time requirements listed by priority Table 2 of Exhibit B.
 3. DR - for each month shortcomings or failures discovered during DR Plan Testing are not mitigated.
 4. Scans & Audits - failure to perform the audit scans required per Section 8 of the SaaS.
 5. Site Redesign - the basic site redesign described in Exhibit D is not completed.

4. **Substantial Breach** The following failures shall constitute a Substantial Breach per the terms of Section 12 of the SaaS:
- a. More than 15 minutes of total downtime per month in any three months over a six month period.
 - b. More than 60 minutes of total downtime over a 12 month period where there is no DR event, and more than 175 minutes of total downtime over a 12 month period where there is a DR event.
 - c. Missing more than one performance measure listed in Table 4 of Exhibit B per month in any three months over a six month period.
 - d. Failure rate of 10% or more in any one month period to respond within the response time or resolve during the resolution time requirements for listed priorities in Table 2 of Exhibit B. Response and resolve actions are not aggregate, rather each will have its own failure rate.
 - e. Failure to respond to or resolve two (2) P1 critical incidents in a row or five (5) in any 12-month period according to the resolve and resolution time requirements per the listed priorities in Table 2 of Exhibit B. For the purposes of this measurement, response and resolve are considered together.
 - f. PCI-noncompliance - Failure to comply with the PCI/DSS requirements set forth in Section 7 of the SaaS with no mitigation within 30 days.
 - g. Data Breach - Failure to respond to and resolve unauthorized disclosures of County or citizen PII data within 7 business days of the unauthorized disclosure.
 - h. Failure to mitigate shortcomings or failures discovered during DR Plan testing by the following semi-annual improvement meeting listed in Exhibit C.
 - i. Failure to meet Recovery Time Objective (RTO) by more than 4 hours and Recovery Point Objective (RPO) by more than 4 hours.
 - j. Failure to provide a Remediation Plan for the remediation of any instance of Security Requirement (paragraph 7 of the SaaS) failure or the submittal of a Remediation Plan setting forth a period greater than three months for the remediation.
 - k. Failure to attend the bi-annual meetings for an entire calendar year.

Performance Requirements

Version Date: 10/28/16

**The content of this section is for conceptual reference and will be updated during the Branding and Design stage.*
This Attachment will be kept current as needed during the life of the SaaS. As new page references are added by mutual agreement, the associated performance standard for the page will be included to the listing in Table 4 of Exhibit B the SaaS.

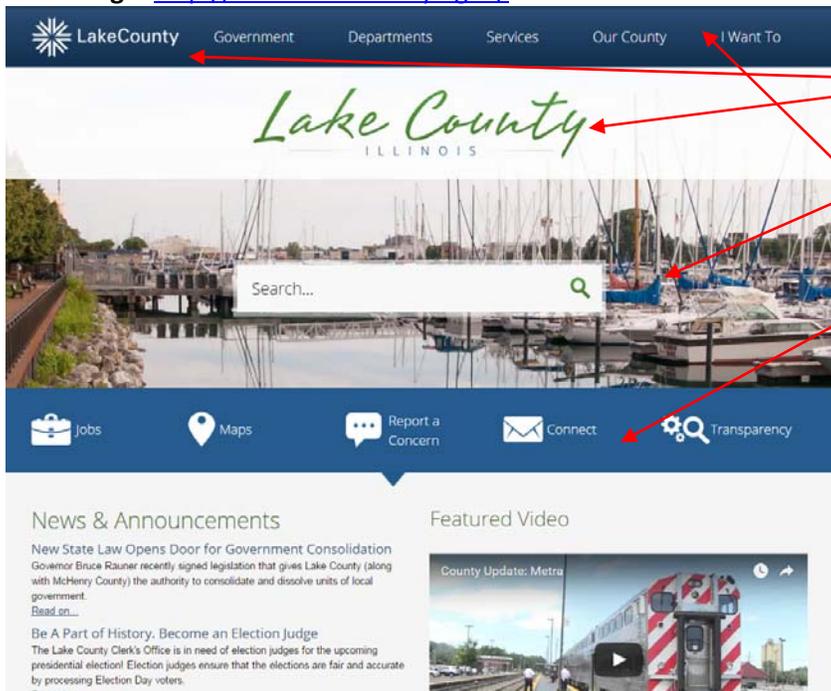
Performance measurement for page loads, example landing page template/configuration reference:

Home Page and Interior Page:

Example #1: Lake County, IL

Design similarities holding county and departments together, but making obvious branding choices

Home Page: <http://www.lakecountyil.gov/>



County logo up top and within main header

County photo

County-specific buttons here and on the top navigation

Example #1 con't:

Interior Page: <http://www.lakecountyil.gov/209/Sheriffs-Office>



County logo stays up top but main header changes to dept.

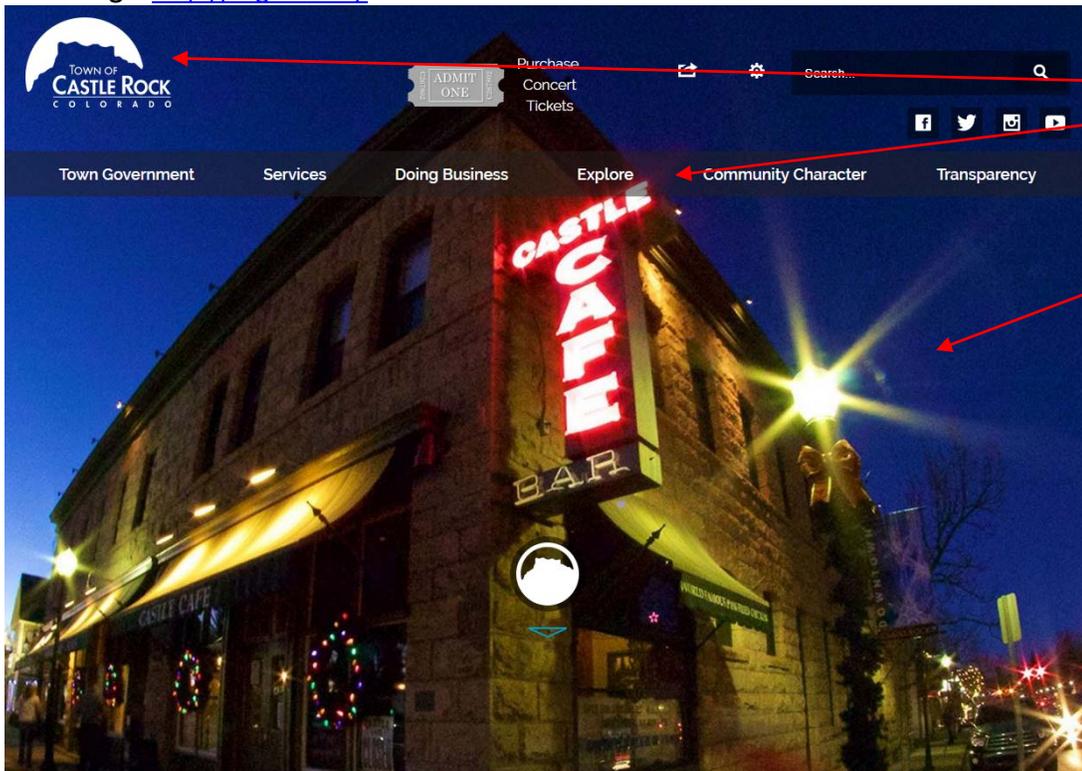
Dept. photo

Buttons here and within top navigation change to dept. specific on their pages

Example #2: Castle Rock, CO

Design similarities holding county and departments together, but making obvious branding choices

Home Page: <http://crgov.com/>

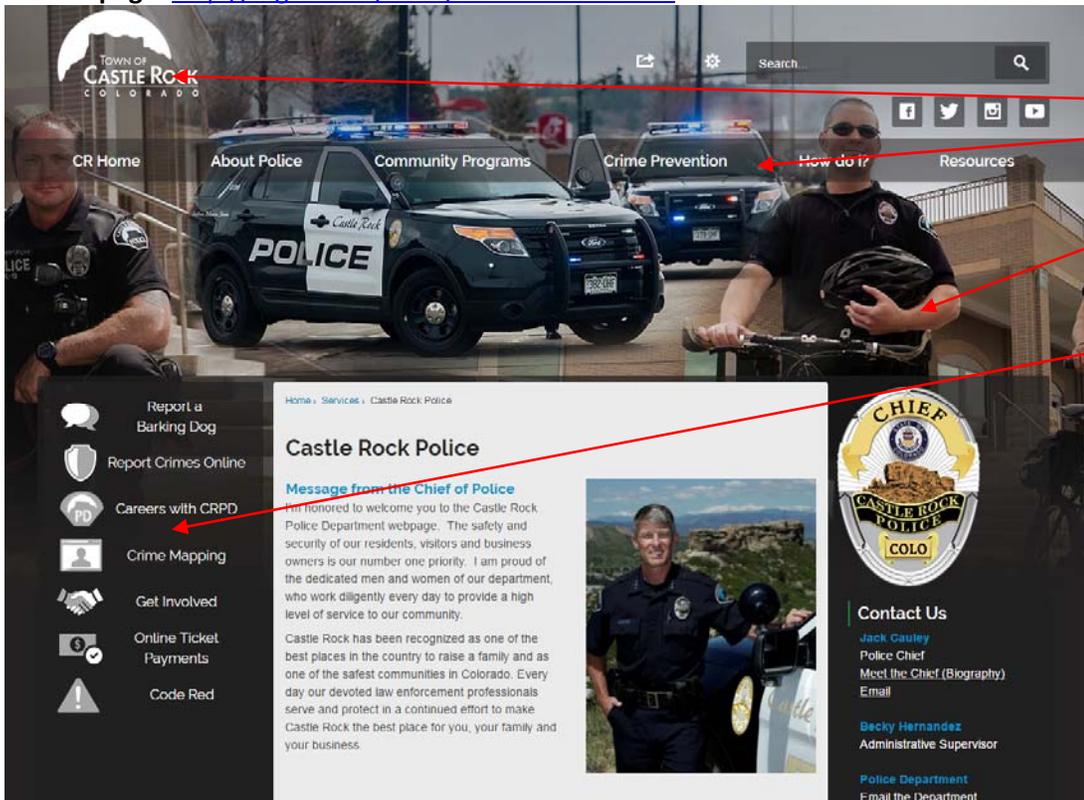


County logo up top; county items in home page navigation

Large photo as design element

Example #2 con't:

Interior page: <http://crgov.com/1669/Castle-Rock-Police>



County logo stays up top; items in top navigation shift to dept-specific

Large photo as design element – dept-specific

Introduce left navigation that is all dept-specific

Uniquely Branded Landing Page:

<http://www.cvgairport.com/>

Accessibility Careers Contact Us Select Language

CVG

MENU

Check Your Flight Status

Flight Number

OR

Airport

Check Flight Status

Available Parking

Terminal Garage

3,822 / 6,500

CVG ValuPark

2,008 / 5,950

Parking and Directions >

Premium Reserved Parking >

Advantage Sign-In >

Security Times

Opens: 3:30AM
Closes: 9PM

02 Minutes TSA Pre ✓

03 Minutes General

More Security Information >

Terminal Maps

Choose a map

Shop, Eat, & Services >

Video

Search Results Page:

<http://durhamnc.gov/Search/Results?searchPhrase=Taxes>

[Advanced Search](#)

Q

Search Results

1 - 10 of 1752 results (0.05 seconds)

 **Property Taxes**
durhamnc.gov/1567/property-taxes
Last Modified: Aug 27, 2015 2:00 PM

 **Taxes**
durhamnc.gov/1273/taxes
County City **Taxes**City of Durham **taxes** and Durham ... County **taxes** are collected by the Durham County **tax** administration office. The office ... of the **tax** collector and **tax** assessor are located in **tax** administration. For information ... on City of Durham or Durham County **taxes**, visit the Durham County website.
Last Modified: Jun 5, 2015 3:36 PM

 **Your Tax Dollars at Work**
durhamnc.gov/archive.aspx?amid=&type=&adid=1153
August - Your **Tax** Dollars at Work

 **Does Durham use tax money to provide water and sewer services?**
durhamnc.gov/faq.aspx?qid=345
No. Durham, like most municipal water and sewer providers, uses only those charges and fees generated from water and sewer customers to pay for the water and sewer systems. T

 **6 Feb 12 Property Tax Revaluation Fund Impact Analysis (207 KB)**
durhamnc.gov/documentcenter/view/9356
Property **Tax** Revaluation Fund Impact Analysis February 12, 2016 1 ... Property **Tax** rate but that rate is allocated into several components. – For fiscal ... year 2015-16: • Property **tax** rate at 59.12 (cents per \$100) • A penny ... on the **tax** rate = \$2.475 million • GF Operations = 35.38 • includes ½ Penny for Park
Updated:2/10/2016

 **Isn't this essentially a tax on rain water?**
durhamnc.gov/faq.aspx?qid=116
The stormwater utility fee is a user fee just like the fee to have garbage collected. This fee pays to manage the stormwater runoff coming from your property. This runoff con

 **05192014 Proposed Budget Increases Property Tax to Cover Debt, Public Safety**
durhamnc.gov/archive.aspx?amid=&type=&adid=1699
property tax to cover debt & public safety: http:////hit lu/1c0meFu Proposed ... Budget Increases Property Tax

I-frame Page:

http://jeffco.us/jobs/

The screenshot shows the Jefferson County website's job opportunities page. At the top, there is a navigation bar with links for Home, Community, Search and Apply for Job Opportunities, and various social media icons. Below this is a search bar and a "Select Language" dropdown. The main heading is "Jeffco Human Resources" with a sub-heading "Gateway to the Rockies". A prominent "Apply for a Job" button is visible. The page is divided into several sections: "A Career with Jefferson County Offers" with three columns of benefits (Training and Advancement, Community Impact, True Work/Life Balance), a quote from Michael V. about learning and development, and four icons representing Recreational Activities, Easy Transportation, Comprehensive Benefits Package, and Volunteer Opportunities. Below these are buttons for Sheriff's Careers, District Attorney Careers, and Youth Opportunities. A "Apply for a Job" button is repeated. The bottom section features a "NEOGOV" logo and a "Begin your career today with Jefferson County Government" message. A table of 20 job records is displayed, with columns for Position, Department, Emp. Type, Salary, and Closing Date. The footer contains "Jefferson County Government" information, "Quick Links", "Stay Connected", "Site Information", and "Financial" links.

Video Page:

<http://www.lakecountyil.gov/3491/Video-Library>



LakeCounty

How Do I...

Health Services

Environmental Health

Animal Care & Control

Data & Publications

Health Department
Community Health Center
LAKE COUNTY, ILLINOIS

Search...



Home > Departments > Health Department & Community Health Center > How Do I... > Access > Video Library

Video Library



Lake County Health Department
West Nile & Zika Update



Medicated Assisted Treatment
Grant Announcement Event



The Expansion of Medication-
Assisted Treatment (MAT) Services



Healthy Lake County - June 2016



Healthy Lake County - May 2016



Healthy Lake County - April 2016



Healthy Lake County - March 2016



Healthy Lake County - February
2016



Healthy Lake County - January
2016



Health Department 101 Event



Healthy Lake County - December
2015



Healthy Lake County - November
2015



Testing for Toxic Algae



Healthy Lake County - October
2015



Lake County Officials Thank Kaléo
for Large Donation of Naloxone
Shots



Health Department Receives Large
Donation of Life-Saving Shot



Healthy Lake County - September
2015



Immunizations



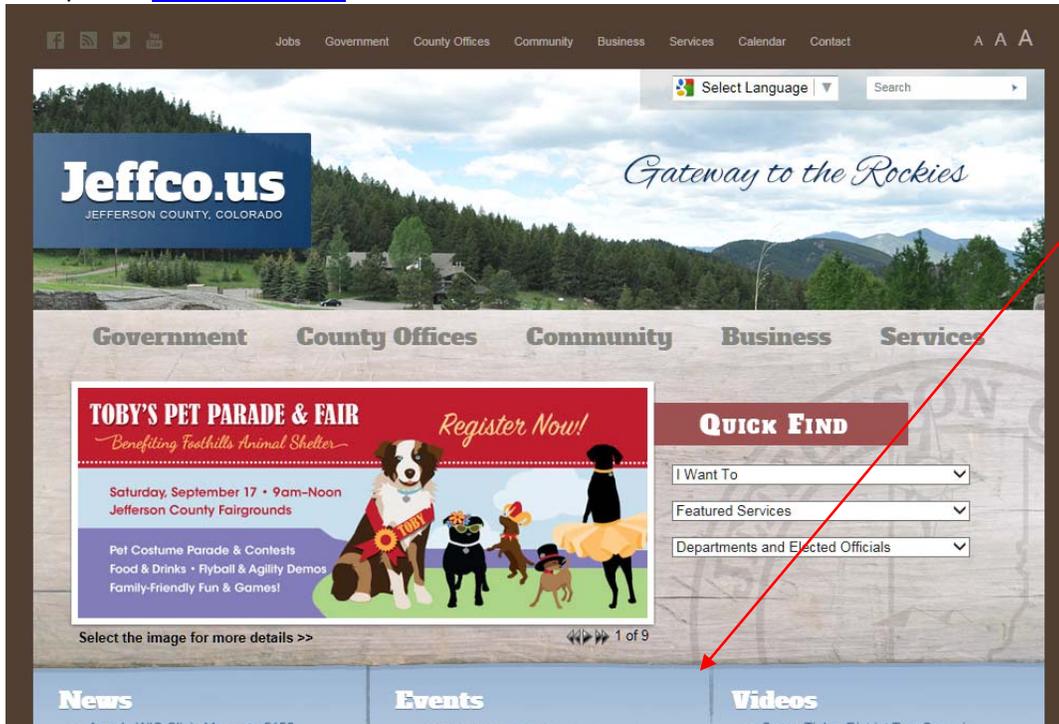
Tuberculosis



Healthy Lake County - August 2015

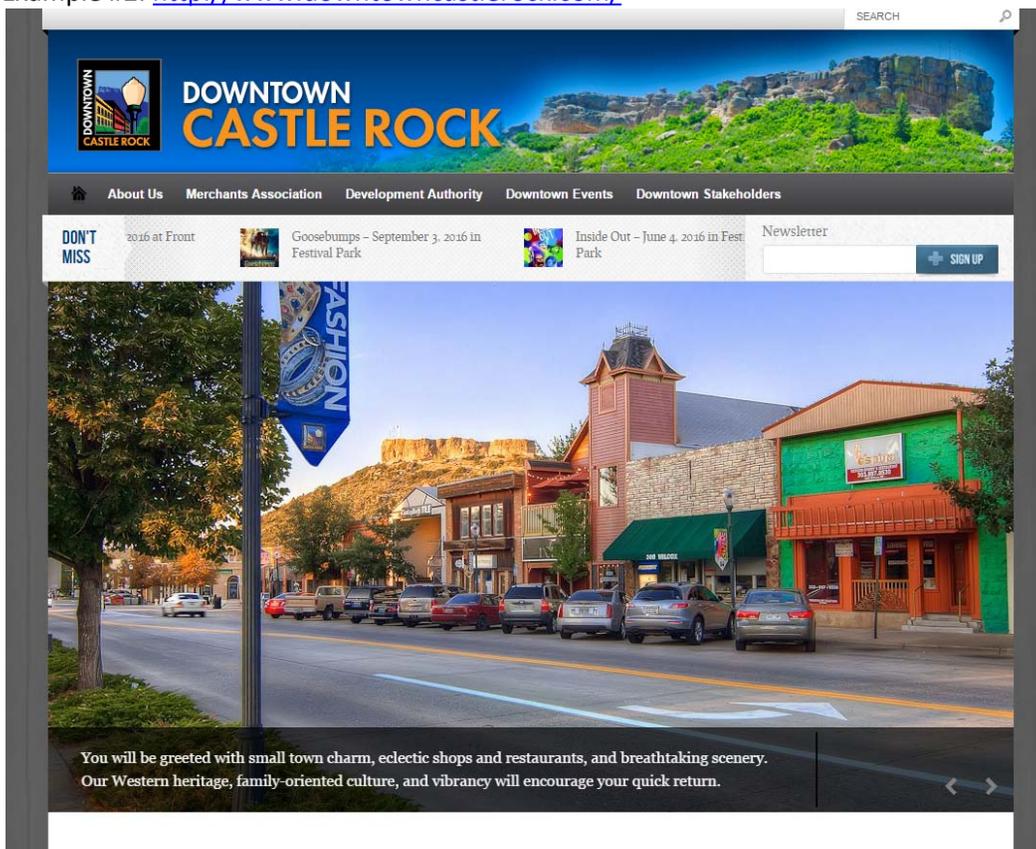
5-image Rotating Banner Page:

Example #1: <http://jeffco.us/>



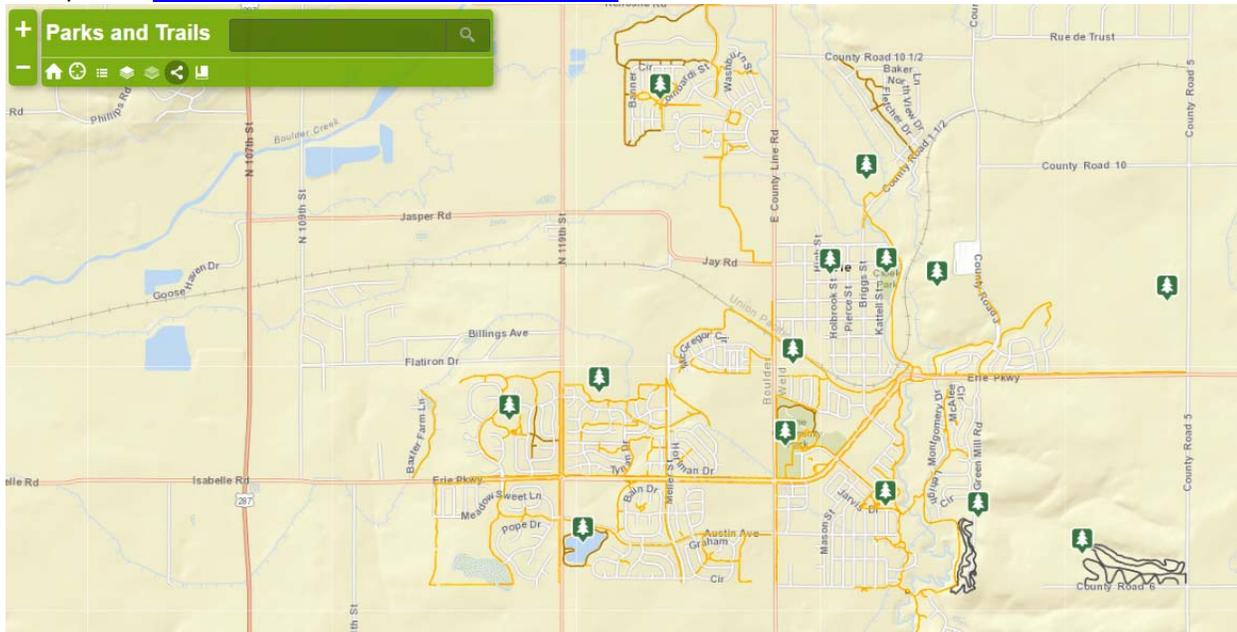
Rotator should allow at least up to 15 images to run with an editable panel for where media bar is placed, where associated text is placed, how long the images show in rotation, etc. They must also allow links out to internal pages within our site and possibly external links.

Example #2: <http://www.downtowncastlerock.com/>

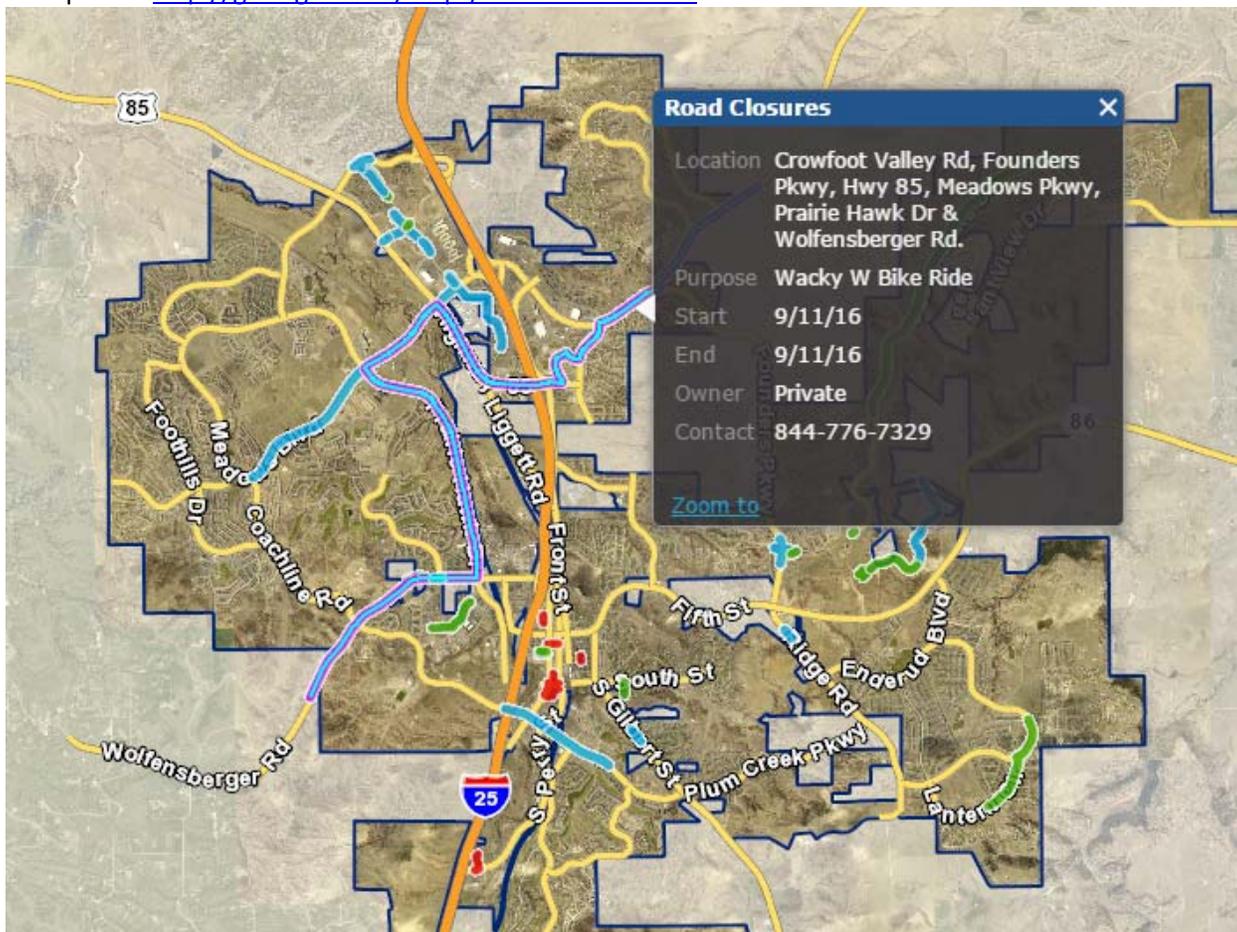


ESRI map integration:

Example #1: <http://maps.erieco.gov/parksandtrails/>



Example #2: <http://gis.crgov.com/maps/roadclosures.html>



Web cam page:

<http://jeffco.us/open-space/webcams/mount-falcon-webcam/>

Requirements to View our live Feed!

AXIS Media Control [↗](#) is the ActiveX component required to view the webcam feed. The feed is best viewed in the latest version of Safari, Firefox and Chrome and in Internet Explorer IE 8 and IE 9 (32-bit). Please allow your browser to install the AXIS Media Control from Axis Communications. Need help viewing the feeds? Please visit [AXIS technical support](#). [↗](#)

Internet Explorer Users:

IE 10+ higher users please set your browser in compatibility mode or to emulate IE9. (Press F12 > Browser Mode: IE9).

Please select "Allow" when prompted with the following popup message: This webpage wants to run the following add-on: 'AXIS Media Control' from 'Axis Communications AB'.



Don't See the Feed? Do a Manual Install:

If you don't see the feed download the control labeled "AMC_Embedded_msi.msi" at <http://www.axis.com/techsup/software/amc/software.php> [↗](#) which includes steps on how to install, user manual and release notes.

Mount Falcon Park East Trailhead Park Lot

Mt Falcon Web Cam 10:00:14 AM



EXHIBIT C

Additional Services / Continuous Improvements

1. Continuous Improvements
 - a. CivicPlus shall conduct bi-annual continuous improvement meetings onsite (up to 2 days onsite for each meeting) with the County Web Team to discuss:
 - i. Issues Review – review status of open issues; actions plan(s); root cause analyses and lessons learned from critical issues, etc.
 - ii. Metrics reports including site analytics; content administrator measures for quality; site performance; support and maintenance performance against all of the SLAs, general responsiveness and ability to meet service expectations; vulnerability and penetration testing, certifications updates, audit results (e.g., 508/ADA, WCAG 2.0, etc.), bug resolution and feature request implementation track record, etc.
 - iii. New feature/change requests
 - iv. CivicPlus roadmap
 - v. Special topics such as training needs, contract renewal, governance, etc.
 - vi. Updates to Citizen and User Surveys against the 85% satisfaction metric.
 - vii. Revisit and adjust the number of users simulated or experienced for meeting the performance and spike metrics.
 - viii. Review of the logging, monitoring and reporting that is in place and identify any that need to be added or are out of date.
 - ix. Review of DDoS Response Plan updates, if applicable.
 - b. Baseline metrics developed as part of the Web Design portion of the Statement of Work under the Implementation Contract may be used to measure performance, as well as for mobile apps.
2. Additional Services
 - a. Training.
 - i. CivicPlus shall provide periodic training as new features are rolled out during the Term of the SaaS.
 - ii. Ongoing Training shall follow the three (3) year training objectives and other procedures and guidelines set forth in the Training Plan which was developed as part of the Scope of Work of the Implementation Contract.
 - iii. Civic Plus will make all CMS and module training materials and any Jeffco specific materials developed available 24x7x365 for the Term of the SaaS.
 - iv. Per the requirements of the Training Plan, documentation/training materials for any custom configuration and development made during the Term of the SaaS to any of the CMS modules, CET or other custom integration for Jeffco shall be made available to Jeffco.
 - b. Design. Civic Plus shall provide key Jeffco staff unlimited access to Design Center Pro to aid in mounting Jeffco designs for the Term of the SaaS.

EXHIBIT D

This applies to all the websites (intranets, citizen facing websites, extranets, CET and mobile apps).

CivicPlus Project Development Services & Scope of Services for CP Basic Redesign

- New design for all items originally contracted for (main site, department headers and subsites)
- Redevelop banner
- Redevelop navigation method (may choose to 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, 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

EXHIBIT E

ACCESS AND PERMISSIONS

CivicPlus shall provide 24x7x365, unencumbered, unlimited access (unlimited licenses) independent of browser type or device, to the solution based on permissions managed via AD groups (ADFS), single-sign on, and member groups. The capability and strategy for data set matching shall be provided by CivicPlus. The system shall be maintained with the following permissions and capabilities:

- 1) Site Administrator/Content Contributors:
 - (1) A site administrator of one site will not have access to the administration area for another site unless explicitly given the appropriate permissions by a site or web administrator.
 - (2) Content contributors will only be able to contribute and have access to their applicable site/content areas based on permissions assigned to AD and member groups to which they belong.
 - (3) Access across all solution functionality (CMS administration function, My Dashboard(s), CET, intranet, etc.) shall leverage a single login vs. managing multiple username and passwords.
 - (4) Sheriff's Office site administrators and content contributors will have access to their own CMS administration area for their intranet or member site. No other County site and content contributors will have access to Sheriff's Office content, pages or CMS functions without specific granted permission by the Sheriff's Office.
- 2) Citizens:
 - (1) Access across all solution functionality (My Dashboard, integrated apps, CET member sites, etc.) shall leverage a single login vs. managing multiple username and passwords to alleviate frustration.
 - (2) All solution functionality generally available to the public via the website(s) and all CET shall be available without requiring a citizen login.
- 3) Employees:
 - (1) Access across all solution functionality (My Dashboard(s), intranet, extranet(s), CET, etc.) shall leverage a single login vs. managing multiple username and passwords.
 - (2) Employees accessing the Intranet shall not need to continuously log in to view multiple pages in the intranet site or subsites in the same session. A timeout time period can be set by the administrators of the sites/subsites, after which period of inactivity would automatically log users out.
 - (a) Intranet visitors logged in who search and review results rendered from the citizen facing website and extranets shall not be logged off and shall not have to re-login to the Intranet when hopping back and forth across sites.
 - (3) Employees can be restricted from accessing (viewing) member sites using AD Groups and also manually via administrator settings.
 - (4) Employees accessing the Intranet shall not need to continuously log in to view multiple pages in the Intranet site or subsites in the same session.
 - (5) The Sheriff's Office employees will access their own intranet or member site to view content and pages only accessible by their employees, while also being able to view a general County Intranet landing page with content that is accessible to general county employees based on permissions. Such permissions shall be initially configured and tested by CivicPlus.
 - (a) Sheriff's Office Intranet or member site will have its own AD Group restricting login and access to all related pages to only Sheriff's Office employees. The Sheriff's Office AD Group is managed solely by the Sheriff's Office on a different domain controller than other AD Groups for the County.

- (b) The Sheriff's Office Intranet or member site will also contain other member site(s) further restricting access.
 - (c) The Sheriff's Office employees shall be able to access their Intranet or member site directly via login, without having to land on or go to the Jeffco Intranet (such as via bookmark or browser home page setting).
- (6) A Staff Directory shall be provided identifying access levels set for public viewing on the citizen facing website, all Jeffco employee only viewing (e.g., on the Intranet), Sheriff's Office only viewing (e.g., on the Sheriff's Office Intranet or member site), and Other Private Viewing options, with directory information and permissions tied to AD and AD Groups, with additional or details not available in AD input via the CMS for individuals.
 - (a) Viewing of any detail item on a record in the Staff Directory can be controlled at the record level (e.g., one person's cell phone can be set to Private for all Jeffco Employees but that person's cell phone can be set to visible by Sheriff's Office; or the entire person's record can be hidden from all Jeffco employees).
 - (b) Data supplied by AD cannot be changed by site or content administrators.
- (7) In planning for unforeseen conditions when the internet connection become broken for ADFS login successfully, an alternate and safe means of access or procedure for such access shall be provided by CivicPlus. Such emergency access would be for limited individuals to the CMS as chosen by Jeffco.

EXHIBIT F

	INSURANCE REQUIREMENTS –	GENERAL
I	Prior to the commencement of any work the vendor shall forward certificates of insurance to the department specified in the award document.	
II	Certificate Holder must be Jefferson County, Colorado.	Required
III	Jefferson County must be added as an additional insured to general liability, auto liability, and any excess liability policies.	Required
IV	Insurance - Minimum requirement	
	Workers compensation - statutory limits provided by an insurance carrier that is licensed to do business in Colorado. The policy shall contain a Waiver of Subrogation on behalf of Jefferson County. Employer's liability - \$100,000 each accident \$500,000 disease policy limit \$100,000 disease each employee	Required
	Commercial General Liability - on an Occurrence Form The policy must not exclude or reduce coverage for mobile equipment, personal injury; blanket contractual; and death. Personal injury coverage must have the employee exclusion deleted. The policy shall contain a Waiver of Subrogation on behalf of Jefferson County. Privacy Insurance including Cyber Liability	\$1M ea occurrence \$2M general aggregate \$1 M ea occurrence/ aggregate
	Commercial automobile liability insurance - including hired and non-owned vehicles. (If autos are used in the performance of work under this agreement.) Combined single limit for bodily injury and property damage.	\$1M CSL per accident
	Professional Liability/Errors and Omissions limits	\$1M ea occurrence \$2M aggregate
	All deductibles or self-insured retentions (SIRs) in excess of \$5,000 must be listed on the certificate of insurance	Required
	The insurance requirements specified by the county shall remain in effect for the full term of the contract and/or agreement and any extension thereof. Updated Certificates of Insurance shall be sent to the county during the full term of the contract and/or agreement and any extension thereof.	Required
	The county reserves the right to reject any insurer it deems not financially acceptable on insurance industry resources. Property and liability insurance companies shall be licensed to do business in Colorado and shall have an A.M. Best rating of not less than A- and/or VII. Additionally the county reserves the right to reject any insurance with relatively large deductibles or self-insured retentions (SIRs), deemed by the county to pose too high a risk based on the size of the contractor, financial status or rating of the contractor, or based on the size or type of the project and the exposure.	Required
	Any deviations below the standards given above must be approved by Jefferson County Risk Management	Required
V	Any subcontractors must meet the same insurance requirements for the contract or purchase order unless Risk Management has approved a deviation	Required

EXHIBIT C TO THE IMPLEMENTATION CONTRACT

	INSURANCE REQUIREMENTS –	GENERAL
I	Prior to the commencement of any work the vendor shall forward certificates of insurance to the department specified in the award document.	
II	Certificate Holder must be Jefferson County, Colorado.	Required
III	Jefferson County must be added as an additional insured to general liability, auto liability, and any excess liability policies.	Required
IV	Insurance - Minimum requirement	
	Workers compensation - statutory limits provided by an insurance carrier that is licensed to do business in Colorado. The policy shall contain a Waiver of Subrogation on behalf of Jefferson County. Employer’s liability - \$100,000 each accident \$500,000 disease policy limit \$100,000 disease each employee	Required
	Commercial General Liability - on an Occurrence Form The policy must not exclude or reduce coverage for mobile equipment, personal injury; blanket contractual; and death. Personal injury coverage must have the employee exclusion deleted. The policy shall contain a Waiver of Subrogation on behalf of Jefferson County. Privacy Insurance including Cyber Liability	\$1M ea occurrence \$2M general aggregate \$1 M ea occurrence/ aggregate
	Commercial automobile liability insurance - including hired and non-owned vehicles. (If autos are used in the performance of work under this agreement.) Combined single limit for bodily injury and property damage.	\$1M CSL per accident
	Professional Liability/Errors and Omissions limits	\$1M ea occurrence \$2M aggregate
	All deductibles or self-insured retentions (SIRs) in excess of \$5,000 must be listed on the certificate of insurance	Required
	The insurance requirements specified by the county shall remain in effect for the full term of the contract and/or agreement and any extension thereof. Updated Certificates of Insurance shall be sent to the county during the full term of the contract and/or agreement and any extension thereof.	Required
	The county reserves the right to reject any insurer it deems not financially acceptable on insurance industry resources. Property and liability insurance companies shall be licensed to do business in Colorado and shall have an A.M. Best rating of not less than A- and/or VII. Additionally the county reserves the right to reject any insurance with relatively large deductibles or self-insured retentions (SIRs), deemed by the county to pose too high a risk based on the size of the contractor, financial status or rating of the contractor, or based on the size or type of the project and the exposure.	Required
	Any deviations below the standards given above must be approved by Jefferson County Risk Management	Required
V	Any subcontractors must meet the same insurance requirements for the contract or purchase order unless Risk Management has approved a deviation	Required

BOARD OF COUNTY COMMISSIONERS BRIEFING PAPER

GILBERT AEROSPACE – NON-COMMERCIAL GROUND LEASE

December 20, 2016

 For Information For Discussion/Approval
Prior to Future Hearing For Action

Issue: Approval of a new airport non-commercial ground lease agreement for aeronautical aircraft storage with Gilbert Aerospace.

Background: Airport Staff has been negotiating a new non-commercial ground lease agreement with Gilbert Aerospace for the purpose of aircraft storage. The hangar formally owned by Labworks, LLC and located at 11870 Airport Way encompasses approximately 19,053 SF. The negotiated terms meet the expectations of the Airport's Lease Policy; Airport's Primary Guiding Documents and requires compliance with FAA grant assurances which include compliance with 5190.6B and the following principles: 1) fair and reasonable, 2) not discriminatory, 3) self-sustaining, and 4) allowable use – airport revenue for airport use.

Discussion: Ground lease terms are as follows:

Original Term: 20 years; expiring in 2036

Renewal options: Two (2) 5-year renewal options, expiring in 2046

Fiscal Impact: Gilbert Aerospace will pay the following non-commercial rental rate which is currently \$.42 PSF or, \$8,002.26 annually, \$666.86 monthly. Following the initial lease term, rent increases annually based on the then ground lease rate adjusted to the current CPI.

Recommendation: Staff recommends the Board approve a new non-commercial ground lease with Gilbert Aerospace for the hangar located at 11870 Airport Way at a future business meeting.

Originator: Bryan Johnson, Airport Director, ext 4851

Contacts for Additional Information:

Jeanie Rossillon, Development of Transportation Director, ext 8675

Kourtney Hartmann, County Attorney's Office, ext 8964

BOARD OF COUNTY COMMISSIONERS BRIEFING PAPER**Request to Amend the Current Contract with American West Construction LLC
for Construction of Forest Hill Road MSE Wall****December 20, 2016** For Information For Discussion/Approval
Prior to Future Hearing For Action**ISSUE:**

During construction of the retaining wall on the Forest Hill slope repairs project, it was determined that the slope behind the retaining wall would require additional shoring for the safety of the crews during the building of the retaining wall.

BACKGROUND:

Forest Hill Road is one of the locations where retaining walls are being built to address slope failures due to the 2013 flood. FEMA funding is being used to construct these walls. During excavation of the soils to construct this retaining wall it was determined that the slope behind the retaining wall was unstable and additional shoring would be required for the safety of the workers installing the wall. The approval was based off of the Force Account Labor that was included in the contract. It was unknown at the time that the Force Account Labor (FA) was not included in the overall contract dollar amount. The work has been completed. This amendment is needed to finalize the closeout of the project.

DISCUSSION:

The change order includes contract items that were not needed in the construction of the retaining wall. Those have been subtracted from the overall contract dollar amount. The new items have been added in. The total difference is the amendment dollar amount of \$42,019.00. If the FA would have been included in the contract dollar amount the difference for the contract would be a plus of \$7,251.00.

RECOMMENDATION:

Staff recommends that the Board of County Commissioners approve the amendment to this contract to finalize payments for the work that has been completed.

FISCAL IMPACT:

The original contract amount was \$347,682.00. The FA would have been \$34,768.00, making the contract total \$382,450.00. The money need for final closeout of the project is \$389,701.00. The anticipated FEMA reimbursement for this project is 85% of the total cost or \$331,245.85. Funding for the increase is available in the 1026 budget.

ORIGINATOR:

Michael Dobbs, Road and Bridge Project Manager x5233

CONTACTS FOR ADDITIONAL INFORMATION:

Larry Benshoof, Directory of Road and Bridge x5204

Jeanie Rossillon, Director of Development and Transportation x8575

**FIRST AMENDMENT TO
CONTRACT FOR RETAINING WALL AND SLOPE REPAIRS
(Forest Hill – FEMA018)**

THIS FIRST AMENDMENT TO CONTRACT FOR RETAINING WALL AND SLOPE REPAIRS (this “First Amendment”), dated for reference purposes only this 30th day of November, 2016, is made and entered into by and between the **COUNTY OF JEFFERSON, STATE OF COLORADO**, a body politic and corporate (the “County”) and **AMERICAN WEST CONSTRUCTION, LLC**, a Colorado limited liability company (the “Contractor”).

RECITALS

- A. The parties entered into a Contract dated June 16, 2016, for the repair of retaining walls and slopes damaged by flooding, specifically Project Number FEMA018 (the “Contract”).
- B. The parties desire to amend the Contract as set forth herein.
- C. Capitalized terms not otherwise defined herein shall have the meaning set forth in the Contract.

AGREEMENT

In consideration of the covenants and conditions set forth herein, and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the County and the Contractor agree as follows:

- 1. Paragraph 7 is amended to increase the Contract Price by \$42,019 for the changes in Work in accordance with the change orders set forth in Exhibit A-1, attached hereto, for a new total Contract Price of \$389,701. Exhibit A-1 is a supplement to Exhibit A of the Contract and does not replace it.
- 2. The Contract as modified herein remains in full force and effect and is ratified by the County and the Contractor. In the event of any conflict between the Contract and this Amendment, the terms and conditions of this Amendment shall control.

The parties hereto have caused this First Amendment to be executed.

COUNTY OF JEFFERSON
STATE OF COLORADO

By _____
Libby Szabo, Chairman
Board of County Commissioners
Date _____

APPROVED AS TO FORM:

Kurtis D. Behn
Assistant County Attorney

THE CONTRACTOR:

AMERICAN WEST CONSTRUCTION, LLC

By _____
Paul S. Snyder, Manager

Date _____

EXHIBIT A-1

Work Items	Original QTY	Actual QTY	Difference	Unit	Unit Price	Value Removed from Contract	Original Contract Totals
Concrete Washout Structure	1	0	-1	EA	\$1,700	(\$1,700)	\$1,700
Vehicle Tracking Pad	1	0	-1	EA	\$1,600	(\$1,600)	\$1,600
Erosion Log (12')	260	100	-160	EA	\$5	(\$720)	\$1,170
Removal of Ground Sign	7	0	-7	EA	\$135	(\$945)	\$945
Reset Signage	3	0	-3	EA	\$210	(\$630)	\$630
Remove Rock Anchors	17	0	-17	EA	\$1,500	(\$25,500)	\$25,500
Variable Message Board	14	0	-14	EA/DAY	\$165	(\$2,310)	\$2,310
Rock Excavation	70	30	-40	CY	\$60	(\$2,400)	\$4,200

Minor Cost Revisions - FA 1 0 -1 FA \$17,384 \$17,384.00

Erosion Control - FA 1 0 -1 FA \$17,384 \$17,384.00

Total (\$35,805)

Change Order 01 Added Items \$77,824

Net Change To Contract Amount \$42,019

No.	Description	QTY	Unit	Unit Price	Total
CO1A	Temporary Shoring	1	LS	\$40,916	\$40,916
CO1B	Guardrail Change	1	LS	\$1,900	\$1,900
CO1C	Addtl MSE Wall Qty	180	SF	\$44	\$7,920
CO1D	Addtl Excavation	507	CY	\$34	\$17,238
CO1E	Addtl Class 1 Fill Material	206	CY	\$30	\$6,180
CO1F	Addtl Silt Fence	160	LF	\$2.25	\$360
CO1G	Addtl Catch Basin Cost	1	EA	\$1,900	\$1,900
CO1H	Addtl HDPE Bend	1	EA	\$850	\$850
CO1I	Addtl HDPE Pipe	8	LF	\$70	\$560
					\$77,824



American West Construction
 P.O. Box 12530
 Denver, CO 80212-0530
 (303) 455-0838
 FAX (303) 455-8148

Change Order
 # 01: A,B,C,D,E F,G,H & I (Final)

To: Jefferson County / Benesch Engineering
 ATTN: Michael Dobbs

Date: 11/1/2016
 Project: Forest Hill Road Slope Repairs
 Evergreen, CO

American West Construction is pleased to submit a change order for the following items:

Item #	Description	Quantity	Unit	Unit Price	Total
504	Permanent Rock Anchors (25' Feet) <u>ELIMINATED ITEM</u>	17	EACH	\$1,500.00	(Deduct of:) - \$25,500.00
206-CO1A	Scope Increase for Temporary Shoring <i>Cost Impact to Contract (this item only)</i>	1	LS	\$40,916.00	\$40,916.00 *Reference Only <\$15,416.00>
606	Guardrail, Type 3 <u>ORIGINAL CONTRACT ITEM</u>	190	LF	\$40.00	*Reference Only <\$7,600.00>
606-CO1B	M-Standard GR Change to 31" inches (from 28") <i>or New Unit Price to Item 606: Guardrail, Type 3</i>	1 190	LS LF	\$1,900.00 \$50.00	\$1,900.00 *Reference Only <\$9,500.00>
504	MSE Retaining Wall <u>ORIGINAL CONTRACT ITEM</u>	2290	SF	\$44.00	*Reference Only <\$100,760.00>
504-CO1C	Additional SF needed for MSE Wall Modification <i>or New SF Quantity to Item 504: MSE Wall</i>	180 2471	SF SF	\$44.00 \$44.00	\$7,920.00 *Reference Only <\$108,680.00>
203	Unclassified Excavation <u>ORIGINAL CONTRACT ITEM</u>	1035	CY	\$34.00	*Reference Only <\$35,190.00>
203-CO1D	Additional Excavation for Modified MSE Wall <i>or New CY Quantity to Item 203: Unclassified Excavation</i>	507 1542	CY CY	\$34.00 \$34.00	\$17,238.00 *Reference Only <\$52,428.00>
206	Structural Backfill (CL I) <u>ORIGINAL CONTRACT ITEM</u>	700	CY	\$30.00	*Reference Only <\$21,000.00>
206-CO1E	Additional CL I Quantity for Modified MSE Wall <i>or New CY Quantity to Item 206: Structural Backfill (CL I)</i>	206 906	CY CY	\$30.00 \$30.00	\$6,180.00 *Reference Only <\$23,800.00>
208	Silt Fence Install <u>ORIGINAL CONTRACT ITEM</u>	340	LF	\$2.25	*Reference Only <\$765.00>
208-CO1F	Additional Silt Fence for needed erosion measures <i>or NEW LF Quantity to Item 208: Silt Fence</i>	160 500	LF LF	\$2.25 \$2.25	\$360.00 *Reference Only <\$1,125.00>
604	Type 13 Inlet (5' foot) <u>ORIGINAL CONTRACT ITEM</u>	1	EA	\$3,800.00	*Reference Only <\$3,800.00>
604-CO1G	Inlet change in elevation & Cast-in-Place (6' foot) <i>or NEW Price to Item 604: Type 13 Inlet</i>	1 1	EA EA	\$1,900.00 \$5,700.00	\$1,900.00 *Reference Only <\$5,700.00>
604-CO1H	Added 18" HDPE 30 degree bend	1	EA	\$850.00	\$850.00
603-CO1I	Added 8' feet of 18" HDPE Pipe (60' LF total)	8	LF	\$70.00	\$560.00

Total Change Order Value (9 Items):	\$77,824.00
Total Change to Contract Value:	\$42,019.00 (Add)
Force Account Value:	\$34,768.00
JeffCo Approval Value (Changes - FA):	\$7,251.00

Explanation for Change Order Items:

(COI-A) Use Bid Item 206: Temporary Shoring (LS) and add \$40,916.00 to this item, deleting 'Bid Item 504: Permanent Rock Anchors' in its entirety, making the new total for 'Temporary Shoring' \$71,916.00. The original 'Temp. Shoring' bid item is a lump sum of \$31,000.00
(COST EXPLANATION: \$31,000.00 + \$40,916.00 = \$71,916.00)

NOTE: At the time of this additional shotcrete work, there was an immediate need to give out pricing and relay that information to JeffCo. In our discussion with our subcontractor, we were told that the cost would be around a \$10,000 difference from the original shoring proposal. This information was interpreted to mean a \$10,000.00 difference from the rock anchor pricing - which was being removed from the contract (ie. \$25,500.00 + \$10,000.00 = \$35,500.00); what was actually meant by the subcontractor was that it was \$10,000.00 difference from the original temporary shoring item (ie. \$31,100.00 + \$10,000.00 = \$41,100.00) Therefore, \$41,100.00 - 35,500.00 = \$6,400.00. This is the reason why the additional \$6,000.00 was added into the change order at a later time.

(COI-B) The new CDOT M-Standard has changed the minimum height requirement of the proposed guardrail from 28" inches to 31" inches. The price for item 606-CO1B above shows the cost impact to provide the new guardrail design. This is a change in material cost of \$1,900.00 from the original bid item. The change in unit price is approximately \$10.00 per lineal foot for a new unit price of \$50.00 a lineal foot.

(COI-C) The price for item 504-CO1C shows the cost impact for the SF increase to the MSE wall. Unit price has not changed, only quantities.

(COI-D&E) Additional excavation and export was necessary for completing the wall modification, including additional structural backfill (CL1) quantities. An original topo was done at the start of the project and throughout these changes. The difference in quantities between topos along with field measurements was verified by AGTEK along with an individual meeting to sort out quantities. The net difference is shown below:
An increase in "Unclassified Excavation & Export" of 507 CY and an increase in "Structural Backfill (CL1)" of 206 CY.

(COI-F) Additional silt fence was required on site that exceeded the expected LF of silt fence. This was added to control erosion and for safety.

(COI-G) Additional rebar and materials were needed to extend this inlet vertically due to pipe grade changes. The original inlet was proposed to be precast. The solution requires a cast in place inlet in order to form fit the pipe inlet into the new Type 13 catchbasin / inlet. This calls for additional concrete and rebar.

(COI-H) At the request of JeffCo, one additional 18" HDPE bend was required to extend storm piping down the roadway (new quantity of 2 each).

(COI-I) At the request of JeffCo, 8' additional feet of 18" HDPE pipe was added to the bid quantity (new total of 60' LF).

Original Contract Amount: \$347,682.00

Final Contract Amount: \$311,877.00 + \$77,824 (Change Order) = \$389,701.00

NOTE: A meeting between American West Construction and Benesch Engineering James Newberry was held on 10-27-16. All items above were discussed in depth and confirmed prior this formal change order proposal.

Approved by:

Owner: _____
Signature: _____
Name: _____
Title: _____

Contractor: American West Construction, LLC
Signature: _____
Name: Jon Miklya
Title: Project Manager

Commissioner Szabo moved that the following Resolution be adopted:

BEFORE THE BOARD OF COUNTY COMMISSIONERS

OF THE COUNTY OF JEFFERSON

STATE OF COLORADO

RESOLUTION NO. CC16-001

RE: Board of County Commissioners - Organization - Business Items

WHEREAS the Board of County Commissioners has an organizational meeting on the second Tuesday of each January at which it elects its Chairman and Chairman Pro-Tem, makes its annual appointments to various boards, and approves the banks, savings and loan associations and short-term investment banks as official banks and depositories for the handling and safekeeping of Jefferson County monies; and

WHEREAS the Board of County Commissioners desires to make such appointments and approvals as necessary.

NOW, THEREFORE, BE IT RESOLVED that the Board of County Commissioners hereby and herewith elects Commissioner Szabo as Chairman of the Board of County Commissioners of the County of Jefferson, Colorado to serve until a successor is appointed in 2017.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith elects Commissioner Rosier as Chairman Pro-Tem of the Board of County Commissioners of the County of Jefferson, Colorado to serve until a successor is appointed in 2017.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith makes the following appointments of representatives to serve until a successor is appointed in 2017:

Commissioner Rosier as Jefferson County representative to the Denver Regional Council of Governments (DRCOG), and Commissioner Szabo as alternate;

Commissioner Szabo to the Urban Drainage and Flood Control District Board; Commissioner Rosier to the Chatfield Watershed Authority, and Commissioner Tighe as alternate;

CC16-001

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Commissioner Tighe to the E-911 Board, provided, however, in case Commissioner Tighe is unavailable; Chief Dan Gard will be Jefferson County's alternate representative to the E-911 Board;

Commissioner Rosier to the Boundary Control Commission, Commissioner Tighe as the first alternate and Commissioner Szabo as the second alternate;

Commissioner Casey Tighe, Commissioner Libby Szabo, and Commissioner Donald Rosier to the Jefferson County Economic Development Corporation Executive Committee (JEDC);

Commissioner Szabo to the Jefferson County Economic Development Corporation Board (JEDC), and Commissioner Tighe and Commissioner Rosier as alternates;

Commissioner Tighe to the Jefferson Center for Mental Health Board, and Lynn Johnson as alternate;

Commissioner Casey Tighe, Commissioner Libby Szabo, and Commissioner Donald Rosier as the Noxious Weed Advisory Board;

Commissioner Tighe to the Jefferson County Head Start Policy Council, and Commissioner Szabo as alternate;

Commissioner Szabo to the Criminal Justice Coordinating Committee, and Commissioner Tighe as alternate;

Commissioner Tighe to the Community Corrections Board;

Commissioner Szabo to the Child and Youth Leadership (CYLC) Commission;

Commissioner Rosier to the First Judicial District Court Services Advisory Board, however, if Commissioner Rosier is unavailable, Commissioner Szabo will be the alternate;

Commissioner Szabo as Director, and Patrick O'Connell as the first alternate to the Rocky Flats Stewardship Council;

Commissioner Rosier to the Jefferson Parkway Public Highway Authority Board (JPPHA) and Commissioner Szabo as the alternate;

CC16-001

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Commissioner Tighe to the C-470 Corridor Coalition and Commissioner Rosier and Kate Newman as alternate;

Commissioner Rosier to the Colorado Counties, Inc (CCI) Legislative Committee, provided, however, in case Commissioner Rosier is unavailable, Commissioner Szabo will be Jefferson County's designated representative;

Commissioner Rosier as Chairman of the Jefferson County Transportation Action and Advocacy Group (JEFFTAAG) and Commissioner Tighe as Chairman Pro-Tem;

Commissioner Tighe to the I-70 Mountain Coalition and Commissioner Rosier and Scott Burton, staff, as alternate;

Commissioner Rosier to the Colorado Clean Water Coalition and Commissioner Szabo as alternate;

Commissioner Rosier to the WestConnect Corridor Coalition, and Commissioner Szabo and Commissioner Tighe as alternate;

Urban Renewal Districts: Commissioner appointments will correspond with Commissioner District Boundaries;

BE IT FURTHER RESOLVED that the Board of County Commissioners approves and designates, as authorized depositories for Jefferson County funds, all financial institutions in the State of Colorado that have been designated by the State Bank Commissioner or State Commissioner of Savings and Loan Associations as eligible public depositories.

BE IT FURTHER RESOLVED that such eligible public depositories as are located within Jefferson County shall continue to receive first preference as depositories for Jefferson County funds.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith designates the glass enclosures outside of Hearing Room #1 of the Courts and Administration Building, 100 Jefferson County Parkway, Golden, Colorado, as the location where notice and agenda information for public meetings of the Board of County Commissioners will be posted.

CC16-001

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Commissioner Rosier seconded the adoption of the foregoing Resolution.
The roll having been called, the vote was as follows:

Commissioner Libby Szabo	Aye
Commissioner Donald Rosier	Aye
Commissioner Casey Tighe, Chairman	Aye

The Resolution was adopted by unanimous vote of the Board of County Commissioners of the County of Jefferson, State of Colorado.

Dated: January 5, 2016

Commissioner _____ moved that the following Resolution be adopted:

**BEFORE THE BOARD OF COUNTY COMMISSIONERS
OF THE COUNTY OF JEFFERSON
STATE OF COLORADO**

RESOLUTION NO. _____

RE: BOARD OF COUNTY COMMISSIONERS – ORGANIZATION – BUSINESS ITEMS

WHEREAS the Board of County Commissioners has an organizational meeting on the second Tuesday of each January at which it elects its Chairman and Chairman Pro-Tem, makes its annual appointments to various boards, and approves the banks, savings and loan associations and short-term investment banks as official banks and depositories for the handling and safekeeping of Jefferson County monies; and

WHEREAS the Board of County Commissioners desires to make such appointments and approvals as necessary.

NOW, THEREFORE, BE IT RESOLVED that the Board of County Commissioners hereby and herewith elects Commissioner _____ as Chairman of the Board of County Commissioners of the County of Jefferson, Colorado to serve until a successor is appointed in 2018.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith elects Commissioner _____ as Chairman Pro-Tem of the Board of County Commissioners of the County of Jefferson, Colorado to serve until a successor is appointed in 2018.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith makes the following appointments of representatives to serve until a successor is appointed in 2018:

Commissioner _____ as Jefferson County representative to the Denver Regional Council of Governments (DRCOG), and Commissioner _____ as alternate;

Commissioner _____ to the Urban Drainage and Flood Control District Board;

Commissioner _____ to the Chatfield Watershed Authority, and Commissioner _____ as alternate;

Commissioner _____ to the E-911 Board, provided, however, in case Commissioner _____ is unavailable; Chief Dan Gard will be Jefferson County's alternate representative to the E-911 Board;

Commissioner _____ to the Boundary Control Commission, Commissioner _____ as the first alternate and Commissioner _____ as the second alternate;

Commissioner Casey Tighe, Commissioner Libby Szabo, and Commissioner Donald Rosier to the Jefferson County Economic Development Corporation Executive Committee (JEDC);

Commissioner _____ to the Jefferson County Economic Development Corporation Board (JEDC), and Commissioner _____ and Commissioner _____ as alternates;

Commissioner _____ to the Jefferson Center for Mental Health Board, and Lynn Johnson as alternate;

Commissioner Casey Tighe, Commissioner Libby Szabo, and Commissioner Donald Rosier as the Noxious Weed Advisory Board;

Commissioner _____ to the Jefferson County Head Start Policy Council, and Commissioner _____ as alternate;

Commissioner _____ to the Criminal Justice Coordinating Committee, and Commissioner _____ as alternate;

Commissioner _____ to the Community Corrections Board;

Commissioner _____ to the Child and Youth Leadership (CYLC) Commission;

Commissioner _____ to the First Judicial District Court Services Advisory Board, however, if Commissioner _____ is unavailable, Commissioner _____ will be the alternate;

Commissioner _____ as Director, and Patrick O'Connell as the first alternate to the Rocky Flats Stewardship Council;

Commissioner _____ to the Jefferson Parkway Public Highway Authority Board (JPPHA) and Commissioner _____ as the alternate;

Commissioner _____ to the C-470 Corridor Coalition and Commissioner _____ and Kate Newman as alternate;

Commissioner _____ to the Colorado Counties, Inc (CCI) Legislative Committee, provided, however, in case Commissioner _____ is unavailable, Commissioner _____ will be Jefferson County's designated representative;

Commissioner _____ as Chairman of the Jefferson County Transportation Action and Advocacy Group (JEFFTAAG) and Commissioner _____ as Chairman Pro-Tem;

Commissioner _____ to the I-70 Mountain Coalition and Commissioner _____ and Scott Burton, staff, as alternate;

Commissioner _____ to the Colorado Clean Water Coalition and Commissioner _____ as alternate;

Commissioner _____ to the WestConnect Corridor Coalition, and Commissioner _____ as alternate;

Urban Renewal Districts: Commissioner appointments will correspond with Commissioner District Boundaries;

BE IT FURTHER RESOLVED that the Board of County Commissioners approves and designates, as authorized depositories for Jefferson County funds, all financial institutions in the State of Colorado that have been designated by the State Bank Commissioner or State Commissioner of Savings and Loan Associations as eligible public depositories.

BE IT FURTHER RESOLVED that such eligible public depositories as are located within Jefferson County shall continue to receive first preference as depositories for Jefferson County funds.

BE IT FURTHER RESOLVED that the Board of County Commissioners hereby and herewith designates the glass enclosures outside of Hearing Room #1 of the Courts and Administration Building, 100 Jefferson County Parkway, Golden, Colorado, as the location where notice and agenda information for public meetings of the Board of County Commissioners will be posted.

Commissioner _____ seconded the adoption of the foregoing Resolution. The roll having been called, the vote as follows:

Commissioner Libby Szabo

Commissioner Donald Rosier

Commissioner Casey Tighe, Chairman

Dated: _____

BoardComm	Status	BCC	IGA	Extend	Notes
(DRCOG) Aging Advisory Committee	Active				
Audit Committee	Active				No bylaws
Board of Adjustment	Active				
Board of Health	Active				
Board of Review	Active				
Citizen Review Panel	Active				
Community Dev Advisory Brd	Active				
Community Services Advisory Board	Active				
Corrections Board	Active	x	x		BCC affirms members appointed by others. Many ex officio.
County Cultural Council	Active				
CSU Extension Advisory Committee	Active				
Developmental Disabilities	Active				
Engineering Advisory Board	Active				
Fairgrounds Advisory Board	Active				
Finance Corporation	Active				No terms -Finance corp only acts when COP's are issued/refinanced.
Foothills Animal Shelter	Active		x		
Foothills Reg Emerg & Trauma Council	Active		x		Bylaws require July 1 term
Hazardous Substance Resp Authority	Active				
Historical Commission	Active				
Housing Authority Board	Active				
Jeffco Emergency Communications	Active				
Juvenile Review Board	Active				
Library Board	Active				
Liquor Licensing Authority	Active				
Marijuana Task Force	Inactive				
Mental Health Board	Active	x	x		
Metropolitan Football Stadium	Inactive	x	x		
Open Space Advisory Committee	Active				
Planning Commission	Active				
Scientific & Cultural Board	Active				
Sustainability Commission	Active				
Tri-County Workforce Board	Active				
Veteran Services Officer	Active				