revize.
The Government Website Experts

Revize Web Services Sales Agreement

This Sales Agreement is between <u>Collegedale</u> **("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179** **Date: 10/16/2025**

CLIENT INFORMATION:		REVIZE LLC:
Company Name:	**City of Collegedale**	**Revize Software Systems**
Company Address:	**4910 Swinyar Drive**	**150 Kirts Blvd, Suite B**
Company City/State/Zip:	**Collegedale, TN 37315-1880**	**Troy, MI 48084**
Contact Name:	Jason Allin ph: 423-468-1964 jallin@collegedaletn.gov	**248-269-9263**
Client Website Address:	**http://www.collegedaletn.gov/**	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

Quantity	Custom Redesign Sales Agreement	Price
1	Phase 1 – Project Planning and Analysis, onetime fee:	Included
1	Phase 2 – Website Re-Design, 1 concept, 3 rounds of changes, onetime fee:	Included
1	Phase 3 & 4 – Revize Template Development, CMS module Integration, onetime fee:	Included
1	Phase 5 – Quality Assurance Testing, onetime fee:	Included
1	Phase 6 – As Is Sitemap and Content migration of all pages and documents to new design onetime fee:	$5,000
1	Phase 7 – Content Editing/Administrator Training, one-day session, onetime fee:	Included
1	Phase 8 – Go Live, onetime fee:	Included
1	Revize Online Interactive Forms application added as part of this project one time fee	$1950
1	Revize Website Hosting, Annual Software Subscription, Unlimited Tech Support, CMS Updates, pre-paid annual fee, Unlimited Users, 10 GB Website Storage, 100 GB Monthly Bandwidth, Includes SSL Security Certificate and Online Fillable Forms annual fee	$3,100
Grand Total	Includes Migration fee and yearly support.	**$10,050**

Five-year service agreement with free redesign beginning year five of this new service agreement. Revize requires a payment of $$6950, which covers one-time fees paid immediately in order to begin the project. This payment will cover the one-time fee for the migration of content to the new site and all project expenses.

Total annual support fee will be $3,100 and will be due on the current due date. (July 25). Support was paid on July, 25th 2025 and will not be due again until July 25, 2026.

Work will begin upon receipt of signed agreement for this project

1. *Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.*
2. *This Sales Agreement is the only legal document governing this sale.*
3. *Both parties must agree in writing to any changes or additions to this Sales Agreement.*
4. *This Sales Agreement is subject to the laws of the State of Tennessee.*
5. *Client understands that project completion date is highly dependent on their timely communication with Revize. Client also agrees and understands that;*
    a. *The primary communication tool for this project and future tech support is the Revize customer portal found at https://support.revize.com.*

     b. *During the project, Client will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.*

6. *Pricing expires in 30 days.*

AGREED TO BY: **CLIENT**   **REVIZE**

Signature of Authorized Person: _____   _____

Name of Authorized Person: _____   *Lee Kenderski*_____

Title of Authorized Person   _____   *Client Success Manager*_____

Date: _____   _____

The Following Applications & Features will be integrated into Your Website:

In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for government. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

- Citizen's Communication Center Apps
- Citizen's Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

Citizen's Communication Center Apps

- Home Page Alert Center
- E-Notify (Email Notifications)
- Searchable Document Center
- Searchable How Do I? (FAQs)
- News Center with Facebook/Twitter Integration
- Online Web Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Fly-out App
- Sliding Feature Bar
- Staff Directory
- Language Translator

Citizen's Engagement CENTER Apps

- Citizen Request Center with re-Captcha
- Online Bill Pay
- RSS Feed
- Chatbot

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Bid Posting Management System via Vendor Registry
- Website Content Archiving & Scheduling
- Online Interactive Forms Application

Site Administration and Security Features

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- Font Size Adjustment
- Alt-Tags
- ADA Compliant Website According to WCAG 2.1 AA Level
- Responsive Website Design (RWD) for mobile friendly viewing and navigation on smart phones and tablets

Service Level Agreement

Maximum Response Times via Severity Level

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

Crisis issues are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Till this every error is resolved, the website is essentially halted. A large number of users and or core program functionality a severely impacted.

Critical issues are defined as website errors that are an inconvenience or causes an consistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but user would eventually want changed.

Technical Support Escalation:
If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, will assemble a team to work on the issue and have a conference call with the client explaining the

resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual

www.revize.com