Committee: Information Technology Board	**Date**: 2021-07-27
Common Council Item Number: 21-2642	**Date:** 2021-08-04
Submitted By: Andrew J. Noffke	**City Administrator Approval:** Kevin Lahner, City Administrator KML
Finance Department Review: Bridget Souffrant, Finance Director BMS	**City Attorney's Office Review:** Brian Running, City Attorney BER
Subject: Revize Contract to Redesign/Host City's Website	

Details:

The City would like to enter a contract with the website company Revize to update the City's website. After reviewing demos from six government website provider companies, it was determined that Revize is the best option to improve the City of Waukesha's design, accessibility needs and overall ease of use of the website.

Key factors that made Revize stand out:
• 100% custom designed website for no additional cost
• Multi-location servers for disaster mitigation systems leading to 99.99% website uptime
• Live phone support from developers who will be fixing any issues plus 24-hour customer support portal
• Unlimited free re-training for any new users
• Single Sign-On through Active Directory for easy user management
• Flexible design layouts meaning less rigid page templates
• Stable vendor – Revize has not sold a part of their company or been bought by another company in their 25+ year existence.
• Knowledgeable of ADA/WCAG/Section 508 compliance standards to help ensure accessibility requirements are met.
• Hosted on AWS GovCloud ensuring GOVRamp compliance.

Currently the City is in a contract with CivicPlus for our website provider. We are eligible for a redesign through CivicPlus, but after reviewing demos from five other providers (Granicus, ProudCity, OpenCities, Municode, and Revize) we found that CivicPlus is too restrictive in its functionality to provide the most useful services to residents and fell behind many other providers when it came to functionality, support, and design/accessibility needs.

Revize does have a higher initial investment cost than many of the other website providers, but they do offer much more customization and features than any of the other providers along with custom development for features that they may be lacking. Additionally, Revize includes many features such as interactive maps, a public

service request center, reservation functionality, and intranet (among other things) that can help reduce software costs across the City by integrating these features through the website.

Options & Alternatives:

1. Remain with CivicPlus and go through our free redesign (which can only begin in November 2021 per CivicPlus) coupled with an internal content audit to ensure all information is updated, relevant and useful to residents.

2. Enter a contract with Revize and redesign the website with the goal of making residents' lives easier in terms of bureaucratic process, finding information and accessibility of content for residents regardless of ability.

Financial Remarks:

The quote from Revize had a higher cost of implementation and design than some of the other providers, but the annual support and maintenance was much lower making the total cost of ownership less than, or equal to he competitors in year 2. The cost of implementation, design, and first year of support comes to a total of $42,600. The funding for this project was approved by the Council on July 20th, and will come out of 1917.68160.81204.

Executive Recommendation:

It is the recommendation that the City of Waukesha should enter a contract with Revize for the redesign of the City website to better serve the residents of Waukesha online.