

Administrative-Finance Committee
July 7, 2014
6:00 p.m. – Conference Room

1. **Call to Order**
2. **Public Comment**
3. **New Business**
 - a. **Discussion** – The scope and development of a new website and a motion to accept a proposal from MuniWeb to develop and maintain the Darien site
 - b. **Motion** – Authorizing the City Administrator to purchase three copiers in an amount not to exceed \$10,077.95
 - c. **Resolution** – Add quantities for the Plainfield Road Water Main project on Plainfield Road through the existing Intergovernmental Agreement with the County of DuPage in an amount not to exceed \$35,000.00
4. **Other Business**
5. **Next Meeting – Monday, August 4, 2014**
6. **Adjournment**

AGENDA MEMO
Administrative/Finance Committee
July 7, 2014

ISSUE STATEMENT

A discussion on the scope and development of a new website and a motion to accept a proposal from MuniWeb to develop and maintain the Darien site.

BACKGROUND/HISTORY

At the goal setting session, the City Council identified the website as an area to improve communication with residents and budgeted \$10,900.00 in the FYE 2015 budget to improve the site. Staff then surveyed residents and elected officials to determine the satisfaction levels for the current website, gauge current online habits, and identify opportunities to improve.

Staff searched for different website companies that could assist with the website redesign. Companies with experience in designing municipal websites were preferred, as they have background with municipal functions such as publishing meeting information, designing website functions for a large public audience, and broadly communicating with residents. Staff identified four companies, two of which submitted proposals for under \$25,000.

Staff recommends Municipal Web Services, the company currently running the City of Darien website. Their proposal includes many important items that are essential to updating our website with increased ability to quickly find answers to questions, improve the functionality and aesthetic of the site, and offer a variety of add-ons. The base cost of this proposal is \$10,900 with \$367 monthly for hosting and service. The alternative company, CivicPlus, offered \$23,967 with \$327 monthly for hosting and service.

At the Admin/Finance Committee on July 7th, staff will go through the list of Standard and Optional Functions and Modules on page 9 of the Municipal Web Services Proposal to identify areas of focus for standard modules, the optional modules, and any ideas or direction from the committee.

STAFF/COMMITTEE RECOMMENDATION

Staff recommends selecting Municipal Web Services as the vendor for the website project. The Committee will be asked about adding additional options, if desired.

ALTERNATE CONSIDERATION

Going with another vendor or any other ideas as directed.

CITY OF DARIEN

M E M O

TO: Elected Officials

FROM: Scott Coren, Assistant City Administrator

DATE: March 4, 2014

SUBJECT: Website Redesign – Residential Survey

The City of Darien budget includes funds to redesign the website in FYE 2015. To begin this process, staff surveyed residents to determine their satisfaction and usage of the current website along with their current online habits for find opportunities to improve. Attached are the survey results and a brief description of conclusions staff took from this feedback.

At the June 16, 2014 City Council meeting, staff will discuss the results of the survey and ask for any additional feedback on website improvement. This project will go to the July Administrative/Finance Committee to discuss further, along with proposals from companies that design municipal websites.

Staff surveyed elected officials concurrently with the residential survey, to gain feedback both on the website and the internal use of technology by elected officials for work and meeting materials. The results of this survey will be used to help make future decisions both on the website reconfiguration and in purchasing technology.

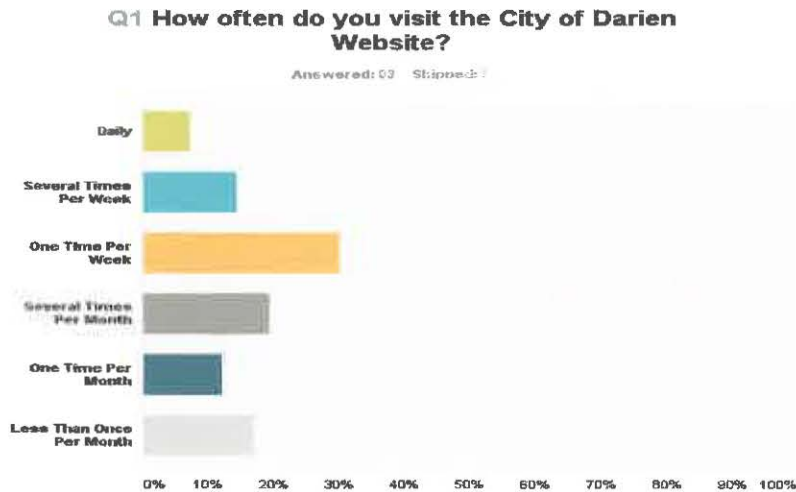
Residential Website Redesign Survey Results

Summary

Residents use the Darien website frequently as a source of information. Since the website was last redesigned in 2006 technology has advanced significantly and we have higher expectations on the availability of information, visual appeal, and ease of use.

Respondents Frequency of Use

Respondents tend to utilize the City of Darien frequently, with 71% visiting the site at least several times per month. This tells us those that took the survey are generally familiar with the site and can provide knowledgeable feedback.



Respondents Overall Ratings of the Site

Respondents provided an overall rating of 3.11 for the site, which ranks as “Good” on the 1-5 scale. The visual appeal and ease of searching the site topics fell below a “Good” grade. This shows potential areas of focus and improvement.

Scale: 1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

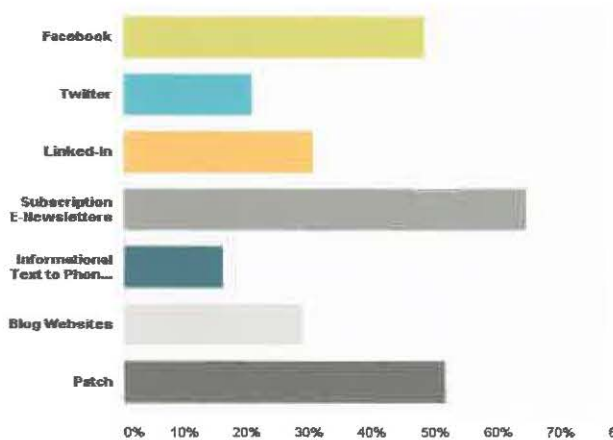
Question	Resident Rating
Overall satisfaction with website	3.11
Visual appeal of the website	2.95
Ease of navigation	3.00
Ease of searching site	2.80
Ease of understanding links	3.03

Current Respondent Communication Usage

The survey also requested information from residents on their current internet behaviors and preferences.

Q9 What informational services do you currently utilize? Please select all that apply.

Answered: 62 Skipped: 21

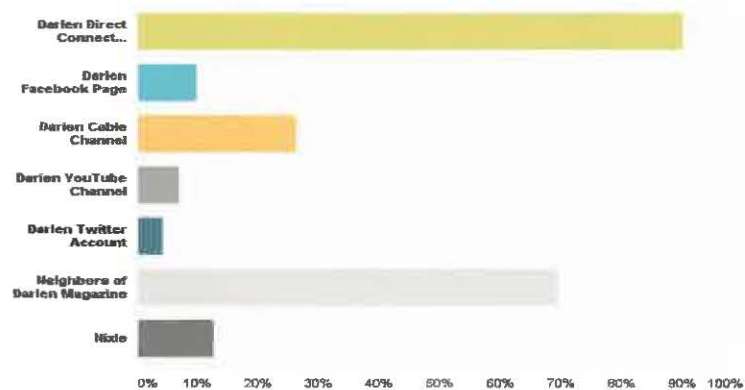


Respondents used a wide variety of sources to get news and information. The three top sources indicated were e-newsletters, the Patch online local news site, and Facebook.

This question focuses on the way respondents get information from the City of Darien. The primary way residents get information is through the Direct Connect, although the results could skew high because this was a primary way we advertised the survey. Many more respondents utilize information listed above than with the City of Darien specifically, which shows opportunity for Darien to improve.

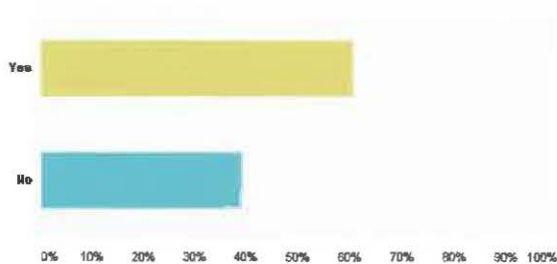
Q10 What City of Darien communication services do you use? Please select all that apply.

Answered: 72 Skipped: 11



Q11 Do you use "Apps" on your phone or tablet?

Answered: 74 Skipped: 6



61% of respondents also informed us they are utilizing "Apps," or specialized applications for mobile devices, more frequently. We can discuss any features that residents could utilize as part of upcoming website changes

City of Darien, Illinois



custom solutions since 1997



Proposal for Website Development December 5, 2013

Jay Sheth
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Dear Mr. Coren:

Thank you for considering muniweb® as a partner for the City of Darien website redesign project. We look forward to presenting our solutions to create a visually appealing professional design, simple-to-use navigation system and easy-to-update website that can be extended to accommodate future services and content.

Your community's website is your Global Bill Board that is the information and transaction portal but, more importantly, the **first look** that you provide to the prospective businesses and new residents. People still judge a book by its cover and your website is the presentation cover of your community. We would be delighted to remain a part of your web presence that showcases your community's strength and richness to the world.

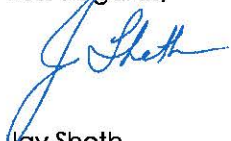
muniweb® has been providing custom solutions for municipalities since 1997. We pay particular attention to simplifying the updating process because maintaining a municipal website is so crucial to its success. We offer an easy-to-use Content Management System (CMS) for non-technical users which streamlines content updates through a workflow process.

muniweb™ is proud to be a part of the City of Darien's website evolution since 2004. Our experience with municipal websites has shown that the organization of the website is very important. Because our team members know the difference between a CAFR and a TIF or a DDA and a DPW, you won't need to spend time educating us on your community. muniweb® is uniquely qualified to partner with the City of Darien in maintaining its professional web presence.

Our proposal outlines how the muniweb® team will create a website to engage your citizens and communicate with local businesses and the public with up-to-date, easily accessible information.

Thank you for your time and consideration of our proposal. We look forward to partnering with the City of Darien.

Best Regards,



Jay Sheth
President, Municipal Web Services
jay@muniweb.com
Direct: 248.931.5556

History

muniweb® was founded in 1997 with a mission of providing municipal organizations with well-designed, highly organized, dynamic websites. Since then, we have helped hundreds of municipalities architect and manage successful web campaigns. We are a Michigan based, full-service web development and maintenance company and all of our services are designed with local government in mind.

Philosophy

We view our clients as partners in creating a successful web presence. From our design philosophy to our development approach, our processes are oriented towards teaming with our clients for a comprehensive web development experience. Having a successful web presence requires a committed municipal staff and a knowledgeable, responsive website expert behind them.

A look at several of our municipal websites shows the four characteristics that we build into each one. We call these characteristics **The Four Easy's**: easy to use, easy to find, easy to maintain, and easy to expand.



1. **Easy to Use:** Websites should be easy to use. Our design of municipal websites effectively balances the features of both broad and deep navigation schemes. Doing so makes information easy to locate with the least mouse clicks while avoiding the clutter that comes with excessive menu items. We also optimize all graphics making the visitor's experience more enjoyable.
2. **Easy to Find:** Your website is your community's "Bill Board". It is extremely important that it becomes visible to the people looking for the services you offer. We take steps during the creation of your website to ensure that it will place well with major search engines.
3. **Easy to Maintain and Update:** Today's mass media is aggressively competing for attention. A fresh, updated website gets continuous attention – consequently frequent updates to your website are crucial. Whether you are going to manage your website in-house or outsource the content updates to us, the ease of updating will have a big impact on operating costs.
4. **Easy to Expand:** Finally, the expandability of your municipal website is critical. A flawed design can make future expansion of the site difficult and expensive. Your website will grow as your commitment to provide information and services grow. We make sure that the site is able to expand gracefully without a need for redesign each time a new section or service is added.

Our Clients

Our clients range from small townships to mid-sized cities, municipal libraries and organizations. Our mission is to keep our clients aware of the leading edge technologies and partner with them on making their website as effective as possible given the constraints of existing information systems infrastructure and budget. We have established long-term relationships with many of our clients over the years as they continue to entrust us with the development and ongoing support of their web presence. To best judge a partnership with our firm, please contact those communities that have already experienced the difference muniweb® has to offer.

We understand that the City of Darien's website development goals include:

- A more user-friendly website experience
- Updated branding
- Reorganized navigation

muniweb® proposes to build a professional, beautifully designed and organized website that reflects your community's unique character and can be easily updated by non-technical editors using a Content Management System.

muniweb® Development Objectives

- ✓ Create a dynamic, visitor-focused website that uses today's technology and is easy and intuitive to use
- ✓ Offer online functions that will help decrease staff time
- ✓ Develop the website in such a manner that maintenance and enhancement is simple
- ✓ Ensure that the website can be expanded in future phases to web-enable additional services
- ✓ Integrate a solution that automatically presents your website in a way that is friendly no matter what mobile device is being used
- ✓ Offer social media integration to support your social presence
- ✓ Feature informative content that keeps users engaged and encourages repeat visits
- ✓ Provide a safe and secure hosting environment
- ✓ Deliver exceptional customer service and ongoing support

We design our websites in a collaborative process that ensures that you'll be excited about the results. We then construct your site using exacting standards that yield a consistent and comprehensive website that:

- engages the community
- is simple to use
- showcases functionality
- conveys your message
- is enhanced by a professional look and feel
- implements branding
- is accessible



Your website is so much more than just a design. It goes well beyond that. It is a custom tool to interact with your community. It is an investment in customer relations and future business attraction. It is a research tool for your visitors and helps eliminate additional phone calls, freeing up your staff for other duties. We will not only guide you through the design process but work with your website committee so that the final product meets YOUR community's needs with custom solutions. We bring our years of municipal expertise and thorough customer service to ensure a smooth transition to your new website. muniweb® is your partner well beyond your go live date.



Initial Consultation: Design Consulting/Systems Analysis

Phase duration: Approximately 3 weeks

During this phase of development, we will meet with members of the website committee to discuss the design including the look, feel and layout of the site. We also review a number of websites to ascertain preferences for certain design elements such as color, abstraction, imagery, placement of navigation, etc. Using this feedback, we create the unique home page design customized for your community.

**We view our clients as partners
in creating a successful global
website presence.**

Then we create a web-based Client Workshop that facilitates communication between your project manager and our web developers. The workshop tracks required content, acceptable formats/media, project status, and includes an area where your project manager or website committee can view material under development.

If muniweb® is contracted to develop a custom application such as a permitting application, we will conduct a requirements analysis including a review of infrastructure hardware and software and develop cost estimates and a project plan for the system.

Second Consultation: Design/Content/Navigation Review

Phase duration: Approximately 1½ weeks

During this phase, we review the home page design and make requested changes. After home page design signoff, we create a complimentary interior page design to be used throughout the site to ensure consistency.

We also review the navigation layout. During the navigation review we look at primary and secondary level navigation to ensure information is easy to find.

We review the proposed material for the site with content creators to determine the status of content (on the existing website if available) and to discuss any potential new content. Our project managers and web steward can answer questions about typical and best practices approaches to content.

Website Construction: Template Creation/Content Migration

Phase duration: Approximately 4-6 weeks

During this phase we construct the template pages for each section of the website, cut and optimize graphics and build scripted navigation components. We build the various content pages using the appropriate templates. Once content is in place, both muniweb® and client review takes place and cross browser/mobile testing is completed.

Website Deployment: Go Live

Phase duration: Approximately 2-3 days

During this phase, we relocate the website to production servers, perform DNS setup activities if appropriate, and register the website at search engines where necessary.

Implementation Summary

The typical development timeframe is about 12 weeks. Development can be shorter if content is provided to muniweb® immediately. Development can be longer if content/imagery/data is not provided in a timely manner.



This timeline provides a representation of the typical timeline for a website redesign project after the contract has been signed.

Task	Who	Month 1				Month 2				Month 3				Month 4			
		Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
		Design				Construct				Test / Review		Live	Training / Final Live Tweaks				
Design																	
Discuss design preferences	MWS CLIENT																
Design creation	MWS																
Review design	MWS CLIENT																
Design modifications	MWS																
Content Consult	MWS CLIENT																
Construct																	
Create CMS templates	MWS																
Website Construction	MWS																
Provide content	CLIENT																
Content Migration	MWS																
Review of website	MWS																
Browser and mobile testing	MWS																
Review of website	CLIENT																
Deploy																	
Go Live / Deployment	MWS																
End User Training	MWS CLIENT																
Software Maintenance	MWS																→
Website Content Updates	CLIENT																→
Customer Support	MWS																→

The following personnel will be involved in the development of the City of Darien website. Other employees may be brought into the project depending on skill sets and schedule.

Employee	Educational Background	Background Experience
Tracie Hawkinson Web Steward Project Manager Employee since 1998	BS, Central Michigan University	Developed and maintained over 25 municipal websites including Novi, Northville, Brighton and Farmington Hills.
Laura Hoffman Web Steward Trainer Employee since 1999	BS, CIS, Madonna University	Developed and maintained over 30 municipal websites including Adrian, Chesterfield Twp, Darien, Farmington and Northwest Municipal Conference of Illinois.
Jennifer Doroslovac Web Steward Sales Employee since 2001	Developed and maintained over 30 municipal websites including Carpentersville, Wyandotte, Franklin, Cascade Township and Douglas.	
Cindy Conn Web Steward Social Media Coordinator Graphic Designer Employee since 2009	Designed, developed and maintained over 10 websites including Hanover Park, Ecorse and Oakland County Clerk's Association.	
Dimos Zarkadas Senior UX/Graphic Designer Employee since 1998	MPI, Queen's University, Kingston, Ontario BS, GIS, University of Alberta, Edmonton	Has designed over 50 municipal websites for muniweb® including Streamwood, Darien, Adrian Library, Elkhorn, Plymouth Township, Waterford and Independence Township.
Timothy Xie Programmer Software Developer Employee since 2000	Bachelor of Mathematics, Nanjing University	Developed custom programs including Employment Application, Tax and Assessing System, Transparency Solution, Permits and Payments, Vendor Management, Text Notification, Business Directory and Available Buildings and Sites.

Standard Functions

Browser Based Administration for Non-Technical Users
 WYSIWYG editor
 FTP Capable
 Responsive Web Design (RWD)
 ADA Compliance
 Cascading Style Sheet (CSS)
 Cross Browser Compatibility
 Search Engine Optimization (SEO)
 Control Access by Function and Levels
 User Permissions and Roles
 Workflow Process and Management
 Archive Features
 Auto Expiration
 Content Scheduling with Expiration Dating
 On-Page Revisions Archive and Restore
 Scheduled Publishing
 Version Control
 Third Party Links
 Hyperlink Reports

Standard Modules

Agendas and Minutes Archive
 Breadcrumbs (Dynamic)
 Calendar
 Departmental Templates
 Dropdown Menus (Dynamic)
 Emergency Notification Area
 eNewsletter Subscription Service
 eNewsletter Custom Template
 FAQ
 Google Analytics and Webmaster Tools
 Job Postings
 News and Announcements
 Online Submittable Forms
 Forms Archive
 Press Releases
 Printer Friendly Web Pages
 Quick Links
 Rotating Banner Images
 RSS Feeds
 Premium Search Service
 Share Page Buttons
 Site Map (Dynamic)
 Slideshows/Photo Gallery
 Utilities Menu

Optional Modules

Action Center for Citizen Issue Resolution
 Available Building and Sites System
 Bids/Proposals Notices
 Blogs
 Business Directory
 Employment Application System
 Guest Book/Comments (moderated)
 Inference Based Searching
 Interactive Charting
 Live Streaming Video
 Map Builder
 Member Dashboard with Fee History
 Member Registration / User Management
 Mobile Applications
 My Page Customizable
 Online Payments - eCommerce
 Online Payments - Permits
 Online Payments - Utilities/Taxes
 Password Protected Pages
 Polls
 Registration System (single event)
 Reservation System
 Secure Pages
 Social Media Direct Message
 Surveys
 Text Notification System
 Transparency Solution
 Vendor Management System
 Video on Demand



24/7 Conditioned Power

- Battery Back-up
- Natural Gas powered Generator

Communication and Bandwidth:

- 250 Mbps
- Multiple carriers: AT&T, Verizon
- Redundant routers

Monitoring:

- Power and temperature control assurance
- All critical components- Internet connectivity, servers and routers

Redundant data centers located in:

- Midland, MI
- Southfield, MI
- Manitowoc, WI

Data Backup:

- On-site / Online Daily Backups
- Off-site / Online Archival

Data Redundancy:

- All servers have RAID-5 hot swappable disks

Data Security:

- OS Security always updated
- Router level port blocking and reporting
- Router level packet filtering and reporting
- Server level port blocking and reporting
- Weekly penetration and security tests
- Weekly intrusion scans



Package Pricing Includes:

Hosting on muniweb® Servers Up to 2 GB of storage(\$20/1GB/mo additional storage)	Included
Website Design Two custom home page design with two rounds of design modifications and one secondary page design with one round of design modifications. Includes: Mobile Support with Responsive Web Design (RWD), Cross Browser Compatibility and ADA Compliance, Rotating Banner Images, Home Page Slideshow, Printer Friendly Web Pages and Share Page Buttons	Included
Website Development Includes Content Migration up to 150 pages, Agenda and Minutes PDF archive (maxed at three years), one standard Online Contact Us Form, Third Party Links, Email Encryption, Google Analytics and Webmaster Tools and Search Engine Optimization	Included
muniCMS Includes all standard modules and functions, software/hardware licensing and maintenance updates	Included
Customer Support 7a-7p ET, M-F - 2 hour response time and 24/7 Emergency Response	Included
Warranty muniweb® warranties work for one year and will address technical problems that arise during the first twelve months after completion of website.	Included
Package Price	
One-time fee - 30% due at contract signing, 30% due upon design approval and balance due after website is deployed	\$10,900
Monthly Recurring - Includes hosting, software and hardware maintenance, premium search service and e-newsletter service. Does not include website content updates. Begins after website is deployed (5% annual increase each year beginning year 5)	\$367
Easy Pay Package Price	
Monthly Cost for first 3 years - Begins with contract signing (includes monthly recurring costs of \$367 and the one-time fee of \$10,900)	\$739
Monthly Cost for Year 4	\$367
Monthly Cost for Year 5 - Website Graphics Refresh beginning of year 5 5% annual increase beginning of year 5 and each subsequent year	\$385

Website Graphics Refresh (beginning of year 5) - Included in Easy Pay Package only

Includes:

- Updated banner graphics
- Update Quick Links section including addition of special icons
- Update site colors, styles, buttons, font types, separators and backgrounds to coordinate with new graphics
- Update sectional graphic elements in the Utilities Menu, News Section, Calendar, etc.
- Cross Browser Testing
- Review content for style and presentation consistency and update any formatting issues, page layouts, etc.

Pricing Assumptions

Pricing is valid for 90 days from the date of this proposal

The following assumptions have been made in preparing the timeline and pricing in this proposal. Deviations from the assumptions may impact the pricing and timing of the project.

- Clean, appropriately sized graphical objects (maps, pictures, logos, seals, etc.) will be specified by muniweb® and provided by your website committee. If approved by your committee, muniweb® may use other images.
- Material for the site will be provided in electronic format.
- PDF documents will be migrated as is

The following labor rates will be used for work outside of scope, additional content or for future development and enhancements:

Web/HTML construction	\$50/hr.
Graphics and Design	\$65/hr.
Software Development and Scripting	\$90/hr.
Project management	\$125/hr.



Optional Services Pricing

1. Website Content Updates – 9a-5p ET, M-F, 4 business hour response time for routine updates, 1 hour high priority response time, immediate emergency response time	\$50/hr billed in 15-minute increments
2. muniCMS Training - One day internet-based for 2 – 4 people. Includes recording of training session and training notes.	\$950
3. Additional List Serve Service - includes one custom e-mail newsletter	\$150 setup
4. Additional Agendas/Minutes PDF archive	\$50/hr billed in 15-minute increments
5. Blogs	\$375 setup and \$10/mo
6. Polls - single question, unlimited polls	\$150 setup and \$10/mo \$50/hr billed in 15-minute increments for muniweb@ to create polls, if desired
7. Surveys - multiple question, unlimited surveys and responses	\$250 account setup and \$20/mo \$50/hr billed in 15-minute increments for muniweb@ to create and update surveys, if desired
8. Text Notification System	\$750 setup and \$75/mo
9. Social Media Support	\$50/hr billed in 15-minute increments
10. Document Library Module	\$500 setup and \$200/mo
11. Online Forms	\$50/hr fillable PDF forms \$85/hr submittable online forms (billed in 15-minute increments)
12. Video Streaming – Live	\$500 setup \$10/Gig bandwidth/mo (20G min per month)
13. Video Streaming – On demand	\$500 setup 5¢/meg/mo plus \$10/Gig bandwidth
14. Password Protection applied to specific area of website	\$300 setup and \$30/mo
15. Secure Socket Layer (SSL) Basic Certificate Setup and Annual License	\$120/yr
16. Available Building and Sites System (ABS)	\$750 setup and \$75/mo
17. Bids and RFP Notices System	\$1,200 setup and \$75/mo
18. Business Directory	\$1,500 setup and \$30/mo
19. Inference Based Searching	\$4,500 setup \$50/hr billed in 15-minute increments for muniweb@ to populate inference content, if desired



20. Map Builder	\$2,500 setup and \$60/mo \$50/hr billed in 15-minute increments to populate maps
21. Reservation System	\$1,500 setup and \$50/mo
22. Interactive Charting	\$500 setup \$50/hr billed in 15-minute increments to populate charts
23. E-Commerce	\$150 setup and \$20/mo plus convenience transactions fees typically 2-5% paid by payee (e.g. citizens)
24. Action Center (Citizen Issue Resolution)	\$2,500 setup and \$100/mo
25. Employment Application Module	\$2,000 setup and \$50/mo
26. Permits/Licensing, Payments and Tracking (includes 3 forms)	\$1,200 setup and \$50/mo
27. Vendor Management System	\$2,500 setup and \$75/mo
28. Mobile Applications	To be addressed and quoted separately upon further discussion.
29. Email Services - 5 email addresses included in hosting	Block of 25 addresses - \$50/mo Block of 100 addresses - \$100/mo
30. Internal Employee Intranet / Subsite Password protection, same design template with different color scheme, 25 pages or less	\$2,000 setup and construction



List Serv (e-mail newsletter) – Communicating with the numerous interest groups in your community can be a challenge: Job seekers, soccer moms and dads, community members, and the trades. They'd all appreciate getting tailored information as soon as it's available. Our List Serve can help. It reduces the administrative burden of keeping track of email distribution lists. It also automates the subscribe and unsubscribe process, making it convenient for your constituents to join and leave your mailing lists at their convenience.

Social Media Strategy – Most progressive communities have a very active social media campaign. muniweb® provides end to end social media services to support your social presence. We can refine/review your social media approach to ensure all areas of social media are being used to the community's best interest and we can set up your social media accounts and broadcast your messages simultaneously to all major social forums.



Text Notification System – If you need to get a short message out in a hurry, our Text Notification System makes it easy. Visitors to your site can sign up for one or more custom text notifications lists such as Emergencies, Cancellations, Closings, etc.

Syndicated Content (RSS Feeds) - The City of Novi (www.cityofnovi.org) wanted to push communication to their constituents using syndicated content. muniweb® worked with them to implement an RSS feed with support for Yahoo, Google, Newsgator and AOL. Hundreds of users receive these feeds on their custom RSS pages at these sites.

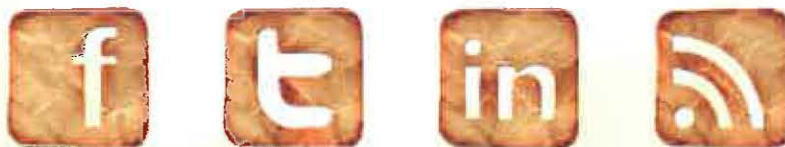
Blogs – Create a blog for your website. Choose when and how long to publish your posts, allow commenting on your blog posts, and appoint a moderator (recommended).

Polls – Create a single question poll that can be integrated into any section of your website. Allows visitors to view current and previous poll results.

Surveys – Set up multi-question surveys. Features fully functional admin system, 30+ different question types, data export to Excel/CSV file and advanced reporting console.

Streaming Video - The City of Novi (www.cityofnovi.org/Resources/Video.asp) wanted to provide live streaming of council meetings along with an archive of videos from previous meetings. muniweb® implemented a video streaming service, trained their employees and provide ongoing service to ensure that videos are available quickly and consistently to the City's constituents.

Communication tools are inexpensive ways to get targeted information to the right people at the right time.



Action Center (Citizen Issue Resolution) – For creating online forms that can be used for tracking constituent requests. A powerful workflow management tool enables issues to be tracked, resolved and reported - to other staff or to the constituent.

Because we specialize in municipal websites, we'll put your city on the vanguard of e-government.

Available Buildings/Sites – Allows you to provide an important tool to commercial realtors to make their inventory of buildings and sites readily available to interested merchants and site selection consultants. Customize your own ABS system including search criteria, search results, building and site details. You decide who is able to add/edit/delete properties from the database and what information is displayed for each property. The system makes it simple to send periodic reminders to realtors to keep their information up to date.

Business Directory – Community members can use your Business Guide to look up businesses. Search by Business Name, Business Type, or view a List of Businesses by Letter. Business listings can include email addresses, website addresses, images, business description, hours of operation, marketing text and current promotions.

Document Library Module – Searchable consolidated area for forms, documents, agendas/minutes, newsletters, press releases, etc. It is customized to the look and feel of your website and features a user-friendly admin system for quick document upload.

eCommerce – Citizens can easily pay parking tickets, taxes, fees, fines, bills, etc. all online.

SSL Certificates - Typically, SSL is used to secure credit card transactions, data transfer and logins.

Employment Application Module – A custom program designed to streamline the job application process. Features fillable PDF employment form and upload capability for resumes and cover letters. Backend administration includes easy-to-manage job postings and notifications of submissions.

Inference Based Searching - A citizen-focused website that is question-driven, with clean, easy-to-navigate design. You can ask a question or type in keywords using plain language. You'll receive simple, friendly, concise, easy-to-understand responses, as though they're coming from a neighbor. Example: Honolulu Answers <http://answers.honolulu.gov/>

Interactive Charting – Charting library written in pure Java Script offering intuitive, interactive charts for your website.

Map Builder – Create powerful, interactive maps using Google Maps. Examples of maps include: road construction, bikeways and trails, development zones, downtown businesses and more.

Mobi Apps – Create specialized apps for mobi devices specific to your needs.

Permits and Payments – muniweb® developed a custom system with the ability to apply for permits and included an online payment system to simplify the financial transaction associated with the permits..

Reservation System – Allows for community members to reserve facilities online.

Vendor Management System – Have vendors register online, making future purchasing communications and bid processes more automated.

Internal Intranet – Many functions of the Human Resources office can be presented in a password-protected website that employees can access 24/7. Intranets typically post Benefits/Enrollment information, Payroll information and forms, Policies/Procedures, Employee Review/Evaluation documents, Internal Job Postings, Training/Education information, Employee Directories, etc. Having an Intranet puts all this information at employees' fingertips 24/7.



General references are provided on our reference page. However, we've prepared this page to link directly to web pages that demonstrate various capabilities and our experience with similar projects.

CMS Websites – muniweb@ provides a variety of CMS systems to address our client's needs. The CMS offer easy to use administrative front end and have features similar to those offered by Microsoft Visual Studio Web Development. CMS allows for multiple users with various permissions and approval workflow process.



- Hanover Park, IL - www.hpil.org
- Waterford Township, MI - twp.waterford.mi.us
- Northwest Municipal Conference - www.nwmc-cog.org

ASP-based System Development / Administrative Systems –

muniweb@ has developed several web-based database systems to automate processes, reduce incoming phone calls and provide better services to constituents. Example:

- Plymouth Township Assessor Data Lookup - www.plymouthtwp.org (services/assessor)

Employee Intranets – To improve employee communication and centralize information, the cities of Northville and Novi, Michigan had muniweb@ develop intranets for their employees.

- City of Farmington Hills – www.fhgov.com/intranet (password required)
- City of Novi – www.cityofnovi.org/eweb (password required)

Accessible Websites - muniweb@ ensures full Section 508 compliance. Here are two examples of accessible websites:

- City of Elkhorn - www.cityofelkhorn.org
- City of Novi – www.cityofnovi.org

Enhanced Communication Tools – We've worked with several of our clients to assist them in managing their communications. Here are a few examples of advanced technology that we have implemented.

- ListServ – City of Northville - www.cityofnorthville.org/ReferenceDesk/MailingList.asp
- RSS – City of Novi - www.cityofnovi.org/Resources/RSS.asp
- Text Messaging – City of Farmington Hills – www.fhgov.com/SMS/AvailableLists.asp

Payment System – muniweb@ worked with Rizzo Services to development an online payment system. Each payment page has the look and feel of their client's websites.

- Rizzo Payment Pages - www.rizzoservices.com/Payments

Password Protected Site - Intergovernmental Risk Management Agency (IRMA) required a password protected area of their website for members only with unique navigation for both the public and member sides. muniweb@ provided a solution that not only protected the member area but also allowed for member specific access to various internal documents.

- IRMA Website - www.irmarisk.org/Public/default.asp

City of Novi, MIwww.cityofnovi.org

Sheryl Walsh
 Director of Communications
 swalsh@cityofnovi.org
 248-735-5628
 Pop. 55,583
 Client since 2000

Village of Carpentersville, ILwww.vil.carpentersville.il.us

Kevin Goethals
 IT Director
 KGoethals@vil.carpentersville.il.us
 224-293-1601
 Pop. 38,062
 Client since 2012

City of Wyandotte, MIwww.wyandotte.net

Natalie Rankine
 DDA Director
 nrankine@wyan.org
 734-223-3759
 Pop. 25,618
 Client since 2008

muniweb® has provided website services for over 100 municipal organizations. Here is a sampling of some of the communities muniweb® has partnered with.

**Cascade Township, MI**www.cascadetwp.org

Client since 2003
 Pop. 15,100

**City of Elkhorn, WI**www.cityofelkhorn.org

Client since 2005
 Pop. 10,118

**Village of Hanover Park, IL**www.hpil.org

Client since 2000
 Pop. 37,973

**City of Farmington, MI**www.ci.farmington.mi.us

Client since 2010
 Pop. 10,438

**City of Northville, MI**www.cityofnorthville.org

Client since 2001
 Pop. 5,970

**Chesterfield Township, MI**www.chesterfieldtwp.org

Client since 2009
 Pop. 43,381

**Village of Streamwood, IL**www.streamwood.org

Client since 2000
 Pop. 39,858

**Bloomfield Township, MI**www.bloomfieldtwp.org

Client since 2003
 Pop. 41,070

**Village of Franklin, MI**www.franklin.mi.us

Client since 2012
 Pop. 3,171

**Novi Public Library, MI**www.novilibrary.org

Client since 2011
 Patrons served 378,571

CivicPlus Project Development Estimate

All Quotes are in US Dollars and Valid until June 30, 2014.

Project Development and Deployment	
<i>Initial GCMS® upgrades, maintenance, support and hosting – no additional cost</i>	\$23,967
<i>Server Storage not to exceed 20 GB</i>	
Total Fees Year 1	
	\$23,967

With CivicPlus' Annual Services, you'll enjoy redundant hosting services, daily backups, extensive disaster recovery plans, 24/7 support, software maintenance, unlimited upgrades, recurring training, and access to the CivicPlus community. Protecting your investment is important, and our Annual Services allow you to receive maximum benefit at minimal cost. Over the course of a year, you'll receive software upgrades, maintenance and optimization. Additionally, your staff will have full access to our support staff, ensuring that they're always up to date on our latest features and functionality.

Annual Services (Continuing GCMS® Upgrades, Maintenance, Support and Hosting)	\$3,927
<i>Billed 12 months from contract signing; subject to annual 5% increase year 3 and beyond</i>	

Optional Multi-Year Payment Plan – CivicPlus Advantage

CivicPlus Advantage offers local governments an alternative payment plan that eases the impact of a new website on your budget and **spreads the one-time project development costs over a longer period of time.**

Through a minimum three-year contract, CivicPlus Advantage dramatically lowers the one-time project development and start-up costs of launching a new website, **combining one-time and recurring fees and spreading them over the life of the contract.**

CivicPlus Advantage	1st Year	2nd Year	3rd Year	4th Year
Annual Recurring Fees	\$10,607	\$10,607	\$10,607	\$4,330

The CivicPlus Recurring Redesign

At CivicPlus, we realize that over time, you might decide that you want to change your design by giving it a visual refresh, so to speak. On average, we have noticed that clients tend to request a redesign about every four or five years in the life of a typical government website.

But instead of starting completely over from scratch with a new website rebuild, CivicPlus has an option that can not only help save you time and effort, but *lots* of money too!

At the end of your fourth year of continuous service with us, you are eligible to receive a website redesign with no further out-of-pocket expense. The cost of the redesign is included in your annual fees each year, giving you the knowledge that your website design will never become stale and that you'll never have to build your site from the ground up again!

The CivicPlus Redesign Option Includes:

- New CivicPlus Basic Redesign
- Redevelop banner
- Up to three graphic buttons to promote special services
- Redevelop navigation method (may choose top drop-down or other options)
- Select color scheme to match new graphics
- Design setup – wireframe
- Print this page option
- Email this page option
- Breadcrumbs
- Sitemap
- Redevelop graphic elements of website (Newsflash, FAQs, Calendar, etc.)
- Project management
- Testing
- Review
- Content migration – Includes retouching of all existing pages on the redesigned website to ensure proper formatting, menu structure, and application of new site styles. Note: Content will be rewritten or pages broken up (shortened or resectioned) during this process to reflect best web usability practices.
- Site styles and page layouts will be touched so all pages match the new design and migrate cleanly



Project Development

<p>Kick-Off Meeting <u>Deliverable:</u> Project Timeline, training jump start and worksheets</p>	Included
<p>Phase 1: Consulting <u>Deliverable:</u> Needs assessment, best practices and worksheets</p>	Included
<p>Phase 2: Website Preview Presentation <u>Deliverable:</u> Website layout and mood board will be presented for your approval</p>	Included
<p>Phase 3: Website Reveal Presentation <u>Deliverable:</u> Completed website design and navigation structure will be presented. You will be able to propose changes at this time.</p>	Included
<p>Phase 4: 24 Hours Customized Interactive Webinar Training for up to 6 employees <i>Quote includes free use of up to 6 webcams and headsets</i> <u>Deliverable:</u> Train System Administrator(s) on GCMS® Administration, permissions, setting up groups and users, module administration. Basic User training on pages, module entries, applying modules to pages. Applied use and usability consulting to result in effective communication through your website.</p>	Included
<p>Phase 5: Go Live <u>Deliverable:</u> Content migrated from current primary site to new site based on best practice recommendations. Custom website. Registration of site with all major search engines. <i>Note: Content from sites other than the primary site can be migrated to the new primary site for an additional fee.</i></p>	Included
Additional Functionality	
Google Translation Tool	Included
Responsive Design	Included
Options Included in One-Time Fee	
See Optional Enhancements	Optional
Total Project Development and Deployment Fee	
<p><i>Initial GCMS® upgrades, maintenance, support and hosting included – no additional cost</i> <i>Server Storage not to exceed 20 GB</i></p>	\$23,967
Total Fees Year 1	
\$23,967	

Optional Project Enhancement

Options	One-Time Fee
<p>Pre-Implementation: On-Site Kick-Off Meeting Three days on-site. <i>Quote includes travel expenses.</i></p> <p>A consultation package concentrating on your website committee's design goals, audience goals and meet with departments to kick-off with a project overview.</p> <p><u>Deliverable:</u> A document summarizing the meetings, with analysis and recommendations. Design information gathered.</p>	<p>Optional \$10,000</p> <p>Add up to 6 departments per additional day for \$2,200</p>
<p>Phase 1: Process Roadmap Consultation Three days on-site. <i>Quote includes travel expenses</i></p> <p>A consultation package concentrating on evaluation of processes for customer and citizen services. Designed to fit specific client needs in management of the website design and creation process on the client side.</p> <p><u>Deliverable:</u> A comprehensive report of current citizen-facing practices and citizen/customer-facing processes, recommendations for improving quality and efficiency of government-to-citizen and government –to-customer relations and processes, a follow-up report reviewing the results of implemented suggestions.</p>	<p>Optional \$10,000</p>
<p>Phase 1: Citizen Engagement/Website Marketing Suite Three days on-site. <i>Quote includes travel expenses.</i></p> <p>This consultation will focus on creating a strategic marketing plan for the new website directed at your main public-facing stakeholders (citizens, visitors and businesses) in an effort to increase awareness of the site and increase interaction with the site's functionality. We will work with you to create a custom plan for advertising and driving traffic to your website geared toward capturing and building upon the momentum gained in the days and weeks that follow the new site's launch.</p> <p><u>Deliverable:</u></p> <ul style="list-style-type: none"> • Strategic Initiatives: A strategic marketing plan aimed to increase awareness of the site and increase interaction with the site's functionality using targeted marketing tactics, a recommended plan of action for implementing new site and tools, a follow-up report reviewing the results of implemented suggestions. • PR Services: Press release development, distribution and measurement, letter to local library development, letter to local library development, letter to request dedicated link development, how to guide – approach local paper, how to guide – invite local media. • Social Media Services: Consultation and recommended posts, Facebook update examples, how to guide – respond to social media. 	<p>Optional \$10,000</p>
<p>Phase 1: Public Engagement Evaluation Two days on-site. <i>Quote includes travel expenses.</i></p> <p>A consultation package concentrating on evaluation the satisfaction of citizens/customers regarding the current website and online services. A survey will be conduct to discover general levels of satisfaction, desired site functions, features and tools, current tools features or functions that are not considered valuable or need altered.</p> <p><u>Deliverable:</u> A follow-up report containing findings of current engagement level along with recommendations and roadmap for getting to the desired level of engagement.</p>	<p>Optional \$7,800</p>
<p>Phase 1: Website Design Consultation Two days off-site – conducted remotely.</p> <p>A consultation package concentrating on evaluating the form and function of the current</p>	<p>Optional \$3,600</p>



<p>website design and potential problems therein.</p> <p>Deliverable: A comprehensive report on all findings regarding the current site design, recommendations and roadmap for implementing the design to meet your overall goals, a follow-up report reviewing the results of implemented suggestions.</p>	
<p>Phase 1: Intranet Consultation Three days on-site. <i>Quote includes travel expenses.</i></p> <p>A consultation package concentrating on evaluating and improving current functions of interdepartmental relations and recommendations for increasing effectiveness through the use of all available web tools.</p> <p>Deliverable: A comprehensive report on all findings regarding the current intranet system being used and success rate of current system functions, a detailed plan for making improvements and adapting the intranet system to your needs, a follow-up report reviewing the results of implemented suggestions.</p>	<p>Optional \$10,000</p>
<p>Phase 5: Consolidation of Identified External Site – Full Content, less than 100 pages An option that allows for pages of content to be migrated from sites other than the current primary site to the new primary site. Migration of top-level navigation is included.</p>	<p>Optional \$2,450</p>
<p>Phase 5: Consolidation of Identified External Site – Full Content, more than 100 pages, 50 page block An option that allows for pages of content to be migrated from sites other than the current primary site to the new primary site. Migration of top-level navigation is included.</p>	<p>Optional \$1,400 per block</p>
<p>Phase 4: 3 Days of Customized On-Site Implementation Training for up to 12 employees</p> <p><i>Quote includes travel expenses (\$80 per person per day for the 13th attendee and beyond</i></p>	<p>Optional \$8,000</p>
<p>Phase 4: Training/Consulting Two days on-site Review website with department administrators and provide additional time for basic learners. Review website procedures. Must be held concurrently with original on-site training session.</p>	<p>Optional \$7,800</p>
<p>Post-Training: Website Presentation Two days of on-site meetings to present website to stakeholders. <i>Quote includes travel expenses.</i></p>	<p>Optional \$7,800</p>
<p>Post-Training: Three-Month Checkup Held three months after go-live, includes two days on-site of additional consultation/training. <i>Quote includes travel expenses.</i></p>	<p>Optional \$7,800</p>
<p>Post-Training: Three Day Annual Refresher One day on-site consultation, two days on-site refresher/advanced training. <i>Quote includes travel expenses.</i></p>	<p>Optional \$10,000</p>
<p>Post Go-Live: 50 Pages of Additional Content</p>	<p>\$1,450</p>
<p>Virtual Webmaster: Five Hours of Content Updates per month.</p>	<p>Optional \$5,700 Annual Minimum</p>
<p>Annual Recurring Training: Training on new functionality and services</p> <p>Deliverable:</p> <ul style="list-style-type: none"> • New User Training: A three-hour training for new users to learn basic features of the GCMS®. • Refresher Training/New Module Training: A three-hour session designed to refresh existing users as well as to train them on new modules. • New Feature Overview: A three-hour session designed to make users aware of recently released modules and features. • Website Review Consulting: An hour-long, in-depth review of the client website followed by a two-hour session with client users. 	<p>Optional \$2,000 Annually</p>



Functionality Options	One-Time	Annual
GoCitizen Pro Custom Mobile App (iOS & Android)	\$4,500	\$1,200
Department Header Package – includes up to 20 pages of content migration <i>(No annual fee in the first year; annual fees starts in second year)</i>	\$3,500	\$650
Human Resource Management System (HRMS) – Applicant Tracking <u>Key features include:</u> Assessment lists, social media integration, career portal, resume parsing, candidate source capture, job management, job requisitions, job sourcing metrics, application management, candidate management, reporting, profile metrics, e-mail tool, cost-per-hire metrics, candidate routing, background check integration. <i>(Annual subscription fee is subject to an annual 5% increase year 3 and beyond)</i>	n/a	\$13,995
HRMS – Applicant Tracking Lite <u>Key features include:</u> Assessment lists, social media integration, career portal, resume parsing, candidate source capture, one (1) free custom job application. <i>(Annual subscription fee is subject to an annual 5% increase year 3 and beyond)</i>	n/a	\$4,495
HRMS – Onboarding Employee onboarding module streamlines the process with our intuitive user interface, solid business logic, strong auditing and great customer support. <i>(Annual subscription fee is subject to an annual 5% increase year 3 and beyond)</i>	n/a	\$3,995
Language Translation (hand translation, priced per single language)	\$125/page or \$1,000/10 pages	n/a
LDAP Integration	\$1,200	\$300
Media Center with Live Streaming Video (10GB of server storage included)	\$1,000	\$1,000
New Logo Development	\$5,000	n/a
New Logo Development with Branding & Graphics Development	\$7,000	n/a
Subsite – includes up to 20 pages of content migration <i>(No annual fee in the first year; annual fees starts in second year)</i>	\$8,000	\$1,575



Project Development and Deployment Includes the Following:

Modules	Functionality	
<ul style="list-style-type: none"> • Agenda Center • Alerts Center & Emergency Alert Notification • Archive Center • Bid Postings • Blog • Business/Resource Directory • Calendar • Carbon Calculator • Citizen Request Tracker™ (5 users) • Community Connection • Community Voice™ • Document Center • ePayment Center • Facilities & Reservations with Activities • Frequently Asked Questions • Forms Center • Healthy City • Intranet • Job Postings • My Dashboard • News Flash • Notify Me® With 500 SMS subscribers • Online Job Application with 1 Generic Application • Opinion Poll • Photo Gallery • Postcard • Quick Links • Real Estate Locator • Spotlight • Staff Directory 	<ul style="list-style-type: none"> • Action Items Queue • Audit Trail / History Log • Automated PDF Converter • Automatic Content Archiving • Content Library (Content Templates) • Dynamic Breadcrumbs • Dynamic Sitemap • Expiring Items Library • Graphic Link Administration • Links Redirect and Broken Links Finder • Menu Management • Mouse-over Menu Structure • MuniMobile™ (Mobile Website Browsing) • Online Editor for Editing and Page Creation (WYSIWYG) • Online Web Statistics • Printer Friendly/Email Page • Rotating Content • RSS • Search Engine Registration • Site Layout Options • Site Search & Entry Log • Slideshow • Social Media Integration (Facebook, Share and Twitter) • User & Group Administration Rights • Web Page Upload Utility • Website Administrative Log 	
Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response During Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection	Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Diesel Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware

AGENDA MEMO
Administrative/Finance Committee
July 7, 2014

ISSUE STATEMENT

A motion authorizing the City Administrator to purchase three copiers in an amount not to exceed \$10,077.95.

BACKGROUND/HISTORY

The City of Darien needs three copiers this year for municipal services, the police sergeants, and the police records department. The City sent out minimum specifications for each machine to eight different companies to attempt to get a bulk discount on all of the machines. The companies provided a combined bid and individual pricing for each machine. The machines quoted varied greatly in capabilities and pricing, with some companies providing the low quote on one machine with higher quotes on the other machines. The lowest combined bid for all machines was \$11,174.25, by Ricoh. Each company was then asked if they would be willing to sell their machines individually, and each agreed to do so. If the machines were bought from each individual company in this "a la carte" fashion, the total cost would be \$10,077.95.

Company	Records Copier	Sergeants Copier	MS Copier	Total Cost
Ricoh	\$8,823.25	\$2,531.70*	\$2,355.70	11,174.25
ISBS	\$6,662	\$4,101	\$1,911.86*	12,674.86
Copystar	\$7,582	\$2,637	\$2,637	12,856
Proven	\$5,634.39*	\$4,985	\$3,100	13,719.39
ABS	\$8,999	\$4,989	\$799**	14,787
Illinois Paper	\$8,150	\$4,100	\$2,975	15,225
Gordon Flesch	\$9,400	\$4,000	\$2,500	15,900
DPOE	\$10,695	\$5,895	\$4,445	21,035

*Recommended machine

**Did not meet minimum specs

Staff tested out the machines at a demo location to ensure they were satisfactory. Each company agreed to provide a maintenance agreement for each machine. Because not every company services every type of machine, once the copiers are selected, staff will get quotes to enter into a maintenance agreement for all the machines. If this is not possible we will solicit for maintenance agreements for each unit.

STAFF/COMMITTEE RECOMMENDATION

Staff recommends purchasing each copier separately for a total of \$10,077.95.

ALTERNATE CONSIDERATION

Purchasing all three machines for \$11,174.25 from Ricoh, or some other method, would be alternate considerations.



May 30, 2014

Darien Village Hall:

Thank you for giving me the opportunity to earn your business. In the following pages I have put together a proposal that will both meet and over exceed your expectations.

Proposed unit: Toshiba 456 NEW / Toshiba 256 / TOSHIBA 477

- 45 PPM-Print-Copy-Scan black n white / Color Scanning/ Fax
- 25 PPM- Print-Copy-Scan black n white / Color Scanning/ Fax
- 49 PPM-Print-Copy-Scan black and white/ Color Scanning/ Fax (Does only 8 ½ x 11 and 8 ½ x 14)
- Automatic 100 sheet document feeder
- Color scanning
- Data overwrite security feature
- Secure print
- Automatic duplexer
- Universal drawer
- Fax Board
- USB Printing n scanning
- Advanced scan to convert files back to original form and make changes (excel, word and power point)
- Postscript / Pcl
- E-filling
- Help button
- Energy star
- Includes Stapler

I am giving you a very aggressive proposal. I am positive that this unit will meet your needs, give you room to grow and take in all your end user needs.

This proposed equipment will allow you to print, copy and scan. You can add any other features up to 7 years. This proposal will give you new equipment, service and supply contract.

Purchase program:

- Toshiba 456 \$5,634.39 or \$160.58 for 39 months
- Toshiba 256 \$4,985.00 or \$142.07 for 39 months
- Toshiba 477 \$3,100.00 or \$99.75 for 39 months

- Lease programs will allow you to own the equipment at the end of term and you do not pay tax
- All specs have been met
- Includes delivery, Install and Unlimited Training

Service pricing is locked in for three years

- 456 / 256 units \$.0075 per copy
- 477 units \$.012 per copy
- Includes all parts, labor and consumables. Excludes paper and staples.
- Four hour or less service response time
- Three year warranty / Lemon clause on purchase or covered for full term of lease

Please review this information and let me know how you would like to proceed forward.

Thank you,
Tina Chazinski
Sr. Rep Proven Business Systems
708-606-9532



- > **Black & White MFP**
- > **Up to 55 PPM**
- > **Small/Med. Workgroup**
- > **Copy, Print, Scan, Fax**
- > **Secure MFP**

Specifications

Copying Process	indirect Electrostatic Photographic Transfer System with Internal Transfer Belt
Copying Type	LED Head Printing
Copy/Print Resolution	600 x 600 dpi (1200 x 1200 dpi - PS3 only)
Copy/Print Speed	49/55 PPM B&W
Warm-Up Time	Approx. 60 Seconds
First Copy Out Time	8 Seconds
Multiple Copying	Up to 999 Copies
Acceptable Paper Size and Weight	Cassette: ST-R to LG (17 lb Bond - 120 lb Index) Bypass: 3" x 5" to LG (17 lb Bond - 138 lb Index)
Memory (Max)	Main Memory: 2 GB HD: 160GB (Security SED Drive)
Document Feeder	100-Sheet
Reduction/Enlargement	25% to 400%
Control Panel	Color 9" LCD Touch Panel
Paper Supply	Up to 3,160-Sheet Input Capacity Standard 1 x 530-Sheet Cassettes 100-Sheet Bypass Optional 3 x 530-Sheet Cassette Optional 2000-Sheet LCF
Duplex	Std. Automatic Duplex Unit (17 lb Bond - 120 lb Index)
Dimensions	Approx. 32.26" x 20.55" x 23.78" (W x D x H)
Weight	Approx. 115 lbs
Toner Yield	36K
Power Supply	120 V, 15 Amps
Power Consumption	Maximum 1.5 kW
Max Duty Cycle	200/225K Copies

Print Specifications

PDL Support	PCL6 and PostScript 3, XPS
Operating Systems	Netware 6.5, Windows XP, Vista, 7, 8 Windows Server 2003, 2008, 2008R2, 2012, Citrix, Macintosh, Linux, UNIX, AS400, SAP
Protocol Support	IPX/SPX, TCP/IP, AppleTalk NetBIOS Over TCP/IP, LPR/LPD, IPP, SMB, SNMP, Netware, Port 9100,
Drivers	Server 2003/2008/2008R2/2012, Windows XP, Vista, 7, 8, Macintosh 10.4, 10.5, 10.6, 10.7, 10.8 AS400, LPR & Port 9100, SAP R/3, Unix Filter
Connectivity	10/100/1000BaseTX Ethernet, (802.11b/g/n optional)
Device Management	TopAccess
Certification	Windows (XP, Vista, 7, 8, 2003, 2008, 2008R2) Novell HPOS (Daze!), Citrix

Scan Specifications

Scan Resolution	100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi
Scan Speed	55 SPM B&W, 40 SPM Color (@ 300 dpi)
File Format	TIFF, PDF, Secure PDF, JPEG, XPS (with HDD)

Facsimile Specifications (Option GD 1340)

Compatibility	Super G3
Data Compression	MH / MR / MMR / JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Memory Transmission	1 GB
Scan Speed	.7 Seconds Per Page, Maximum 42 SPM

E-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folders Per Box, 400 Documents Per Folder 200 Pages Per Document

Security

Data Encryption	256 Bit AES (SED Hard Drive)
Disk Overwrite	1-5 Time Overwrite (meets DOD standard)
Authentication	LDAP, SMTP, Windows Server Domain, Local

Accessories (Options)

Additional Paper Options, Spacers, Caster Base	
Spacer (For adjusting machine height replacing a stand)	GR1160
Caster Base (Caster base for PFU, LCF or Spacer)	GR1170
Cassettes: 530-Sheet Pedestal, ST-R to LG	MY1046
Large Capacity Feeder (LCF): 2,000-Sheet Drawer, LT	KD1040
Stand (Use in place of LCF)	STAND407CS

Finishing Options

Inner Finisher:	MJ1038
1 Tray: 500 Sheets	
Damper Kits	KK1003
Offline Stapler	MJ1039

Connectivity/Security Options

Fax Board	GD1340
Meta Scan Enabler for e-CONNECT	GS1010
Wireless Module	GN1060
Wireless Antenna	GN3010
IP SEC Enabler	GP1080
Advanced Scanning (ReRite)	GB1280V8
SharePoint Connector	GB1440
Exchange Connector	GB1450
Google Docs Connector	GB1540



Corporate Office	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
East Coast	959 Route 46 East, 5th Floor, Parsippany, NJ 07054 Tel: 973-316-2700
Midwest	8770 W. Bryn Mawr Ave., Suite 700, Chicago, IL 60631 Tel: 773-380-6000
South	2037 Bakers Mill Rd., Dacula, GA 30019 Tel: 678-546-9385
West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

Designs and Specifications subject to change without notice. For best results and reliable performance, always use supplies manufacturer or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

Proposed Solution

Ricoh Aficio MP 3053SP *Black/White Multifunctional Device*



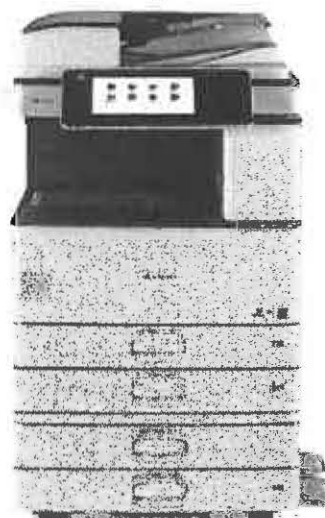
The new MP 3053SP will help you print, copy, share and secure a wider range of documents in more places, more conveniently. Use it as your information portal and connect to cloud services and applications directly from the operation panel. With a host of advanced document management capabilities packed into a space-saving, eco-friendly design, it's ideal for any small office or workgroup looking to streamline workflow and enhance output from creation to finish

Key Features

- Fast output speed of 30 pages per minute
- 1,150 sheet paper capacity
- Warm up time of 14 seconds
- First copy speed of 4.2 seconds
- 1.5GB RAM and 250GB Hard Disk Drive
- Up to 42 lb paper weight
- 600 x 600 dpi copy resolution
- Energy Star® compliant

Machine #2 – Police Department Sergeants

- 30 Pages per minute
- Fax Enabled
- Internal Finisher with Staple and Punch
- Network Scan and Print



RICOH
imagine. change



Quote Document for

City Of Darien

Date: May 30,2014

<u>Quantity</u>	<u>Item Description</u>	<u>Ext Selling Price</u>
1	MP5002SP Configurable PTO Model RICOH MP5002SP RIC LARGE CAPACITY TRAY PB3140 FOR MFP D581-17 RICOH BRIDGE UNIT BU3060 RICOH FINISHER SR3120 FOR MFP(D63617) RICOH PUNCH UNIT PU3030 NA RICOH FAX OPTION TYPE 5002 FOR MFP (D62901)	\$8,823.25
1	NETWORK & SCAN CONNECT - SEG4	
1	MP3053SP CONFIGURABLE PTO MODEL RIC PAPER FEED UNIT PB3120 FOR MFP D579-17 PAPER FEED UNIT PB3180 INTERNAL FINISHER 3352 FOR MFP D586-17 FAX OPTION TYPE M7 DIGITAL QC 120/15AMP SURGE PROTECTOR	\$2,531.70
1	NETWORK & SCAN CONNECT - SEG 2	
1	MP2501SP Configurable PTO Model FAC 59 TALL CABINET DIGITAL QC 120/15AMP SURGE PROTECTOR RICOH MP 2501SP	\$2355.70
1	NETWORK & SCAN CONNECT - SEG 2	
	Sub Total:	\$13,710.65

- ▶ LIVE ATTENDANT TO ANSWER ALL YOUR SERVICE & SUPPLY REQUESTS OR ANYTHING THAT REQUIRES IMMEDIATE RESULTS.
- ▶ DEDICATED ACCOUNT REPRESENTATIVE- TYLER WEBER

RICOH SAVIN®



SAVIN MP301SPF

System Includes:

- ❖ 30 pages per minute & Black/White
- ❖ (1) 100-Sheet Multi-Purpose Tray
- ❖ (2) 550-Sheet Paper Tray
- ❖ Automatic Document Feeder
- ❖ Network Printing
- ❖ Network Color Scanning (Scan to Folder / Scan to E-mail)
- ❖ Faxing
- ❖ 1.5 GB RAM / 250GB HDD

❖ User Authentication Codes

Purchase Price :

Total: \$1,911.86

Service Pricing:

All Black & White copies charged @\$.0095

Service Pricing based on usage; Billed Monthly from the first print to the last print.

- **Standard cost per copy agreement includes all toner, parts, labor, service calls, and preventative maintenance.**
- **Remote Diagnostic System (Toner Notifications / Service Calls)**

Includes: Delivery/Set-up/Installation/Networking/Training

REFERENCES WILL BE GIVEN UPTON REQUEST.

Image Systems and Business Solutions services multiple local government, school districts, libraries and private businesses.

AGENDA MEMO
Administrative Finance Committee
July 7, 2014

ISSUE STATEMENT

A resolution to add quantities for the Plainfield Road Water Main project on Plainfield Road through the existing Intergovernmental Agreement with the County of DuPage in an amount not to exceed \$35,000.

BACKGROUND

Recently the City has identified buried main line water valves and unnecessary water main loops approximately 12-foot underground on Plainfield Road fronting the Colonial Manor Complex. (Please note a typical water main is installed at a depth of approximately 5-foot.) Further field work identified that there is an existing water main traversing the Colonial Manor property and there are no recorded easements in place. Staff has determined that the valving and piping was utilized during the operation of the now abandoned adjacent well site and there is no water main as-built on file. The existing piping and valving requires urgent consolidation. The department is unable to complete the necessary work due to the depth of the excavation and unstable soil conditions.

Recently, the DuPage County contractor began installing the new water main on Plainfield Road. At the connection point the existing water main is 10-12 feet deep. Utility conflicts in the area were identified and consist of a 36-inch storm sewer on top of the water main, a gas main and a street light pole/foundation on top of the water main as well. All of these make the narrow turf area between the sidewalk and roadway very congested and not ideal for water main location. The existing water main is showing signs of deterioration and should a water main break occur, the department would be required to outsource the work due to the depth.

The City did not anticipate finding the above field conditions and since the County's contractor is on site, staff recommends extending quantities at the unit costs provided within the Intergovernmental Agreement. Attached, please find a cost summary sheet prepared by staff and pending DuPage County review. Funding for the proposed project would be expensed from the Water Depreciation Fund.

STAFF RECOMMENDATION

Staff recommends approval of a resolution to add quantities for the Plainfield Road Water Main project on Plainfield Road through the existing Intergovernmental Agreement with the County of DuPage in an amount not to exceed \$35,000.

ALTERNATE CONSIDERATION

Not improving the water main infrastructure.

DECISION MODE

This item will be placed on the July 7, 2014 City Council agenda under New Business for formal consideration.

WATER MAIN EXTENSION CHANGE ORDER NO. 1

Description	Unit	Unit Cost	Quantity	Cost	Additional Work	
					Quantities	
Water Main Abandon	LF	\$ 5.00	489	\$ 2,445.00	140	\$ 700.00
Water Main Service Connection	LS	\$ 1,768.00	1	\$ 1,768.00	0	\$ -
Cut and Cap	EA	\$ 525.00	2	\$ 1,050.00	0	\$ -
Cap Existing Fire Hydrant	EA	\$ 932.00	1	\$ 932.00	0	\$ -
Fire Hydrant Ass Comp	EA	\$ 896.00	1	\$ 896.00	0	\$ -
Trench Backfill	CY	\$ 23.00	381	\$ 8,763.00	164	\$ 3,772.00
CLIV Patch D	SY	\$ 65.00	488	\$ 31,720.00	100	\$ 6,500.00
6-Inch Watermain	LF	\$ 64.00	23	\$ 1,472.00	20	\$ 1,280.00
8-Inch Watermain	LF	\$ 75.00	504	\$ 37,800.00	150	\$ 11,250.00
Tees 8X6	EA	\$ 631.00	2	\$ 1,262.00	1	\$ 631.00
Tees 8X8	EA	\$ 411.00	1	\$ 411.00	0	\$ -
Water Valve 8-inch	EA	\$ 1,489.00	4	\$ 5,956.00	0	\$ -
Water Valve 6-inch	EA	\$ 1,500.00	0	\$ -	1	\$ 1,500.00
8-Inch Watermain 45 Bend	EA	\$ 556.00	4	\$ 2,224.00	4	\$ 2,224.00
F&h R&R	EA	\$ 1,787.00	1	\$ 1,787.00	0	\$ -
Valve Vault 5-foot	EA	\$ 2,165.00	6	\$ 12,990.00	1	\$ 2,165.00
TCP	LS	\$ 2,200.00	1	\$ 2,200.00	0.75	\$ 1,650.00
Total Costs				\$ 113,676.00		\$ 31,672.00
Construction Observation	PERCENTAGE	10%	1	\$ 31,672.00		\$ 3,167.20
Total Costs						\$ 34,839.20

\$ 145,348.00

RESOLUTION NO. _____

A RESOLUTION TO ADD QUANTITIES FOR THE PLAINFIELD ROAD WATER MAIN PROJECT ON PLAINFIELD ROAD THROUGH THE EXISTING INTERGOVERNMENTAL AGREEMENT WITH THE COUNTY OF DUPAGE IN AN AMOUNT NOT TO EXCEED \$35,000.00

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, as follows:

SECTION 1: The City Council of the City of Darien hereby authorizes the Mayor to add quantities for the Plainfield Road Water Main project on Plainfield Road through the existing Intergovernmental Agreement with the County of DuPage in an amount not to exceed \$35,000.00.

SECTION 2: This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 7th day of July 2014.

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 7th day of July 2014.

KATHLEEN MOESLE WEAVER, MAYOR

ATTEST:

JOANNE E. RAGONA, CITY CLERK

APPROVED AS TO FORM:

CITY ATTORNEY