



CITY of NOVI CITY COUNCIL

Agenda Item C
December 3, 2012

SUBJECT: Approval of a one-year contract renewal with Municipal Web Services to host and maintain the City of Novi's two public websites and intranet website for the approximate annual amount of \$62,000.

SUBMITTING DEPARTMENT: Neighborhood and Business Relations *sw*

CITY MANAGER APPROVAL: *[Signature]*

EXPENDITURE REQUIRED	\$62,000 (approximate)
AMOUNT BUDGETED	\$63,000 (ammended in FY 2012/13 Budget)
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101-295.00-880.800

BACKGROUND INFORMATION:

For the past 13 years, Municipal Web Services has designed, refreshed, hosted and maintained the City of Novi's online presence with through the Community Relations Office. The approved/ammended FY 2012/2013 Budget includes \$63,000 for website maintenance.

In December 2008, the City of Novi placed a Request for Proposal on the MITN-Bidnet, receiving seven proposals. After reviewing all proposals, a team of City staff recommended Municipal Web Services to maintain and host the sites. A contract was approved by City Council for three year, with the option for two one-year renewals.

The City's three sites have continued to expand and are updated several times daily. In addition to the routine updates, regular maintenance, checking for broken links, and managing the three site interfaces duties are performed regularly. These sites provide open, inclusive government, with visitors having access to valuable information and useful resources 24 hours a day. Having and outside source perform the updates, maintenance, hosting, uploads, and repairs, ensuring 24-hour a day, 365 days a year coverage for three websites is more economical than staffing in-house for this sole purpose.

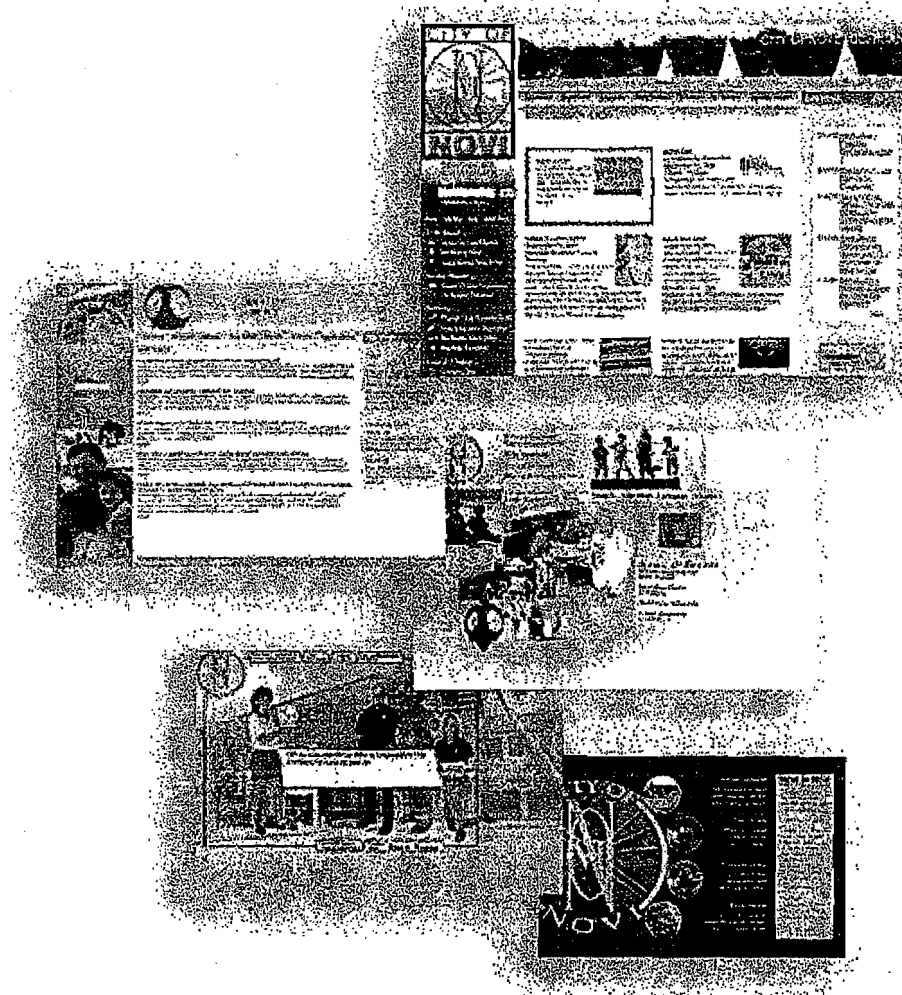
Throughout the contract term, Municipal Web Services staff has provided quality customer service. There is a new owner of Municipal Web Services whom City staff has met and is looking forward to working with. The day-to-day Municipal Web Services staff team who has serviced of the City's sites remains in place. A major push for in 2013 will be creation of a mobile platform. It is recommended the City of Novi approve a one-year contract renewal.

RECOMMENDED ACTION: Approval of a one-year contract renewal with Municipal Web Services to host and maintain the City of Novi's two public websites and intranet website for the approximate annual amount of \$62,000.

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Wrobel				

City of Novi, Michigan



Website Hosting and Maintenance Services

October 20, 2008

Curt Anderson
curt@muniweb.com
888-MUNI-WEB

 **MunicipalTM
Web Services**

The City of Novi wishes to contract for a three year period with a professional hosting and website development company with municipal website experience. The City's three websites are constantly updated and accessed by as many as 110,000 visitors each month who request over 200,000 page views per month. Quick updates, professional presentation of information and reliable up-time are critical to the success of the City site, the economic development site and the intranet site.

As the incumbent firm, Municipal Web Services has a deep and wide knowledge of the City, its employees and its month to month operation. Over the past 9 years, we have kept the websites up-to-date and professional for the many visitors that browse them. We have redesigned the main City website three times to freshen it's look and have provided counseling to the City on cutting edge technologies like RSS feeds and live, streaming video to use on the website. We hope to continue our long partnership with the City of Novi as they continue to deliver best-in-class web content to their constituents.

The cornerstone of our partnership has been the maintenance service that we have provided. Billing in 15 minute increments allows our clients to do smaller updates without being charged for a full hour. Updates are typically performed within a four hour response time with emergency updates happening faster. We train multiple web stewards in the maintenance procedures of our websites so there is no break in service during vacations or on sick days. Our web stewards are available during non-business hours to handle emergency updates. For example, we have performed election night coverage, warned residents about boil-water advisories and posted important press releases quickly and accurately.

Municipal Web Services provides web hosting and maintenance service for over fifty municipalities, performing about 300 hours of maintenance to these websites each month. Our uptime outside of regular maintenance exceeds 99.9%. We have been in business for eleven years and are a Michigan-based company.

We acknowledge receipt of two addendums.

Description	Initial Contract (3 years)	* Year 4 EFFECTIVE DECEMBER 2011	Year 5 EFFECTIVE DEC 2012
Hosting – Base Charge	\$30/mo	\$30/mo	\$30/mo
Hosting – Add'l Storage (per 1.5 Gig)	\$50/mo	\$50/mo	\$50/mo
Advanced Search Service (to 3,500 pages)	\$45/mo	\$45/mo	\$45/mo
Calendar Module	\$220/mo	\$220/mo	\$220/mo
Slideshow Hosting	\$0	\$0	\$0
ListServes (per list, 750 subscribers)	\$30/mo	\$30/mo	\$30/mo
Streaming Video Base Fee (per bandwidth)	\$150/mo	\$150/mo	\$150/mo
Streaming Video Add'l Bandwidth (per Gig)	\$10/mo	\$10/mo	\$10/mo
Streaming Video Add'l Storage (per Meg)	\$.04/mo	\$.04/mo	\$.04/mo
Available Buildings and Sites System	\$65/mo	\$65/mo	\$65/mo
Website Development and Design	\$45/hr	\$50/hr	\$50/hr
Website Updating	\$45/hr	\$50/hr	\$50/hr
Programming	\$85/hr	\$90/hr	\$90/hr

Other Costs

Authentix Directory Protection is provided at a cost of \$25/mo. This cost will remain constant over the five year period of the contract.

Some hosting companies charge for additional bandwidth for website access. For MWS, these costs are blended into the Base Hosting and Add'l Storage charges.

MWS is able to assume day-to-day hosting operations & management of all 3 websites on December 12, 2008

How many years has your company been providing consultant services for website design, hosting and management? Provide historical narrative.

Municipal Web Services has been providing these services for 11 years. Our first client, Niles Michigan hired us in 1997 to develop their first generation website. Since then, we have developed or redesigned over 70 municipal website. We currently host over fifty websites at our data center in Southfield Michigan. We have trained several dozen other municipalities in the principles of website design.

How many public sector clients has your company served? 76

Allen Park	Farmington	Niles, MI
Angola	Farmington Hills	Normal
Athens	Ferndale	Northville
Battle Creek	Georgetown	Northville Twp.
Battle Creek Parks and Rec.	Girard	Northville Parks and Rec
Beaver Creek	Glenside Library	Norwood FPD
Bloomfield Hills	Grandville	Novi
Bloomfield Township	Grand Blanc Township	Oak Park Park District
Brandon Township	Grand Haven Township	Owosso
Brighton	Hanover Park	Palmetto
Brownstown Township	Hermitage	Palwaukee
Bryan	Highland Park	Plymouth Township
Buena Vista Township	Hutto	Rochester Hills
Calhoun County	Independence Township	Roselle Library
Calhoun Cty. Road Comm.	Inkster	Sidney
Carol Stream	IRMA	Streamwood
Cascade Township	Kosciusko	Twinsburg
Countryside	Lancaster	Urbana
Champaign	Lawrence	Walker
Chicago Executive Airport	Litchfield	Walker Ice and Fitness
Chicago Ridge	Livonia	Warsaw
Darien	Mequon	Wheeling
Des Plaines	Minooka	Windsor Township
Douglas	Morrison	Wood River
Elkhorn	Nappanee	
Fairborn	Niles, IL	

How many clients does your company currently serve with the types of services described? Explain the capacity of the services being provided.

We currently serve approximately 50 clients. These services include all aspect of website development and hosting. In addition, we maintain many of these websites and provide value added services such as automated mailing lists, custom application development, modular content management systems and consulting services.

Provide a list of clients served within the last three years. Include name, address, phone number and contact person: See below for partial list of clients served within last 3 years.

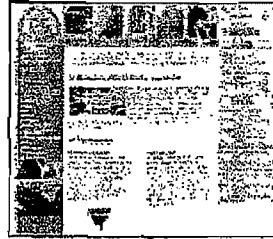
Please provide a list of client references. Include name, address, phone number, contact person and briefly describe scope of services performed.

The following is a partial list of clients served over the past three years. More are available if necessary. Website development and hosting services were/are provided to these clients.



City of Inkster, MI
www.cityofinkster.com

Reference:
Bill Lawrence
HR Director
wlawrence@cityofinkster.com
313-563-3212



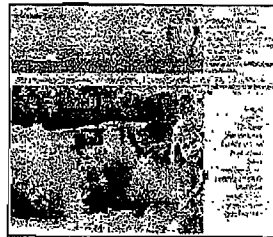
City of Des Plaines, IL
www.desplaines.org

Reference:
William Soderberg
Cable Coordinator
wsoderberg@desplaines.org
847-391-5327



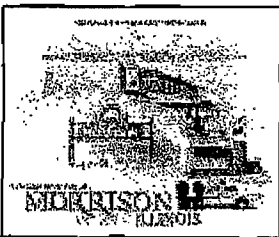
City of Northville, MI
www.cityofnorthville.org

Reference:
Nickie Bateson
Assistant City Manager
nbateson@ci.northville.mi.us
248-349-1300



City of Darien, IL
www.darien.il.us

Reference:
Rosanna Furman
Office of the City Manager
www.darien.il.us
630-852-5000



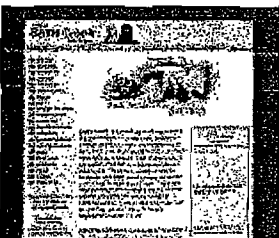
City of Morrison, IL
www.morrisonil.org

Reference:
Melanie Schroeder
Deputy City Clerk
webmaster@morrisonil.org
815-772-7657



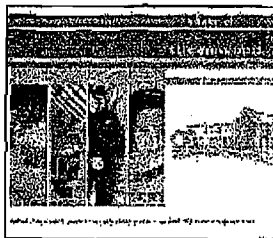
Village of Hanover Park, IL
www.hanoverparkillinois.org

Reference:
Kim Benedix
Assistant to the Village Mgr.
kbenedix@hanoverparkillinois.org
630-372-4210



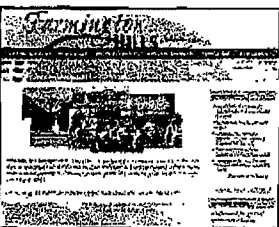
City of Battle Creek, MI
ci.battle-creek.mi.us

Reference:
Dan Ryan
IT Director
dmryan@ci.battle-creek.mi.us
269-966-3303



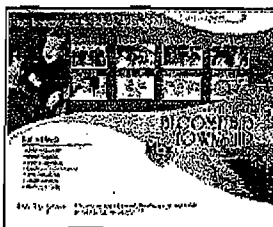
Village of Streamwood, IL
www.streamwood.org

Reference:
Sharon Caddigan
Assistant Comm. Dev. Director
scaddigan@streamwood.org
630-837-0200



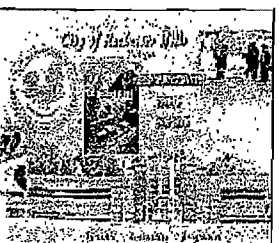
City of Farmington Hills, MI
www.fhgov.com

Reference:
Mike Lasley
Dir. of Central Services
mlasley@ci.farmington-hills.mi.us
248-871-2425



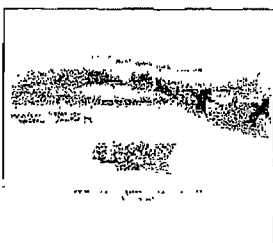
Bloomfield Township
www.bloomfieldtwp.org

Reference:
Leslie Helwig
Cable Director
lhelwig@bloomfieldtwp.org
248-433-7790



City of Rochester Hills, MI
www.rochesterhills.org

Reference:
Bob Grace
Director of IT
graceb@rochesterhills.org
248-841-2475



Cascade Township
www.cascadetwp.com

Reference:
Sandra Otey
Assistant to the City Manager
sotey@cascadetwp.com
616-949-1500

How many staff members does your company employ?

Our firm consists of 4 full-time employees and 3 part-time employees.

Describe the resources you are capable of bringing to the City of Novi. Include specific information on specialized resources available. Submit profiles of staff to be assigned to this project and examples of similar work performed by each staff member.

Employee	Educational Background	Background Experience
<p>Curt Anderson President</p> <p>Founded company in 1997</p>	<p>BS, CE, University of Michigan</p> <p>MBA, University of Michigan</p>	<p>Worked with over seventy municipalities to develop comprehensive websites and integrated applications over the past ten years. Has provided training and consulting services to several hundred municipal clients through workshops sponsored by the NLC, ICMA and state municipal leagues.</p>
<p>Tracie Hawkinson Web Steward</p> <p>Employee since 1998</p>	<p>BA, Central Michigan University</p>	<p>Has developed twenty municipal websites (inc. Novi, Wheeling, Hanover Park, Streamwood, Palwaukee Airport, Des Plaines, Northville, Northville DDA, Normal, Georgetown) over the past ten years. Currently maintains several municipal websites.</p>
<p>Laura Hoffman Web Steward</p> <p>Employee since 1999</p>	<p>BS, CIS, Madonna University</p>	<p>Has developed twelve municipal websites (Walker, Wood River, Roselle Public Library, Litchfield, Independence Township, Glenside Public Library and Countryside) over the past eight years.</p>
<p>Jennifer Doroslovac Web Steward</p> <p>Employee since 2001</p>		<p>Has developed ten municipal websites (such as Calhoun, Morrison, Brandon Twp., Plymouth Twp., Cascade Township and Chicago Ridge) over the past seven years. Currently maintains several municipal websites.</p>
<p>Dimos Zarkadas Designer</p> <p>Employee since 1998</p>	<p>MPI, Queen's University, Kingston, Ontario</p> <p>BS, GIS, University of Alberta, Edmonton</p>	<p>Has designed over fifty municipal websites for Municipal Web Services (including Walker, Streamwood, Hanover Park, Wood River, Morrison, Wood River, Des Plaines, Darien, Chicago Ridge, Northville, Northville DDA, Glenside Library, Plymouth Township, Independence Township, Litchfield, Carol Stream) including all artwork and HTML design over the past ten years.</p>
<p>Tim Xie, Programmer</p>		<p>Has developed a number of custom applications for our municipal clients including a vendor registration system, a permit application/payment system, an image management system and an available buildings and sites program.</p>

Describe methods of communication with your clients.

The primary means of communication is via email. These emails boxes are monitored by multiple web stewards. Telephone communication is used in some instances where clarification may be necessary or turnaround necessitates immediate communication.

Describe your procedure for handling after hours update requests.

Our clients contact web stewards via cell phone after normal business hours.

Describe in detail your work plan or methodology for this project.

As the incumbent firm, we will maintain current business practices and processes unless a change is requested by the City of Novi.

Provide a description of the deliverables to be provided at the end of the engagement.

As these are month-to-month hosting services, there are no deliverables provided at the completion of the contract. Instead, MWS will continue current business practices and processes throughout the contract.

What development platform do you use?

MWS uses FrontPage, DreamWeaver and Expressions Web for website construction. We use Active Server Pages (asp) for scripting and database applications. We use various off-the-shelf and customer Content Management Systems for managing/delivering some content.

What security measures do you employ to prevent unauthorized access to and damage to hosted websites?

MWS uses Microsoft NT Security on our servers and Authentix to provide Internet based folder level security to customers who wish to protect content. Our servers sit behind a hardware-based firewall that inhibits any unnecessary traffic or usage of the servers. We review server event logs to monitor brute force attacks such as dictionary attacks. We enforce a "tough to guess" password policy on clients who have NT or FTP user IDs on the system.

How do you resolve security breaches when they occur?

Our disaster recovery plan for security breaches calls for backups to be accessed if necessary to restore a defaced website. We regularly monitor processes running on the server to determine if any viruses are running on the server.

Define the security platform you have in place for content management and site management? What are the levels of security and does it include change history?

Our CMS systems use NT and MS SQL Server security for authentication. There are typically user and admin levels of security although some of the CMS' also have role-based security. Some of the CMS' include version rollback and some do not.

What reports do you provide?

We provide a monthly maintenance detail report that shows what maintenance and programming was provided during the previous month, who performed that work and how long it took them. We also have real-time web stats using Microsoft's LiveStats product.

Have you been involved in any litigation during the past five years? No

What are your billing procedures?

We bill on a monthly basis for all ongoing services and bill one month in arrears. For instance, services delivered in January will be billed on the February invoice which is delivered around the second week of the month.

How are consultants managed within your organization?

We use guru.com to define projects, select consults, manage projects and process contracted payments. We have only used consultants on two projects over our 11 year history.

Provide hourly rates for consultants at all levels and clearly define all relative direct and indirect costs.

Consultants are selected via guru.com and their billing rates vary based on experience. Again, MWS rarely uses consultants.

Exceptions to the RFP

MWS does not carry CGL insurance.