BID COVER PAGE

City of Gainesville
Procurement Division
200 E University Avenue, Rm 339
Gainesville, FL 32601
(352) 334-5021(main)

REQUEST FOR PROPOSAL (RFP): PIOX-200043-SG Content Management System

DUE DATE FOR SUBMITTING PROPOSAL ON DEMANDSTAR.COM: Thursday, September 17, 2020, 3:00pm ET

PRE-PROPOSAL MEETING: ☒ Non-Mandatory ☐ Mandatory ☐ N/A ☐ Includes Site Visit
PRE-PROPOSAL MEETING DATE/TIME: Thursday, August 27, 2020 – 10:00am
PRE-PROPOSAL MEETNG LOCATION: ZOOM:
https://us02web.zoom.us/j/2551866858?pwd=dU1nUkNXc0U2WUpQT25pTDMrU0wzZz09
Meeting ID: 255 186 6858--- Password: 4ZrPqL

BIDDER QUESTIONS DUE DATE: Thursday, September 10, 2020 – 3:00pm

SUMMARY OF SCOPE OF WORK:
The City of Gainesville is seeking to update its website to enhance the user experience, simplify content management and provide improved neighbor-centric information and customer service to its community, while meeting high-standards for design quality and visual appeal. A key goal of the project is to achieve a high level of visual quality and a design. The design will incorporate the visual identity of the City of Gainesville and should appear as a unique design. The City would like to decentralize content management by empowering our staff to easily create and manage website content in each department under the oversight of a central administrator. The new website must have a priority of striving to be ADA compliant and meeting a minimum compliance of WCAG 2.1 level A with ADA, Section 508. The City seeks the assistance of an experienced company that can accomplish the goals of the City with all the functionality identified in this RFP. The City seeks a company that has the capability of integrating additional features and functionality that may be identified in the future as part of a phased-in approach. The City would like a vendor to provide hosting services for the website in a secure data center. The experienced company should have a team of experts who understand local government, to help us achieve our vision – all while providing 24/7/365 support. The project scope should also include usability (Alpha, Beta) testing, initial content migration support and an outline of available and ongoing training options. Pricing should be all inclusive. Multi-year contract agreements with reduced pricing preferred.

For questions relating to this solicitation, contact:
Scotty Goodloe, Procurement Specialist 3, 352.393.8790; goodloess@cityofgainesville.org

Bidder is <u>not</u> in arrears to City upon any debt, fee, tax or contract: ☑ Bidder is NOT in arrears ☐ Bidder IS in arrears
Bidder is not a defaulter, as surety or otherwise, upon any obligation to City:
☑ Bidder is NOT in default ☐ Bidder IS in default

Bidders who receive this bid from sources other than City of Gainesville Procurement Division or DemandStar.com MUST contact the Procurement Division prior to the due date to ensure any addenda are received in order to submit a responsible and responsive offer. Uploading an incomplete document may deem the offer non-responsive, causing rejection.

ADDENDA ACKNOWLEDGMENT: Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer: Addenda received (list all) # 1-6

Legal Name of Bidder: _OpenCities, Inc._

DBA: _____

Authorized Representative Name/Title: _Luke D. Norris, Managing Director_

E-mail Address: _Luke@opencities.com_   FEIN: _36-4845826_

Street Address: _300 East 39th Street, Kansas City, MO 64111_

Mailing Address (if different): _____

Telephone: (_816_) _200-8925_   Fax: (____) _____

This page must be completed and uploaded to DemandStar.com with your Submittal.

OpenCities

Serve Better. We empower local governments to create better web, intranet and online service experiences that last.

City of Gainesville, Florida

RFP: PIOX200043-SG

Prepared by OpenCities, Inc.

Luke D. Norris, Managing Director

816-200-8925 | luke@opencities.com

September 17, 2020

Table of Contents

Executive Summary

Thank you for the opportunity to introduce you to OpenCities and our work transforming local government. Today, the **city's website has become the digital front door to all city resources and departments.** By default, it must be easy for users to find what they are looking for and transact their business on whatever device they prefer. And because city departments need to provide excellent digital content in order to assure that experience for users, the website must be easy to update and maintain. A CMS alone is not enough. **It is time for a better approach to envisioning, building, maintaining and growing the city website.**

OpenCities offers a complete package of services and technology that deliver a mobile responsive, accessible/compliant, fully featured and affordable website without any custom development. **We have over 10 years of experience providing best practices for effective government websites and promote a "Digital Services" approach** to convert your site from providing marketing and information to become a fully transactional digital services portal. The **OpenCities approach has produced significant ROI for our government partners,** like Grand Rapids, Michigan who **reduced walk-in traffic 20%** by launching 200+ digital services, and Orlando, Florida who **increased customer satisfaction by 65%.** OpenCities puts the public and the government employees jointly at the center of our solution. An active local government user community drives the OpenCities product roadmap, ensuring our technology is continually evolving in a way that creates ongoing value for our customers. **Simply put, the city will never be left with an outdated website or with the need to spend tens of thousands of dollars to redesign its site in the future.**

We're also excited to have Rock Solid, your CRM partner, recommend us. In the reference section of this RFP, you'll find a letter of recommendation from Rock Solid's Director of Partnerships. Our firm and Rock Solid are excited to collaborate in helping you achieve your future goals, leveraging the power of their products and ours at OpenCiites.

Luke Norris and Cynthia Francis are authorized representatives.

Sincerely,

Luke D. Norris, Managing Director

luke@opencities.com, 816-200-8925
OpenCities, Inc.
300 E. 39th St.
Kansas City, MO 64111

Our Philosophy and Key Values

OpenCities utilizes **user-centered design** principals to create **digital services** that provides self-service options for your community, rather than just migrating current content to a more beautiful container. This increases satisfaction and trust in government for your residents, businesses and visitors.

OpenCities uses **data driven decision making**. We are uniquely positioned to learn from real world behavior by looking at how existing services are used in your city, as well as across all of our customers.

If you can't find it, you can't use it! We believe that site visitors shouldn't have to know how local government operates to find the information and services they are seeking. A powerful predictive search engine utilizing natural language, and a clear set of top tasks on the homepage mean most users find what they need in one click.

OpenCities is **mobile first**, and our product templates and your content are tested for **accessibility** and **readability**. OpenCities offers a selection of tested and proven content templates that create better digital experiences for your users. Every pattern in **OpenCities meets the high accessibility standards outlined in WCAG 2.1 AA** and **Section 508** and use responsive mobile ready frameworks.

OpenCities sites are **easily navigable** and **beautiful** to experience, and **easily updated** and **managed by non-technical staff.**

OpenCities is totally focused on improving our product for and with local governments, and **our product roadmap is entirely developed through input from our government customers.** OpenCities provides **training and governance workshops** specifically tailored to each type of government user. Our robust **online support** and **product feedback** portal encourage your staff's participation in our ongoing product improvement.

OpenCities gives government staff the tools and appropriate **workflow and permissions** to change homepage images/look-and-feel, add forms and services, add CSS to the site when/where needed, and manage the pages and navigation of their site without coming back to our team for changes or ongoing development. As a **SaaS product**, we provide IT and technical teams with tools and access and deliver the right balance of access and input for those who know what they

Company Profile

Company	OpenCities Inc.
Address	**US HQ**: 300 E. 39th St., Kansas City, MO 64111 **West Coast Office**: 1314 22nd Avenue, #697 San Francisco, CA 94122 **Australian Office**: 50 Market Street, Melbourne, VIC 3000
Years in Business	10
Full Time Employees	50
Representative	Luke D. Norris, Managing Director
Contact	816-200-8925, luke@opencities.com
Website	www.opencities.com

Beginning in 2008, OpenCities has met the demand for effective local government websites with a robust, responsive and accessible CMS that delivers a great experience for site visitors as well as the government officials who manage and maintain the content. Together with local governments, we work to continuously capture, incorporate and share all of the tools and functionality that a modern city needs in one inclusive digital SaaS platform that does not require custom development.

With an experienced implementation team that previously worked at Code for America (the government advocacy non-profit), OpenCities also helps government staff and departments to re-envision their current pages and forms as lighter, more effective digital services pages.
By introducing a simple yet powerful process of recreating old content as fully transactional online experiences for site users, a city can:

- Radically improve the value of their website by giving constituents immediate satisfaction, and ideally resolution, of their question, need or problem;
- Reduce the costs associated with 311/Customer Service, due to a reduction in calls and walk-in's to City Hall;
- Adopt a data-driven approach to prioritizing content on their website, without the need for lengthy and costly analysis over and above the price of the website redesign;

- Improve the satisfaction of government staff by providing easy-to-use tools that support a distributed content publisher model, giving subject matter experts what they need to create and maintain their own content and forms;

Check out how, working with City staff, our Digital Services approach revolutionized the City of Grand Rapids, MI website and 311 by [watching their story of transformation here.](#)

Recent Awards

In 2019 OpenCities won several awards in partnership with the City of Lakewood including the **Pinnacle Award and SiteImprove Award** for the Most Accessible Website at the **National Association of Government Web Professionals** conference.

In 2018, OpenCities in partnership with the City of Grand Rapids won the **Pinnacle Award at the National Association of Government Web Professionals** conference.

In 2016, OpenCities won **2nd place** at a government technology pitch competition sponsored by the **US Conference of Mayors**; over 300 Mayors voted.

Project Team

Once a contract is signed, each client is assigned a project manager and supporting team. The project manager will be responsible for the project implementation from the contract to site launch, at which point the client will transition to a customer success manager.

The role of the project manager is defining a timeline and set of goals with the client, and then ensuring that they're met by the end of the project. The project manager will be supported by the consulting practice lead who runs workshops and trainings, as well as the product application specialist who helps clients creatively solve problems and maximize their use of the software.

While there are number of people that will be working in the background to ensure the success of your project, the key contacts the City of Gainesville is likely to engage with include:

Rebekah Anderson, Sr. Project Manager (PMP)
linkedin.com/in/rebekah-anderson-pmp-mba

As a certified PMP, Rebekah has worked in Govtech for 3+ years, implementing web and customer service applications in over 30 governments. Previously served as a project manager for 10+ years for enterprise business systems. Serves as main point of contact for the project teams. Supports clients with best practice recommendations.

Whitney Santini, Customer Onboarding Specialist
linkedin.com/in/whitney-santini

Whitney manages client projects from onset to completion, making sure you stay up to date on the project every step of the way, while pulling in the correct OpenCities resources when needed for content, design, and more. Whitney's experience in the SaaS world includes customer success, relationship management, training, and on-boarding with a focus on end-to-end customer journeys. Her passion for customer advocacy ensures that every project is a true collaboration between the client and OpenCities.

Andy Portwood, Customer Onboarding Specialist
linkedin.com/in/andyportwood

Andy is an Onboarding Specialist with OpenCities. In his previous roles, Andy has management experience in the Healthcare Industry and also developed and led a Customer Success team that worked with Small Business Owners to organize Operations, Prospecting, Communications and Marketing, and more. His strong understanding of the customer experience allows him to guide you through your project efficiently.

Irina Tikhonova, Consulting Practice Lead
linkedin.com/in/irinatikhonova

Irina manages Customer Success and Client implementations for OpenCities. Irina previously worked in client management for software design and implementation at Volunteer Match, with a strong focus on corporate social responsibility, civic engagement, and social impact.

Her experience in the "tech for good" world shaped her skills in strategic planning, using data to make informed decisions, encouraging engagement on a deeper level, and managing projects from onset to completion. Irina will be your day to day contact on the project, managing all aspects of your implementation, leading the Digital Services Academy training, working with your content teams on the site settings and navigation as well as content creation/migration.

Rachel Burbank, Product Application Specialist
linkedin.com/in/rachelgburbank

Rachel will support the project during both the sales and implementation phases, supporting demonstrations, workshops and training sessions.

 Rachel came to OpenCities in 2019 from the City of Lakewood in Colorado, who completed an RFP in 2018 where OpenCities was selected as their vendor of choice. She led a large portion of the redesign for Lakewood and has now transitioned to the OpenCities team where she uses her experience on the client side and expertise in the platform to support your team with creative application solutions from start to finish.

Charlotte Taylor, Visual Designer
linkedin.com/in/charlotte-taylor15

Charlotte is a visual communication designer with experience in print media, pre-press, advertising and branding. She designs a majority of OpenCities websites with a focus on accessibility, clean and clear content, and portraying the visual look and feel of each unique city by taking your ideas, opinions and desires into account when designing your site.

Luke Norris, Strategy and Government Relations
linkedin.com/in/lukednorris

With over 16 years of experience, and as the former senior director of Government Relations for Code for America, Luke advises Governors, Mayors, County Executives, Chief Innovation Officers around the United States on the topics of innovation, government technology and community engagement in 21st century government. Luke can assist local government website managers to effectively engage city leaders in the digital transformation journey.

Colin Morris, Engineering Support Lead
**linkedin.com/in/colin-morris-9385a959**

With over 15 years' experience in I.T. helpdesk leadership within local government, Colin holds a deep understanding of the needs, challenges and workings of city I.T. departments. Combined with his working knowledge of the common systems used across local governments across Australia, Colin will take lead on working with your I.T. team to support installation of our connectors and 3rd party system integrations, hosting and environment related matters, and engineering activities.

Project Management and Communication

OpenCities has removed the risk and effort of traditional web and intranet redesign projects by developing a repeatable process of engagement, content and digital services delivery.

In every engagement, OpenCities assigns a project manager and supporting project team and utilizes an agile implementation approach, supported by a simple online project management dashboard that makes it easy for everyone to track project status. The image above is of our project management tool, Asana, for which all members of the core team will be granted access to participate. It allows us one place to aggregate tasks, files and conversations and is a great resource for updating your executive committee on the progress of the website.
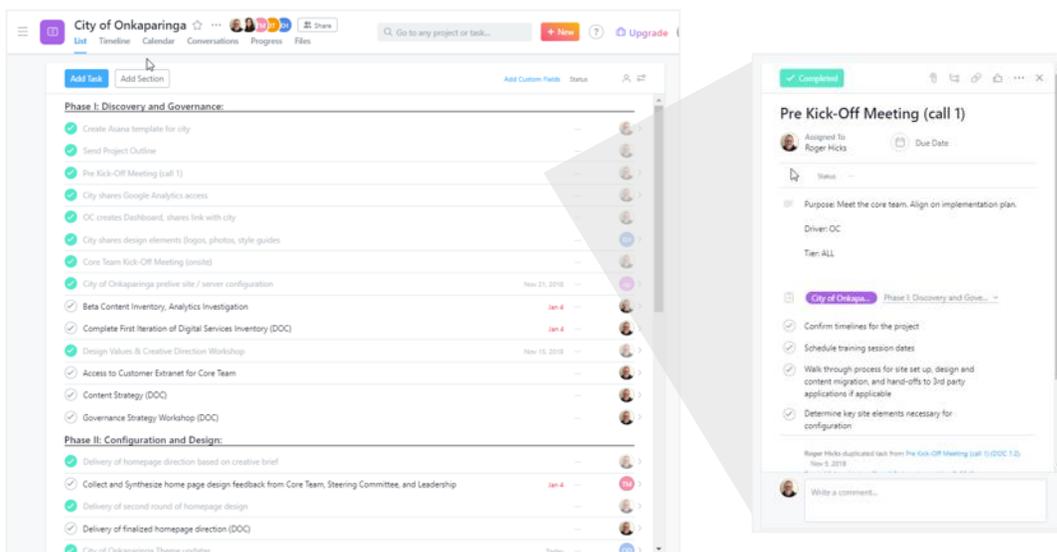
Without sounding cliché, communication is key. And we understand that in order to have a successful project, we need more than just a project management tool. We'll work to understand what level of regular check ins will make your team the most comfortable, whether it's weekly, bi-weekly or other, as well as how often your executive team needs to be briefed. (think council members/commissioners, department heads, city administrators— folks that need to be updated on the project progress and sign off on it at the end but may not be involved in the daily tasks of creating the new site). Our regular meetings with your core team (after the first on-site meeting) will be conducted via Microsoft Teams or your preferred teleconferencing platform, and we can provide written or teleconference updates to your executive team.

Experience and References

OpenCities powers websites for more than 120 governments around the world. Below are various references for your information. **Additionally, in the pages below, you'll see a letter of recommendation from your CRM partner, Rock Solid.**

Customer/client name	Grand Rapids, Michigan (Pinnacle Award 2018)
Reference name	Becky Jo Glover
Title	Chief Innovation and Customer Service Officer
Phone number	616-456-3118
Mailing address	300 Monroe Avenue NW, Grand Rapids, MI 49503
Email address	bglover@grcity.us
URL where reference's implementation is available for review (if applicable)	grandrapidsmi.gov

Customer/client name	Lakewood Colorado (Pinnacle Award 2019)
Reference name	Ron Ritschard
Title	PIO, City Manager's Office
Phone number	303-987-7059
Mailing address	480 S. Allison Pkwy, Lakewood, CO 80226
Email address	ronrit@lakewood.org
URL where reference's implementation is available for review (if applicable)	Lakewood.org

Customer/client name	Miami, Florida
Reference name	Mike Sarasti
Title	Director of Innovation and Technology / CIO

Phone number	305-416-1018
Mailing address	Miami Riverside Center (MRC) 444 SW 2nd Ave Miami, FL 33130
Email address	msarasti@miamigov.com
URL where reference's implementation is available for review (if applicable)	miamigov.com

|	
Customer/client name	San Antonio, TX
Reference name	Louise Craig
Title	Experience Architect
Phone number	210-385-3567
Mailing address	100 Military Plaza, San Antonio, TX 78205
Email address	Louise.craig@sanantonio.gov
URL where reference's implementation is available for review (if applicable)	OpenCities will be redesigning the City of San Antonio's website – moving from dot net nuke to OpenCities. San Antonio and OpenCiites have partnered the past year on various web projects including the City's intranet and the City's response and recovery website https://covid19.sanantonio.gov/Home

|	
Customer/client name	Orlando, Florida
Reference name	Matt Broffman
Title	Innovation Official, Information Technology
Phone number	407-782-0645
Mailing address	400 South Orange Avenue, Orlando, FL 32801
Email address	Matthew.broffman@cityoforlando.net
URL where reference's implementation is available for review (if applicable)	Orlando.gov

Portfolio

OpenCities websites can vary drastically in look and feel while still maintaining their accessibility and mobile responsiveness. Some of our favorite visual examples are listed below:

**Oro Valley, Arizona**

orovalleyaz.gov
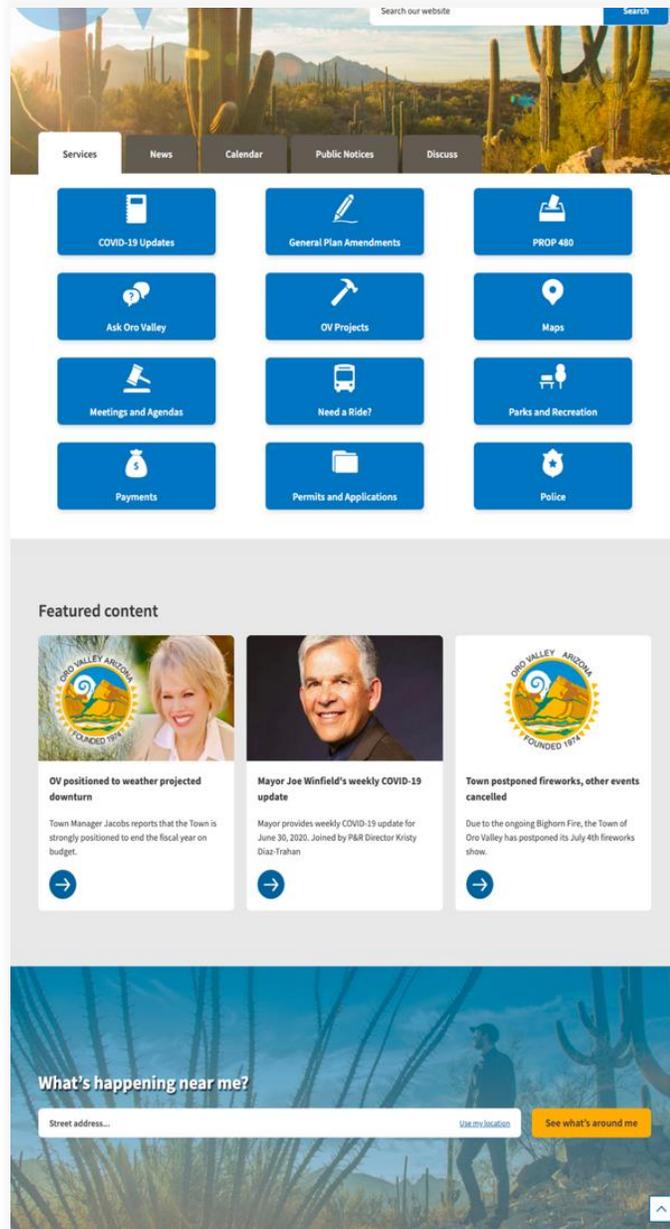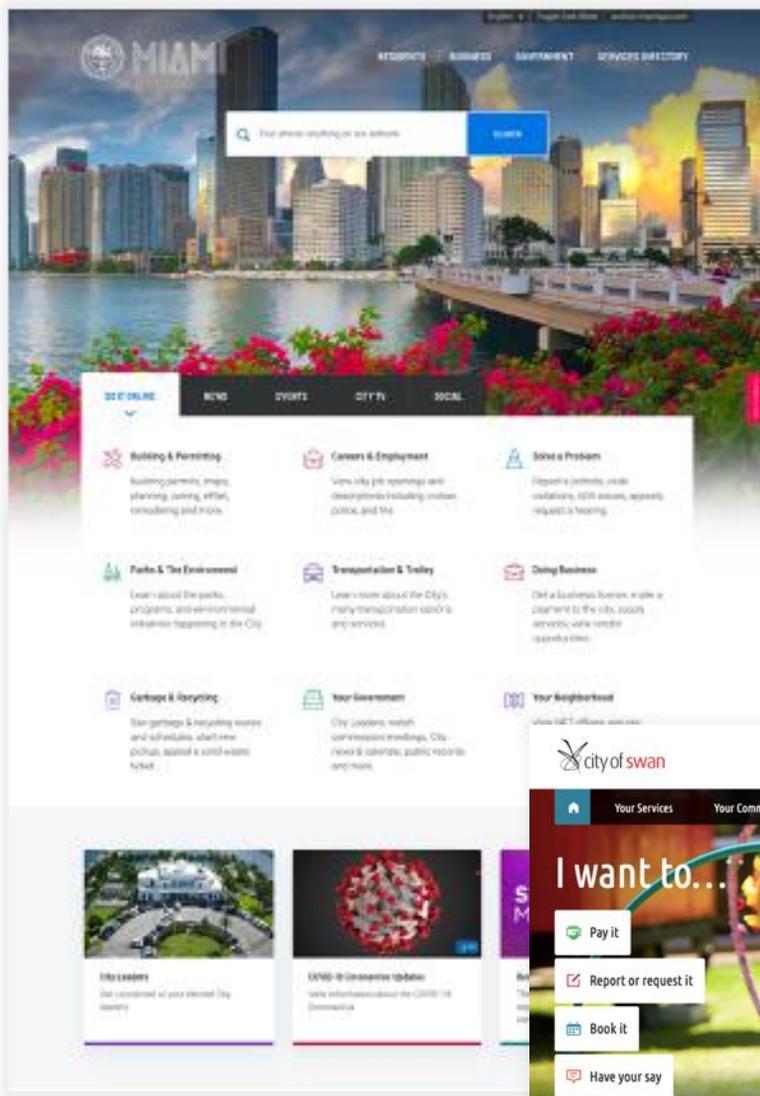
Miami, Florida
miamigov.com
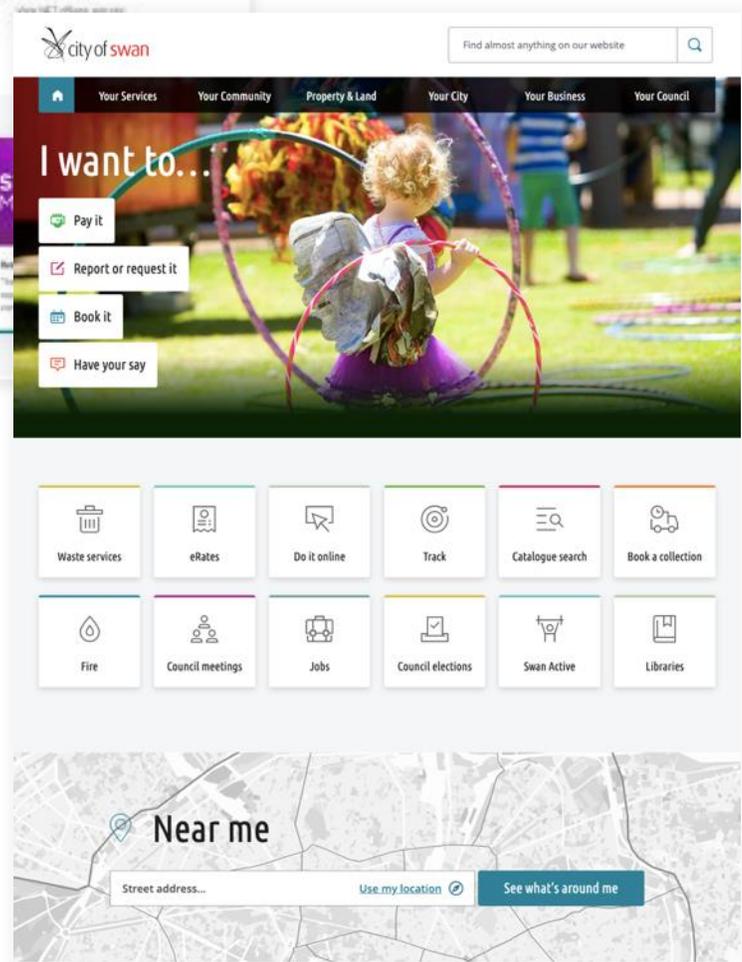
Swan, Australia
swan.wa.gov.au
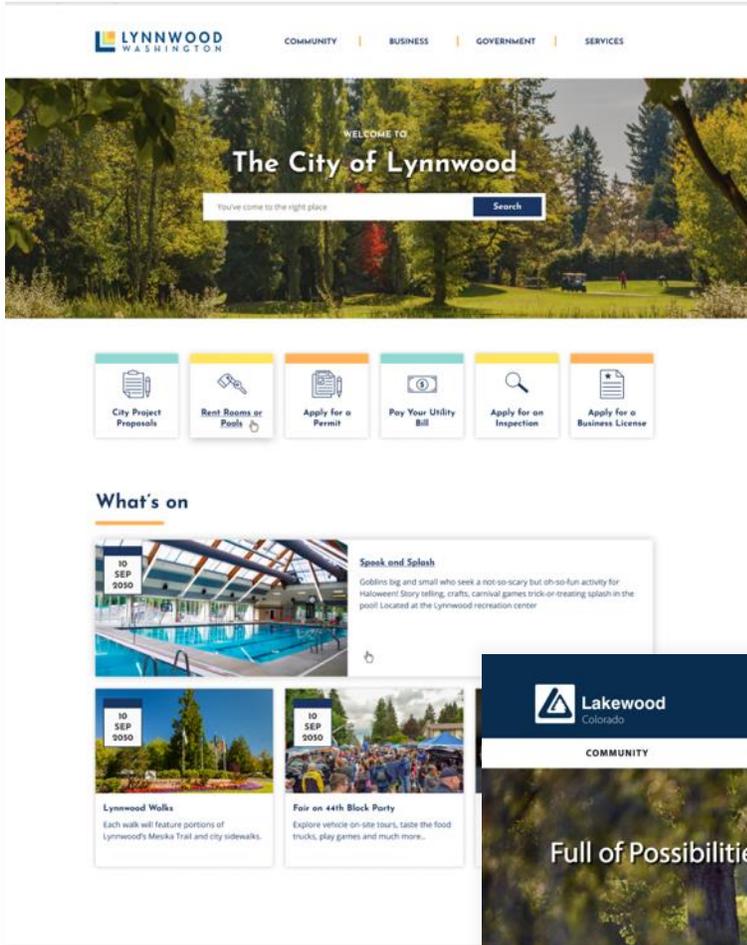
Lynnwood, Washington
lynnwoodwa.gov

Lakewood, Colorado
lakewood.org
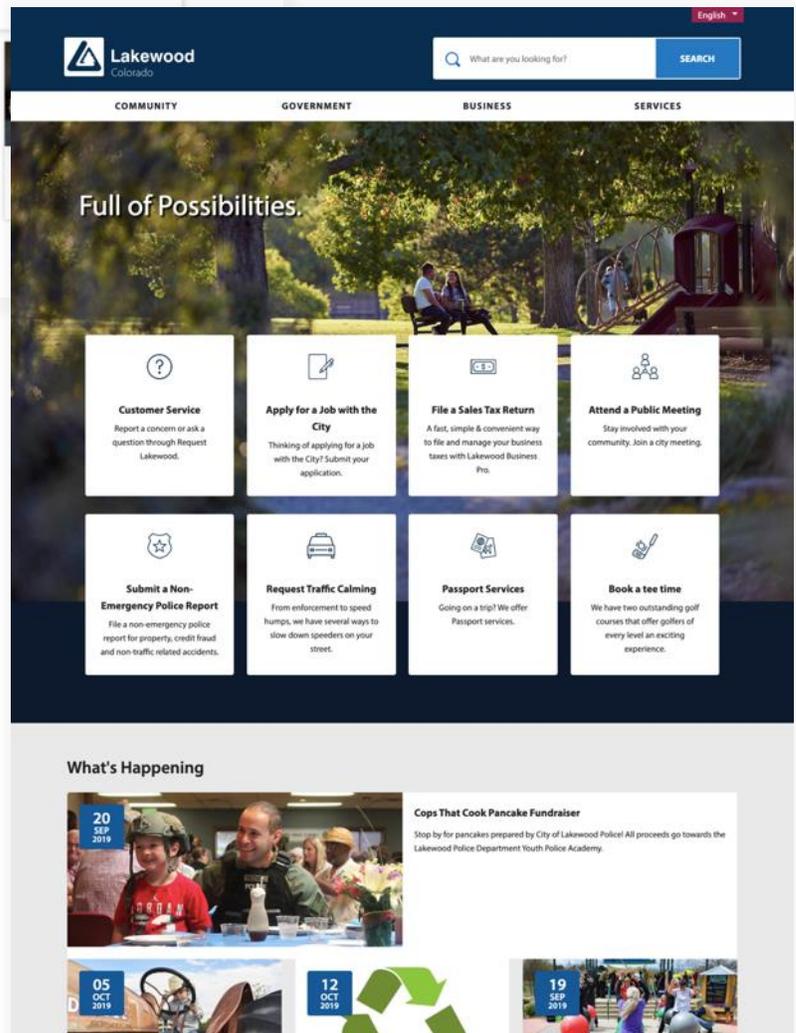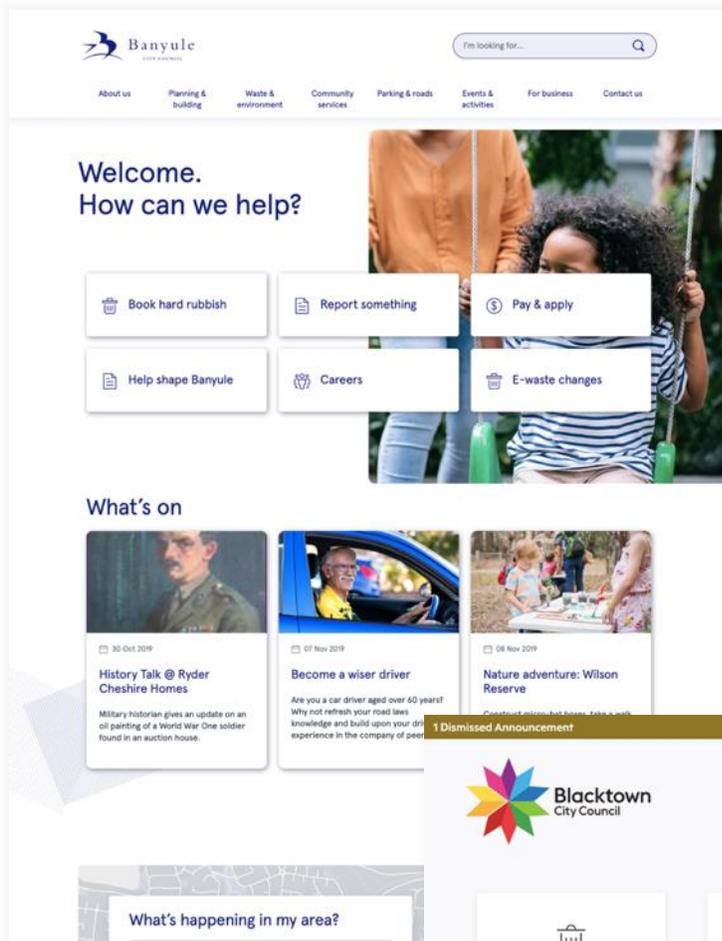
Banyule, Australia
banyule.vic.gov.au

Blacktown, Australia
blacktown.nsw.gov.au
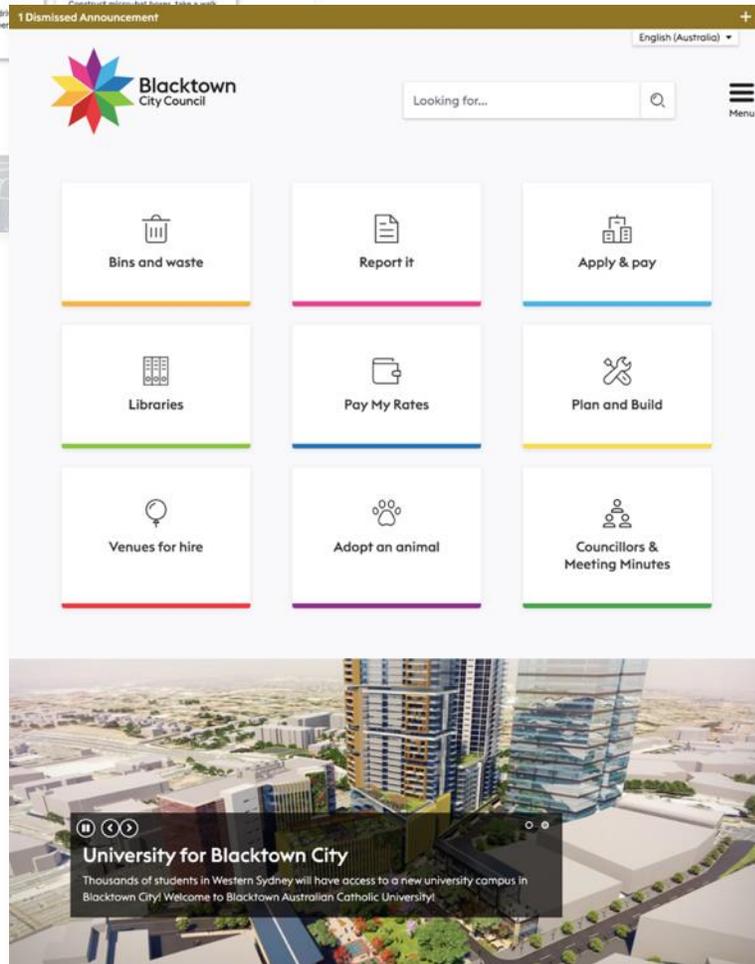
September 8th, 2020

City of Gainesville

RE: CMS RFP

I wanted to communicate that Rock Solid is in the initial stages of exploring a non-exclusive partnership with OpenCities to optimize how our mobile app and CRM solutions can be optimized to work with the OpenCities platform seamlessly.

Citizen engagement must be omnichannel. But to deliver the most consistent and powerful version of omnichannel citizen engagement, it just makes sense for your website and your native app – and for your CRM and your forms solution, to work in concert.

OpenCities is a Microsoft co-sell partner and their approach to their product aligns with Rock Solid. We are actively looking for opportunities to co-sell with OpenCities to uncover revenue positive opportunities that will support research and development to integrate our adjacent products. To be clear, we are not committing to immediate product development, or requiring Gainesville to commit to any services. Rather, I want to share that we would engage in a co-development project with OpenCities. And, if that is not of interest in the short term, should you select OpenCities, we are actively looking to evolve our products to work well together leveraging OpenCities API libraries across its web and forms products.

We are not in discussions with other CMS companies.

We are thrilled to work with Gainesville. And look forward to future developments.

Sincerely,

Paul Malin

Paul Malin
Director of Partnerships

E: pmalin@rocksolid.com
M: 310.962.1387
O: 787.620.5595
F: 787.620.5596
RockSolid.com

Features, Functionality and Design

CMS Features

Following are specific responses to the functional goals you outlined in your RFQ. We look forward to showing you more about these and other unique capabilities of the OpenCities platform at a later stage in this process. Additional details about the capabilities of the platform are included in the Appendix for your reference.

Built-in style guide	Create or update your website design and layout anytime, simply by dragging and dropping template elements onto the canvas. You can control menus, search, banners, events listings, maps and much more. Then, apply your colors, fonts, imagery and CSS. Securely preview your design changes with real content, and then publish your design when ready.
Online Activity/Event Registration	OpenForms can provide an easy option for event registration. Additionally, OpenCities has an integration with Eventbrite that makes managing events easy and streamlines content publishing and the registration process / ticket purchase for residents.
Browser Based Administration	OpenCities is entirely browser based. Beyond content publishing, even advanced tasks such as designing new websites, updating homepage layouts, activating new functionality and modules can all be done entirely via a browser based interface, without any development skills.
Unified Calendars	Create beautiful calendar views from any of your time-bound content such as events, works, projects, initiatives, as well as content sub-filters (for example, the ability to filter an events-based calendar by sub-topics such as sports, children's events, cultural events, etc).
Content Scheduling	Publishers can set a future date and time for publishing their content, whether it be a single page or a collection of pages. Content still needs to be approved via workflow, but will be embargoed until the schedule publish date and time.
Workflow	OpenCities Workflow: Setup any number of workflow paths and steps based on the type of content being published (i.e. news

	vs. jobs vs. emergency announcements), where its being published (i.e. websites, social media) and more. OpenCities keeps approvers notified via email to ensure progress. What's more, approvers don't need to log into the system to view, comment on or approve content, allowing more people to get involved in workflow. OpenForms Workflow: A drag and drop interface allows you to quickly map out all the stages and decision points in a workflow, and a visual canvas makes it easy to see how it all fits together. Learn more here: https://www.openforms.com/Functionality/Automate-Workflows
Unique Department Home Pages (Microsites)	OpenCities has various ways to help solve for this. Publish Departmental landing pages that showcase department specific information, news, events, services, calendars and more. Department pages can also be branded with department specific logos and sub-navigation, providing each department with a greater level of control over their section. OR Create and manage subsites for your departments without custom web development. Using the site wizard (requires purchasing an additional subsite license), you can select what functions your new site needs, create a visual design that addresses the creative and layout needs of the department, setup publishers and permissions, and start entering content within a matter of days.
Directories	Because OpenCities functions off of structured content, you have a built-in ability to create directories of virtually any type of content. Pre-existing directories include services, venues, parks, events, meetings, elected officials, projects, consultations (if the module was purchased) and more, with an ability to build custom directories should your needs not fall into one of the above categories.
Document Center	Zip and bulk import, categorize and manage thousands of digital assets in one convenient location. You can store documents, images and videos, each with full lifecycle management, version history, usage reports and more. Granular permissions can be applied to control which files are available for specific sites.

Facility Management	Create an interactive directory and map view of facilities and venues that residents can browse, filter (by usage type, capacity, location, features) or search. Combined with OpenForms, you can also setup booking request forms.
Interactive maps	Any content that uses an address field (i.e. event, park, facilities, project, closure, development applications) can be automatically pinned to a Google Map without any extra steps by publishers. OpenCities is also exploring integrations using ESRI maps. You can also embed KML files for map overlays.
Frequently Asked Questions	Using the OpenCities accordion functionality, publishers can quickly create FAQ directories, or embed section/content specific FAQ's directly into a page.
Levels of Rights/Permissions	Site managers can control granular levels of permission for a range of system features, from publishing rights, to section access, workflow rights and much more. Role permissions are setup via a simple checkbox approach, and then applied to individual users. Precision control of user roles and permissions allow you to craft exactly what each user can do within the system. From controlling what types of content certain people can publish, which sites they can contribute to or who can create entirely new sites and design themes, you have full control of user permissions.
Live Edit	Publishers can access any page of content through the front end and quickly edit the page once they've navigated to it from the front end. We also offer great tools like in-line markup to make it easy to see what content has changed (added/deleted) when viewing a page on the front end.
Multilingual Support	OpenCities allows you to curate multilingual versions of content that's too important to be auto translated, and fallback to Google Translate for all other, non-critical content. The multilingual experience extends across the entire site experience, from buttons to nav menus, ensuring your website is truly universal and accessible to more people.
News and Announcements	OpenCities provides a structured process for publishing news and media releases and controlling where they are presented including the news directory, your homepage, department sections, as well as syndicating out to other websites or social media channels. Using the announcements banner, you can

	broadcast emergency announcements that appear prominently across the top of the entire website, or within selected sections of the site. With the added ability to define color coded severity levels, these announcements can be dismissible, or locked and anchored in case of severe emergencies. Combined with distribution platforms such as Twilio, emergency announcements can also be broadcast via SMS to your subscribers.
Online Forms	The OpenForms form builder provides an easy to use, drag and drop style interface to enable users of varying technical proficiencies to build beautiful, responsive and accessible forms. OpenForms provides a drag and drop approach for building online survey forms, with the ability to setup multi-section surveys with smart logic that show or hide questions and sections depending on a respondent's answers. Survey results are emailed to City staff or can be collected and downloaded as a single Excel file for reporting. OpenForms can be integrated with any CRM system that supports API's and web services, allowing form submissions to be sent directly into your CRM. OpenForms includes an electronic signature ability, which gives users the option to upload their signature or sign with their finger on touch devices. Signatures are securely stored and submitted.
Image Center	Using the OpenCities File Library, publishers can bulk upload, management and touch up images in a central library that can be assigned to a specific site or used across multiple sites. Images are lifecycle and version managed, making it easy to manage large image libraries. OpenCities features in-built image cropping, resizing, and basic touch ups. By default, OpenCities auto-optimizes image for different devices and destinations, and incorporates a smart-crop, the ability to crop images to a consistent size, whilst also cropping to focus on the area of interest in the image.
Printable Pages	Content pages in OpenCities include a print template layout that automatically applies when a user attempts to print a page. This layout can be further customized in the themes manager if needed.

Responsive Web Design	Built to be mobile first, OpenCities doesn't just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera to reward mobile users with a more 'app like' experience. As a SaaS platform, OpenCities continually updates your website for new devices and form factors, at no additional cost to the city.
Rotating Photos/Banners	OpenCities allows you to publish rotating banners onto your homepage, which auto-adjust to different devices and support swipe gestures. Combined with the ability to schedule publish and removal dates, key messages and promotions can be pre-scheduled.
Sharing Capability	OpenCities simplifies the process of publishing content once and presenting across a variety of websites. Site managers can either setup global rules (for example, any events published by the library team in the library site should also appear in the main website events calendar), or empower publishers to select where else their content should appear as they publish it (for example, tagging a specific destination such as a subsite or social channel, or tagging content with a theme or persona to let OpenCities surface the content in other parts of the site automatically)
Site Search	The OpenCities predictive search experience transforms the way people navigate a government website by suggesting content as a user types their query, and featuring a government thesaurus that connects plain English search queries (i.e. garbage dump) with the language of local government (i.e. waste transfer station). By connecting people to the information they need without knowing what it's called, OpenCities helps your site visitors spend less time looking and more time finding.
Site Statistics	OpenCities offers a variety of data insights, ranging from website usage statistics via Google Analytics (including the ability to leverage Google Tag Manager), through to internal publisher and content reports using in-built dashboards and reports. These can be configured easily without any programming skills. The Insights Dashboard provides more than just data and offers suggestions such as what content should be promoted to the home page based on page views, and what

	information on the homepage may be stale and in need of a swap out.
Sitemap and Breadcrumbs	You can create and submit a sitemap directly from OpenCities so search engines can better understand the structure of your site, and show more accurate search results for it. It's particularly useful to submit a sitemap when your site first goes live, and when you make significant changes to your site structure.
API Integrations	OpenCities has a full library of APIs – both OpenForms and OpenCities (content APIS). These offer OpenCities and Rock Solid opportunities to collaborate to create truly compelling digital experiences for your residents.
Website Visitor Profile	OpenCities could leverage the Rock Solid user credentials and either embed a Rock Solid customer portal within the OpenCities website or using the OpenCities APIs this could be more purpose built and manage authentication using something like Azure B:2. We look forward to collaborating with Rock Solid to explore the best way to help achieve your goals.
Online Payments	OpenForms offer PCI compliant payment forms. Using data connections with your payment processor* OpenForms can provide a streamlined user interface for payments. *depending on merchant provider, a fee may be required.
Alerts and Notifications	Rock Solid can provide a subscription for emergency / site alerts, and using the OpenCities RSS, an alert can trigger a notification. This will be doing using the OpenCities RSS and Rock Solid could build the data connection to automate the push through the CRM/ mobile app / text reminders.
RSS Feed out	OpenCities outputs content to IFTTT, which can then transform and output to other channels. We also have the ability for people to subscribe directly to any list view (i.e. News, events, etc) using our subscription feature.

Optional Features

E-Chat Function	OpenCities does not have a built-in chat function at this time, however we do allow you to inject your own custom scripts into the header or footer, so the City of Gainesville could partner with a third-party chat vendor and embed a javascript-based code into the OpenCities site to power that chat function.
Agenda Management	Publish meetings, agendas, media recordings and attachments into a searchable directory that allows residents to search within documents, filter by meeting types and dates. Meetings details and documents are categorized in an intuitive listing, and can also be presented in a calendar view.
Video Center	OpenCities does not include a live-stream function, however we do allow you to easily embed a Youtube, Vimeo or Zoom live stream into a page. This allows you to store your video content on a platform designed just for that, but display it seamlessly on your website without disrupting your resident's user experience.
RFP/RFQ/Bid	OpenCities features a structured content type and automated listing directory for bids and tenders. This content type allows you to post your bids and all its related information, and OpenForms can allow you to receive submissions to those bids.
Smart City Features	OpenCities includes a built-in feature called My Area that allows a resident to enter their address into a search bar and find events, meetings, parks, projects or other location-based events near them, as well as to discover when their next trash pick up date is or who their specific council or ward member is without having to create an account. We're continuously looking for opportunities to accomplish and other ideas that we have are: the content that powers your kiosks could be managed using OpenCities. Or if you have smart devices (ie parking meters, etc that are tied to a physical address) that data could also be imported using Content APIs into OpenCities. We look forward to exploring ways we can help you achieve your Smart-City goals.

Design Process

OpenCities begins each design process with a client with the **Design Values Workshop**. During this half-day workshop, we'll invite members of the community and city staff to brainstorm what values the city wants their new website to reflect (as well as what associations they want to avoid) and what design elements are important to the city. From there, our designers start working to develop initial sketches and designs. The Enhanced Design package includes three design options, of which the city will choose one to then go through five rounds of iteration to land on the finalized design.

The design will be translated into a digital brand through our platform's Theme Builder – an internal design wizard that allows even the least tech-savvy people to update the basic elements of the visual design without custom code. This means once the site is launched, we've allowed cities to retain full ownership of their design, while OpenCities maintains the platform itself which is continually updated and upgraded to meet changing ADA, browser, and device technology. There is no redesign timeline – the city can update or change the look and feel of the website whenever they like without cost or choose to hire OpenCities for a more advanced refresh down the road whenever they want.

Implementation Plan

Project Timeline

As a SaaS solution that doesn't need custom development, OpenCities can be delivered, ready for content setup within a matter of weeks. The primary variable for launch is based on the amount of time needed by the city or county for the visual design process, and the amount of staff resources available for the content entry and any migration process. The sample timeline below demonstrates a five-to-seven month project, however our agile and iterative methodology allows us to increase or decrease the project length to meet your launch goals; we've completed a project in as little as four months.

5-7 Months

P1: Kick-off, Discovery and Data Analysis

P2: Design, Configuration and Content Migration

P3: Training and Handover

P4: Content Creation, Beta Launch

P5: Launch and Evolve
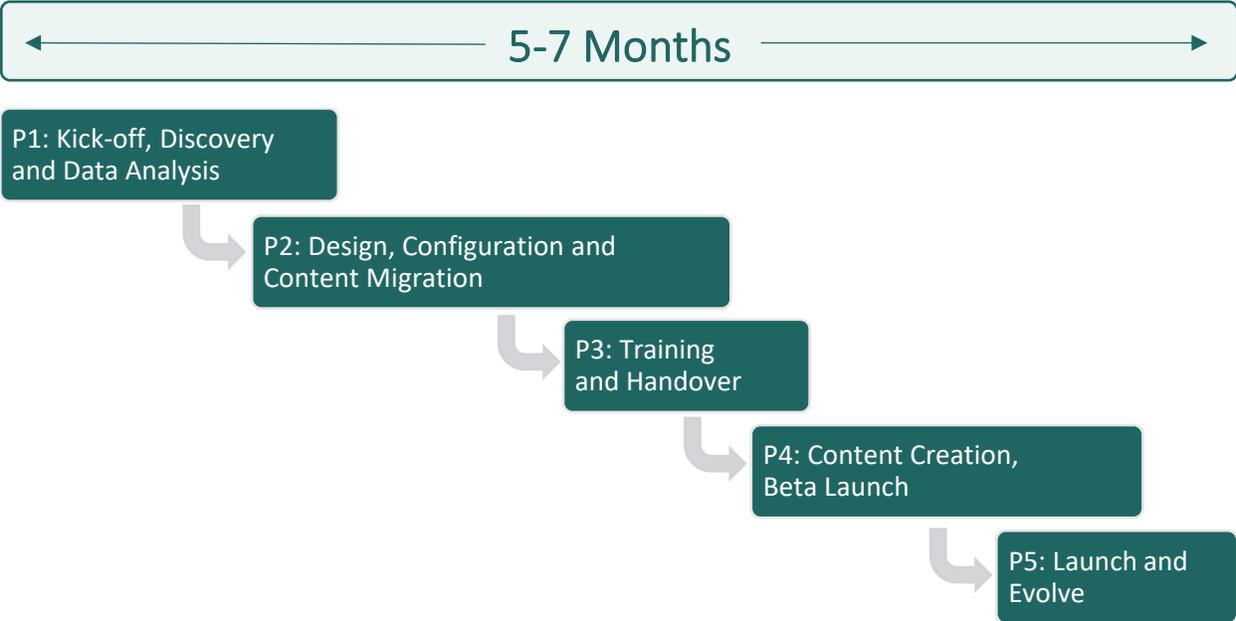
Your specific project

OpenCities is committed to partnering with the City of Gainesville to accomplish its goals. Based on your Request for Qualifications, we have customized our implementation to include the following recommended service packages. These packages are delivered throughout the project as noted in the phased implementation approach below.

Page Audit and Navigation Recommendations

If you aren't sure which pages on your site you want to archive, improve, or migrate as is, or are unsure of the ideal navigation on the new site, OpenCities will not only review the

template of each page, but the content as well. We'll note where we recommend improving content using our template functionality, as well as where we recommend combining content to improve the accessibility, usability, and usefulness. We'll look at data to provide a homepage navigation structure to ensure we're addressing users' needs and improve the overall user experience for your website visitors.

Content Migration

This two-part package includes the Content Migration Strategy, which starts with an Archive, Improve and Migrate process led by your team – as not all content (including documents and images) from your old site needs to carry over. Next OpenCities will help map the pages you selected to Improve or Migrate to the proper OpenCities template, note any inconsistencies or custom templates, understand how to translate certain elements of the content, and review all of this with the City of Gainesville team. After our review, you'll have a list of each OpenCities template that we'll use to migrate each page, which will set you up for success in making decisions on how and what new content to add to the new site in the future.

A couple of things to note:
- The documents and images on pages that are marked ARCHIVE will not move over
- If there are documents on a page that need moved over, the City is responsible for determining where those go and creating any new pages for those purposes

For this process to be effective, the City of Gainesville must:
- Provide OpenCities a sitemap if the City elects not to do an OpenCities.
- Identify an individual or a team with the ability to make decision on what content is and is not migrated.
- Promptly make decisions.
- Analyze their own data using any data from Google Analytics, SiteImprove, Monsido, etc. to determine what pages are the most important to migrate and what can be archived.

Since the City of Gainesville has communicated that not all of the 18,883 documents/images need to be moved into the new system, our recommendation is that we migrate only documents and images that are currently present on a page that is marked as migrate. Any orphaned documents or images, or assets on pages that are

marked as do not migrate/archive, will be the responsibility of the City to identify, move, and add to a page.

The second part is the actual physical migration of content, done manually by our migration services team. Once we've made our final decisions on the Content Migration Strategy, we get to work on moving your content and documents and re-linking those on each page migrated by OpenCities. With an approved plan in place, we ensure consistency and efficiency during the process.

The City will be responsible for:
- Creating the file structure for images and documents in the files library
- Creating searchable document names for any image / document after the assets have been moved into the OpenCities library
- Writing any alt text for images and documents after the assets have been moved into the OpenCities library

Definition: What is / isn't content that is included in OpenCities led content migration?

Content in-scope / IS content	Content out-of-scope / ISN'T content
Content managed within your current CMS	Anything within an iFrame, or embedded HTML content
Documents/images (if contracted)	Dynamic content pulled from other systems
	Content not managed within CMS
	Javascript, CSS or other custom code (unless it's agreed upon as part of the site design and build)
	Interactive web forms and/or single page applications
	Written content within image/diagram
	Content migrated from a PDF file

Optional Services

Additionally, the City of Gainesville can choose to add on the following optional services that we've seen provide high value and return to our clients. These packages have not been priced in your proposal because we did not see a direct correlation to the goals expressed in your RFP, but they can be added at any time throughout the project if needed.

Digital Services Academy

The project team will use a 3-day, 2.5 hour/day facilitated workshop to train city staff how to re-envision government web pages and PDFs as interactive services. Participants learn how to migrate prioritized content from the current site so that it becomes a fully functional Digital Service. Accommodating "service owners", the OpenCities project team will work with participants (content publishers and departmental staff) to create a journey map of one of their key services, identify areas for improvement, prototype a new transaction, redesign their content, and test their new services page and digital form with a set of actual users. This includes the Writing for the Web workshop to help teach staff how to make content interesting, understandable and free of jargon, while staying inside the City guidelines.

Writing for the Web Workshop

If the Digital Services Academy is more than you're looking for, but you'd still like staff to have some additional training on writing better content for the web, you can select just the Writing for the Web portion. This workshop will make sure your staff is well equipped to create new content that is well written, organized, and efficient for your residents. This 2-hour workshop will help teach staff how to make content interesting, understandable and free of jargon, while staying inside the city guidelines. Can be delivered to up to 20 staff at a time.

Project Phases

Phase 1: Kick-off, discovery and data analysis

Kick off Meeting: Meet the Team, confirm timelines for the project, schedule training sessions, walk-through process for site set up, design and content migration, and discuss hand-offs to 3rd party applications if applicable. Determination is made as to key site elements necessary for configuration. Discussion of CORE and STEERING Committees. Planning for CUT groups or other user testing mechanisms.

Project Management Tool: Introduction to Asana as our shared project management environment to track progress and maintain a visual point of truth as to the steps in the project.

Design Values Workshop/Asset Collection: Client works with OpenCities to secure assets such as logos and images along with any existing style guides.

Create/Review Analytics Report: Client provides access to existing Google Analytics and any data collection that has been ongoing, and the OpenCities team will assess analytics for the current site and incorporate findings for each service into a Digital Services Inventory.

Governance Strategy: The OpenCities project team will consult and advise the web management team through a process of creating a governance plan for website content. Outcomes will include assisting in the Client in formulating clearly assigned roles and expectations, an approved process for gathering, writing, approving and publishing new site content, and an understanding of best practices for web writing.

Content Migration Strategy: (TO BE SCOPED)

Page Audit and Navigation Recommendations: (RECOMMENDED)

Phase 2: Design, Configuration and Content Migration

In this phase the OpenCities project team and the client will share assets and work to align and deliver a navigation, look and feel that reflects the spirit and goals of the city while leveraging the best practices for effective site layout and design.

Configure General locality information. This data importation will allow for structured content (such as events, places of interest, and projects) to render dynamically in geographic context on the site.

Homepage and Theme Design Review: The OpenCities project team will present up to three options for the site design and layout based on the assets and intentions shared in the Design meeting. Discussion of who should be included in the design review is up to the City. Inclusion of citizen engagement should be discussed and agreed prior to finalization of the City contract with OpenCities.

Design Finalization: Once the designs are skinned onto a live OpenCities instance, content publishing/migration can immediately begin.

NOTE: While the configuration of the site information is based on best-practices from our industry and Design Guidelines published by the US Digital Services, there is ample room for the client to make ongoing image, layout and design changes even after launch, using our Theme Builder capability.

Content Migration. (TO BE SCOPED)
As outlined above, OpenCities will lead the content migration process.

Integration Testing
Given the goals of leveraging the Rock Solid capabilities, OpenCities will provide up to 8 hours of assistance with troubleshooting and testing any Rock Solid embeds.

Phase 3: Training and Handover

In this phase, OpenCities provides training based on the types of outcomes that the city wants to achieve with OpenCities. All training sessions can be delivered via hands-on, train the trainer or classroom style format, either at the city offices or online, however given the current COVID-19 pandemic, OpenCities is prepared to provide training and consultation on-site or remotely, depending on the status of the situation at that time and the comfort level of the client. We will also provide guidance on the creation of a governance plan, best practices for migrating or creating content, and identifying key roles/responsibilities for success at this step.

OpenCities is designed to be intuitive enough for anyone in the city to effectively create and maintain beautiful and well-architected web pages. We make sure that there is comfort with the platform by providing a three-step approach:

1. **Content Publisher Training** – Detailed below, this training introduces the product and sets the foundation for experimentation and mastery. Up to 25 people per session.
2. **Site Administrator Training** – By training and supporting key staff members to have a deeper understanding of OpenCities product capabilities, we assure that SME's at the department level are well supported internally. Up to 15 people per session.
3. **OpenForms Publisher Training** – Staff responsible for creating and editing forms will be trained on the functions of how to build a beautiful, accessible and functionally rich form using our drag and drop editor. They'll learn to set up smart logic on fields, build notifications and confirmation messages, apply pre-built themes, and
4. **OpenForms Admin Training** – Participants in this training will learn the more advanced functions of OpenForms as well as administration and user management. You'll learn how to create new themes, how to build complex, multi-step workflows, and where our API Library lives should you want to build off of our available connections.
5. **OpenForms Workflow Actioner Training** – Some of your staff members may only need access to OpenForms just to take action on a workflow. They'll learn all about the Review Center and how to move a form submission from one step to another.
6. **OpenCities Help Center**- 24 x 7 access to our online documentation and training portal means that everyone can reference "how to" guides and other training materials whenever they are needed.

Content Publisher Training. The OpenCities team will be on-site (or via remote learning as per the preference of the web team team) to lead a hands-on, classroom style training on using the OpenCities CMS. This session is for individuals in the city who manage content for their department, generally what we call "Structured" content. The class focuses on how to use OpenCities to create pages, publish information, manage pages and images or documents within the CMS, create forms using OpenForms. This includes learning various modules including news and events, minutes and agendas, parks and facilities, job notifications, general and landing pages, directories, media and file libraries.

Included in the training is an introduction to the online OpenCities Help Center, which houses full documentation with screen shots and reference materials, video training, updates on the most recently released features and how to use them.

Site Administrator Training. Typically delivered to 1 - 3 website managers, this 2 hour on-site (or remote learning at the preference of the web team) session focuses on setting up, training and managing users, as well as using/creating roles, workflows, permissions and website settings. We also cover troubleshooting your site and accessing the online helpdesk.

Content publishing training is a pre-requisite for site manager training, and if the training is on site then both sessions are typically offered in one day.

OpenCities Help Center. The Client and all staff publishing to the website will receive access to the OpenCities Help Center and ticketing system, which offers detailed learning materials and documentation for every OpenCities module. Each article contains annotated images with step by step instructions showing how to use the functions in OpenCities, and many articles also offer strategic advice to help you make the most of the functionality.

Phase 4: Content/service creation and curation, beta launch

Once your content has been migrated into the system and your team has been trained, it's time to prepare for a beta launch.

Content Creation and/or Clean Up. If pages were added to your old site after the content migration process was completed, it is the responsibility of your team to create that new page in the OpenCities System. Additionally, we highly recommend that your staff review and approve every single page that was migrated by the OpenCities team for styling and factual accuracy. We'll do our best based on strategy meetings and our experience in gov tech, but only you know your content like the back of your hand, and there are some things we just aren't capable of knowing about your business processes.

Beta Release: The decision to launch a Beta version of the site before sun-setting the current website provides an opportunity to gather feedback and continue to iterate the new site prior to the full launch. Beta launch may occur before all of the content is fully available on the site, and it will be important to clarify for the community that this is a work in progress in advance of the full release. We strongly encourage User Testing during this stage, which includes providing a survey for residents to complete or setting up in a coffee shop or local library and asking residents to test out the beta site.

Iteration: The OpenCities project team will counsel the Client team on best practices for incorporating content and navigation feedback from the beta release and User Testing.

Phase 5: Launch and evolve

Launch. The OpenCities team will coordinate the full launch of the site with the Client Team to assure a smooth transition from the old to the new site, including DNS transfer.

Evolve: Truthfully, you will never be done building your site. As the needs of your residents change, your website will need to flex with them. As your new partners in your digital city hall, your website will remain mobile responsive, ADA compliant and up to date with changing browser technology, so you can spend your time providing excellent content. We'll do six-month check ins to see how things are going, but between those you're always welcome to reach out with questions or for support.

Leverage new functions Using the Product Ideas forum in our Help Center, you can share your ideas for improving existing features and suggesting entirely new ones with us and hundreds of your local government peers worldwide. The best ideas will be built for everyone to use as part of our quarterly version upgrades, ready to test and activate in your website within minutes.

Learn new skills: OpenCities hosts regular online 'drop-in' refresher training sessions and master classes – making it easy for your web team to train new staff or plug any product knowledge gaps, and learn new skills ranging from writing better web content and creating more effective online forms, to driving greater levels of community engagement and much more.

Meet your peers: Catch up with your peers, build new connections with like-minded people, discover current challenges, opportunities and trends shaping digital local government. See how other local governments are using OpenCities and have your say about the future of our technology. OpenCities Annual User Groups helps you chart and deliver your digital roadmap.

What Role the City will play

At OpenCities, our best-practice driven approach is focused on creating success for you as a partner. One of the key things that we know creates success is having the right team and people from the city engaged.

A typical project for OpenCities starts by identifying city staff to guide the overall goals and impacts of the project. Those primarily consist of the following:

Project Owner – The most successful projects have a single project owner. This individual is commonly someone with significant understanding of the city's current website, familiarity working with CMS systems, and the ability to consult with departments on an ongoing basis around UX, best practices, etc.

Core Team -- This team of three to five key personnel from the city make all strategic decisions about the project and will be trained as Site Administrators. As Site Administrators, these select members will have the ability to do any and everything within the OpenCities platform (adding users, creating workflows, making design changes, etc.). A successful Core team should represent a variety of departments and be able to commit 10+ hours per week on the project from kick-off to launch.

Steering Committee – This group of five to 10 additional people join the Core Team may not be to provide feedback and opinions. Often, they're department heads, champions of the web team, or subject matter experts. In most cases, we recommend one person per department.

Content Publishers -- This is the largest group of City personnel. These are all users who have the ability to create, edit and manage content (either for their department, or for specific content types – i.e. events, agenda/minutes, etc.). This group is trained by OpenCities on how to use the platform to create and publish content and should typically be able to dedicate 4-8 hours per week to the project during Phase 3 and 4.

Further, successful projects benefit from advanced engagement from city staff and include, but aren't limited to the following:

Now

Content decisions – begin evaluating content on your current sites and deleting or archiving old content that shouldn't be moved over. During the project, we'll take you through a formal archive, improve, migrate process but getting started early is great!

Gather feedback from residents – understand residents' primary goals for your site.

Build buy in – moving to a new platform will create efficiencies for your staff and provide value to your residents and businesses. Engage key leaders early to create buy in.

Get Organized – Begin organizing your key documents, files, assets. Make sure your images and documents are organized and add an alt text to every image.

Find other data sources – Ensuring your website works great isn't just about using your current site analytics. Consider looking for other datasets (311 calls, customer service visits, etc) to understand more holistically how a resident interacts with the city.

Document third party connections – To help prepare for a great site launch, documenting what third party connections you have is important. Catalogue if a page has iFramed

content from a third party, hyperlinks to a third-party system of record, is pulling in data from a third party, etc.

Mid-Project and Pre Launch

Empower staff – ensure your product owner, website administrators and key staff are empowered to make decisions if they see opportunities to create a better user experience.

Find residents to help provide feedback – a key goal of your project is clearly ensuring your staff can more easily create and manage content, but we also want to make sure it works for residents. Establishing a key group of 5-25 residents who we can rely on to provide feedback, and do user-testing will not only buy you goodwill in the community, but more importantly it will ensure you can learn from residents and implement their feedback iteratively in the project.

Post Launch

Be data driven – We will train your staff on how to use the OpenCities Insights Dashboard in connection with your Google Analytics to ensure that you're constantly aware of how your residents are engaging with your site.

Commit to iterating – Leveraging data in the Insights Dashboard and also taking advantage of the ability to constantly adjust your site design, we want you to understand that you have the flexibility and power to constantly make updates and improvements based on feedback from your residents.

Constantly contribute to and learn from an ecosystem of other government innovators. Whether it be help prioritize our product roadmap, sharing best practices, or even stealing the best of what someone else built on the OpenCities platform, you'll continue your success by engaging with your peers who use OpenCities. We'll also share those best practices and as a part of your annual SaaS fee, you'll be able to benefit on a moment's notice from new releases, upgrades and enhancements we make to the system.

Ongoing Technical Support Requirement

The annual subscription fee includes:
- Managed Cloud Service via Microsoft Azure Government Cloud (website) and Managed Cloud Service via Microsoft Azure Cloud (OpenForms)
- Managed updates for emerging WCAG AA 2.1+ Standards
- Managed updates for new web browser and device compatibility (excludes custom code enabled by Gainesville)
- Managed updates for new UX/UI components and patterns
- Support coverage Standard Hours (7am to 7pm EST Monday to Friday)
- Unlimited 24/7 telephone helpdesk for Priority level 1 severity issues
- Unlimited online helpdesk for all other support and issues per SLA
- Twice annual "check-up" with OpenCities customer success team to explore site improvements focused on enhancing your sites usability

Continuous release cycle

OpenCities releases on a continuous basis, shipping regularly as increments big and small are ready.

This approach allows OpenCities to deliver value throughout the year as soon as it's available to customers, working on the highest value and most in demand features at any one time. These features and enhancements are always informed by and prioritized in part by feedback of our user community.

Next year of releases:

Forward looking and for your awareness the OpenCities roadmap has been published online. (CONFIDENTIAL / MUST BE REDACTED)

Key improvements and features across our roadmap candidates comprise powerful form submission processing tools, survey-like reporting, integrations, deeper insights and analytics, stronger community engagement and forms marketplaces.

Releases over the past year:

Historically releases have been automatically deployed to the cloud at least once every three months. The past calendar year of releases have comprised:

May, 2020 - Process form submissions

Highlights include Workflow for responses, access to files without logging in, theme updates and autofill support.

Feb, 2020 - WCAG 2.1 AA improvements to help you stay ahead of evolving standards

Highlights WCAG 2.1 AA improvements, keep residents in the loop with cancelled events, get help where you need it, Sign on across multiple sites with Azure AD, Publicize news, events and more with Related Content.

November, 2019 - Track form performance with Analytics and Insights.

Highlights include Analytics, answer piping, a Content field and text editor, expanded data connections and more.

September, 2019 - Insights dashboard

Highlights include insights dashboard presenting a range of analytics data, featured sections, bids and tenders module, utility bar for the homepage header, new layout options

July 2019 - View management chains at a glance with org charts

Highlights include Org Chart module for intranets, Accordions and tabs for body content, Multi-location events, Opening hours across location specific content types, manage your own Azure Active Directory connections

April 2019 -

Highlights include Help users search maps and other content with handy widgets, Showcase elected officials and development applications, Stand out from the crowd with a new site

header, Jazz up your homepage's Top Tasks, News and Events, Do more with announcements and more

March 2019 - Workspaces

Highlights include Workspaces, form replication, time zones, financial streamlining, plus bug fixes and more.

February 2019 - Form versioning and scheduling

Take control of your updates with form versions, schedule future publish and deactivate dates, plus bug fixes and more

Service level agreement

Severity Level	Resolution Process	Resolution Target
PRIORTY 1 - DOWNTIME (your public facing website is down)	Reportable 24x7x365 via Priority 1 Telephone number Acknowledgement and assignment of problem for resolution within 1 hour	Within four hours
PRIORITY 2 – URGENT (some publishing functionality is not working as intended and no workarounds are available)	Reportable 24x7x365 via Online Help Center, or by telephone during business hours (7 am to 6 PM, Pacific time) Acknowledgement and assignment of problem for resolution within 1 business day	Provide workaround or release a Version Update to fix problem by close of next business day
PRIORITY 3 – HIGH (some publishing functionality is not working as intended, but workaround is available)	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 1 business day	As soon as possible within normal development (scheduled or next version update)
PRIORITY 4 – NORMAL (some functionality is not working as desired)	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 3 business days	Scheduled or next version update

Training

Our complete training plan is outlined in Phase 3 of our implementation methodology, and is repeated here for your convenience in evaluating our proposal:

Phase 3: Training and Handover

In this phase, OpenCities provides training based on the types of outcomes that the city wants to achieve with OpenCities. All training sessions can be delivered via hands-on, train the trainer or classroom style format, either at the city offices or online, however given the current COVID-19 pandemic, OpenCities is prepared to provide training and consultation on-site or remotely, depending on the status of the situation at that time and the comfort level of the client. We will also provide guidance on the creation of a governance plan, best practices for migrating or creating content, and identifying key roles/responsibilities for success at this step.

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Hosting and Security

OpenCities has partnered with Microsoft to ensure we provide the most reliable and secure service using Microsoft Azure, the world's most trusted cloud. Hosted in the Microsoft Azure Government Cloud in the U.S, OpenCities ensures maximum uptime by taking advantage of Microsoft Azure's geo-redundancy, built-in backup capabilities, and advanced security posture.

Locally hosted, Data sovereignty compliant

With all Microsoft Azure primary and secondary facilities located onshore, OpenCities is fully compliant with government data sovereignty laws. The Data Center is a Tier 4 security, fully redundant, managed network infrastructure with onsite power backup and generators, multiple telecom and network providers and 24x7 monitoring.

Trusted reliability

Microsoft Azure delivers 62 compliance offerings, which is more than any other cloud provider. That's why 90% of Fortune 500 companies use the Microsoft Cloud. With OpenCities and Azure, you're in safe hands.

99.9% SLA

Our hosting provides a comprehensive uptime guarantee with monthly rebates if we don't meet our commitments. OpenCities provides 99.9% uptime availability, calculated monthly. In a typical 30 day/720-hour month, this equates to no more than 1 hour of downtime per month (not inclusive of scheduled maintenance and emergency maintenance).

Security / SSL encryption

As society's digital footprint continues to expand, the threat of malicious activity online becomes more pervasive. Given the amount of personal data required in government transactions, the risk to the public can be significant. OpenCities encrypts all forms with SSL to ensure security.

DDoS Mitigation and Disaster Recovery

The cloud web application firewall OpenCities utilize also contains DDoS protection built in and can mitigate any DDoS in real time. All sites are backed by our DR policy with a minimal RPO and RTO, on-line status monitoring, event notification and twice-daily backups.

Azure Government Cloud

By partnering with Microsoft Azure Government, OpenCities provides a superior service that delivers world class security, privacy and scalability. Our service provides full redundancy and twice daily backups, supported by a 99.9% SLA guarantee.

Find out more about Microsoft Azure Government here
https://azure.microsoft.com/en-us/global-infrastructure/government/state-and-local/

Investment Proposal

Annual Subscription Fee

Delivered as a managed cloud solution, the annual subscription fee includes:

- Enterprise grade Hosting, Security, Bandwidth (to limit) and Storage using Microsoft Azure Gov Data Center with 99.9% Services Level Agreement (SLA); DDOS mitigation
- Maintenance, upgrades and new functionality (continuous releases)
- Accessibility commitment to global standard (WCAG 2.1 AA)
- Unlimited 24/7 telephone helpdesk for Priority level 1 severity issues
- Unlimited online helpdesk for all other support and issues per SLA
- Twice annual "check-up" with OpenCities customer success team to explore site improvements focused on enhancing your sites usability
- Access to Theme Builder to continually evolve your site design at no additional cost

OpenCities Annual Subscription with OpenForms Teams (3 users / 25 Forms).	$28,000 per year
Optional Upgrades: OpenForms Teams version (20 users / 50 forms) OR OpenForms Enterprise version with workflow (50 users / 100 forms)	+$3,500 per year OR +$7,500 per year

One-time setup fees –

One-time OpenCities setup fees are based on the level of assistance your City needs for its digital transformation. OpenCities includes in this cost the following services performed by our team:

- Virtual meetings for project initiation and workshopping
- Production of visual design for new City website
- Comprehensive site administrator and content publisher training (refer to training schedule)
- Delivery of project subject to the Scope included in this proposal
- Consultation and coaching on governance, content creation and content migration

Required: OpenCities Services Package Configuration, project management, and support on best practices during project set up + launch.	$15,000
Training (Virtual due to Covid-19) Up to 20 hours of training for up to 50 people.	$3,750
Required: Enhanced Design for City website This informs the creation of three homepage design options/wireframes, with five rounds of revisions on the selected homepage design and inclusion of secondary page design consistent with the finished homepage design.	$11,000
Required: Page audit and navigation recommendations Let the OpenCities team apply a best-practices approach to the navigation for your new site and advise you whether to archive, improve or migrate each page.	$6,500
Required: Content Migration – price based on maximum of 700 pages* migrated + 10,000 documents migrated (following proposed AIM process). *See content migration section for what is and is not in scope	$23,500
Total Set Up Fees	$59,750

NOTE: No travel included. Project delivered virtually and via remote platforms due to Covid-19.

Optional Services

Writing for the Web Workshop	$1,500 per session
Digital Services Academy	$12,500 per session

Additional Products

OpenCities Intranet for Staff Communications, Policies, Procedures and Self-Service	Price varies based on staff / department based pricing
OpenCities Local Directory for Businesses and Community Groups	$2,500 per year
OpenCities Consultations / Community Engagement Module	$3,000 per year
OpenCities Subsites	$1,450 per year per site

Total Investment*

Based on OpenCities Annual Subscription with OpenForms Teams (3 users / 25 Forms) and required implementation services priced above. Does not include optional services or products.

Year 1: Includes SaaS + One Time Set Up Fee	$87,750
Annual Fees: Year 2-5	$28,000

Incentives

If the City elects to sign a three year agreement, OpenCities will reduce the annual SaaS by 5%

If the City elects to sign a five year agreement, OpenCities will reduce the annual SaaS by 13%

Legal Disclosure

None.

DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that

_____OpenCities, Inc._____ does:
_____(Name of Bidder)

1.   Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2.   Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.

3.   Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4.   In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5.   Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6.   Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this bidder complies fully with the above requirements.

_____

Bidder's Signature

September 16, 2020
_____

Date

In the event of a tie bid, bidders with a Drug Free Workplace Program will be given preference. To be considered for the preference, this document must be completed and uploaded to DemandStar.com with your Submittal.

BIDDER VERIFICATION FORM

LOCAL PREFERENCE (Check one)

Local Preference requested: YES   (NO)

A copy of the following documents must be included in your submission if you are requesting Local Preference:

- Business Tax Receipt
- Zoning Compliance Permit

QUALIFIED SMALL BUSINESS AND/OR SERVICE DISABLED VETERAN BUSINESS STATUS (Check one)

Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement Program, as a local Small Business?   YES   (NO)

Is your business qualified, in accordance with the City of Gainesville's Small Business Procurement Program, as a local Service-Disabled Veteran Business?   YES   (NO)

LIVING WAGE COMPLIANCE

See Living Wage Decision Tree:

(Check one)

☑ Living Wage Ordinance does not apply (check all that apply)
- ☑ Not a covered service
- ☐ Contract does not exceed $100,000
- ☐ Not a for-profit individual, business entity, corporation, partnership, limited liability company, joint venture, or similar business, who or which employees 50 or more persons, but not including employees of any subsidiaries, affiliates or parent businesses.
- ☐ Located within the City of Gainesville enterprise zone.

☐ Living Wage Ordinance applies and the completed Certification of Compliance with Living Wage is included with this bid.

NOTE: If Contractor has stated Living Wage Ordinance does not apply and it is later determined Living Wage Ordinance does apply, Contractor will be required to comply with the provision of the City of Gainesville's living wage requirements, as applicable, without any adjustment to the bid price.

REGISTERED TO DO BUSINESS IN THE STATE OF FLORIDA

Is Bidder registered with Florida Department of State's, Division of Corporations, to do business in the State of Florida?

(YES)   NO (refer to Part 1, 1.6, last paragraph)

If the answer is "YES", provide a copy of SunBiz registration or SunBiz Document Number (# F17000002730   )

If the answer is "NO", please state reason why: _____

_____

OpenCities, Inc.
_____
Bidder's Name

Luke D. Norris, Managing Director
_____
Printed Name/Title of Authorized Representative
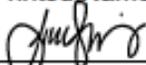
_____   9-16-2020
Signature of Authorized Representative   Date

This page must be completed and uploaded to DemandStar.com with your Submittal.

REFERENCE FORM

Name of Bidder: _____ OpenCities, Inc. _____

Provide information for three references of similar scope performed within the past two years. You may include photos or other pertinent information.

#1 Year(s) services provided (For Example: 1/2018 to 12/2019): ____ 2016-current ____

Company Name: _____ City of Orlando, FL _____

Address: _____ 400 South Orange Ave _____

City, State Zip: _____ Orlando, FL 32801 _____

Contact Name: _____ Matt Broffman _____

Phone Number: _____ 407-785-0645 _____ Fax Number: _____

Email Address (if available): _____ matthew.broffman@cityoforlando.net _____

#2 Year(s) services provided (For Example:. 1/2018 to 12/2019): ____ 2019-current ____

Company Name: _____ City of San Antonio, TX _____

Address: _____ 100 Military Plaza _____

City, State Zip: _____ San Antonio, TX 78205 _____

Contact Name: _____ Louise Craig _____

Phone Number: _____ 210-385-3567 _____ Fax Number: _____

Email Address (if available): _____ louise.craig@sanantonio.gov _____

#3 Year(s) services provided (For Example: 1/2018 to 12/2019): ____ 2016-current ____

Company Name: _____ City of Grand Rapids, MI _____

Address: _____ 300 Monroe Ave NW _____

City, State Zip: _____ Grand Rapids, MI 49503 _____

Contact Name: _____ Becky Jo Glover _____

Phone Number: _____ 616-456-3118 _____ Fax Number: _____

Email Address (if available): _____ bglover@grcity.us _____

#4 Year(s) services provided (For Example: 1/2018 to 12/2019): ____ 2018-current ____

Company Name: _____ City of Lakewood, CO _____

Address: _____ 480 S Allison Parkway _____

City, State Zip: _____ Lakewood, CO 80226 _____

Contact Name: _____ Ron Ritschard _____

Phone Number: _____ 303-987-7059 _____ Fax Number: _____

Email Address (if available): _____ ronrit@lakewood.org _____

This page must be completed and uploaded to DemandStar.com with your Submittal.

Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer
Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

OpenCities, Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC   ☑ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

1314 22nd Avenue, Unit #697

6 City, state, and ZIP code

San Francisco, CA 94122

7 List account number(s) here (optional)

Requester's name and address (optional)

Print or type.
See Specific Instructions on page 3.

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

| | | | – | | | – | | | | |

or

Employer identification number

| 3 | 6 | – | 4 | 8 | 4 | 5 | 8 | 2 | 6 |

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here   Signature of U.S. person ▶ *Cynthia J. Francis*   Date ▶ **4/17/2020**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X   Form **W-9** (Rev. 10-2018)

Addendum Publish Date: August 18, 2020

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 1

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

   a. An updated login copy of the Zoom Pre-bid meeting information

   b. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

Topic: Bid #PIOX-200043-SG

Time: Aug 27, 2020 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

https://us02web.zoom.us/j/2551866858?pwd=dU1nUkNXc0U2WUpQT25pTDMrU0wzZz09

Meeting ID: 255 186 6858

Passcode: 4ZrPqL

One tap mobile

+13017158592,,2551866858#,,,,,,0#,,589711# US (Germantown)

+13126266799,,2551866858#,,,,,,0#,,589711# US (Chicago)

Dial by your location

   +1 301 715 8592 US (Germantown)

   +1 312 626 6799 US (Chicago)

   +1 929 205 6099 US (New York)

   +1 253 215 8782 US (Tacoma)

   +1 346 248 7799 US (Houston)

   +1 669 900 6833 US (San Jose)

Meeting ID: 255 186 6858

Passcode: 589711

Find your local number: https://us02web.zoom.us/u/khe2z3C21

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY BLANK]

41-424   **Prohibition of lobbying in procurement matters**

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: OpenCities, Inc.

SIGNATURE: _____

LEGIBLY PRINT NAME: Luke D. Norris

DATE: 9-16-2020

City of Gainesville

Budget and Finance Department

Purchasing Division

Addendum Publish Date: August 31, 2020

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 2

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

    a. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

3. Scotty Goodloe, Purchasing Division, discussed bid requirements:
    a. E-Bids are to be received and uploaded on Demanstar no later than 3:00 p.m. EST on September 17, 2020. Any bids received after 3:00 p.m. on that date will not be accepted.
    b. Send all questions in writing to Scotty Goodloe via email goodloess@cityofgainesville.org . Question Deadline is September 10, 2020 at 3:00 p.m. EST.
        i. Cone of Silence. All communication through Scotty Goodloe only. Do not communicate with other City staff or you may be disqualified from this solicitation.

    c. Discussed bid due date, time and E-bid location Demandstar.
    d. Various forms to be completed and submitted with your E-bid.
        i. Sign, date and return all Addenda.
    e. Living Wage, Local Preference, Minimum Requirements, Small and Disabled Veteran Business, Reference Form, No Bid Survey
    f. How to submit a Proposal, Content of Proposal, Bidders Minimum Qualifications and the Evaluation Process

4. Shelby Taylor, Director of Communications, discussed:
    a.   Project Overview and Project Specifications

- **Built-in style guide-** Design standards should be encoded in a website stylesheet that can be universally accessed and enforced for consistency. Consistent application of fonts, font color, style and size based on headings, subheadings, quotes, body text etc. With a series of pre-formatted page layout choices.

- **Online Activity/Event Registration**- Create classes, display class schedules, limit the number of persons that can sign up per class, and email those who have registered for specific classes, faceted search capability
- **Browser Based Administration** - Update, delete and create content from any device with internet access
- **Unified Calendars** - Update/publish calendars for departments/categories with a main calendar to display all events, ability to post multi-date events and various user display options.
- **Content Scheduling** - Set dates and times for content to automatically publish and expire
- **Workflow** - The solution must be configured to support and facilitate workflows at the site, sectional, page and module levels for City staff
- **Unique Department Home Pages (Microsites)** - The design will provide flexibility for departments and other charter offices to signify individual identity while maintaining a unified and distributed brand.
- **Directories** - Centralized contact management for city departments and services, including phone/fax, postal, public address
- **Document Center** - Upload/download capability for files up to 50MB back-end ability to search within published and unpublished documents
- **Facility Management** - Listings with maps, filtered search, and reservation capability
- **Interactive maps**- Options for incorporating GIS and spatial information into the website using GIS data
- **Frequently Asked Questions** - Ability to categorize FAQs by department or page
- **Levels of Rights/Permissions** - Allow system administrators to establish levels of rights for staff to update/manage/access content based upon roles.
- **Live Edit -** Add, edit and move content directly on the front end of the site without the need to utilize or be trained in writing HTML or CSS code. Access to HTML editing should be available.
- **Multilingual Support** - Easily switch between different versions, indexable by search engines to improve SEO ranking in all languages, translates hidden content in the page for optimal SEO (meta tags, description, ALT text and more)
- **News & Announcements** - Post news releases or updates dynamically to relevant pages based on category
- **Online Forms** - Create unlimited customizable forms, track and export results
- **Image Center** - Store images in a central location on website
- **Printable Pages** - Print-friendly function
- **Responsive Web Design** - Fully mobile responsive design - site adjusts to the screen size of all devices its being view on, includes forms, calendars, etc.
- **Rotating Photos/Banners** - Slideshow capabilities
- **Sharing Capability** - Links to share content via email and social media on every page
- **Site Search** - Internal site search engine and log of search terms
- **Site Statistics** - Analytics and site audit reports

- **Sitemap & Breadcrumbs** - Automatically generated and updated sitemap and breadcrumbs
- **API integrations** - allow for the sending and receiving of data between independent systems and software applications and workflows currently utilized by the City of Gainesville including but not limited to:
- **Website Visitor Profile -** Visitors can pick and choose the information that automatically becomes fed to their profile upon site login using the CRM platform
- **Online Payments** - Ability to accept secure online transactions upon site login using the CRM platform
- Alerts & Notifications - Display alerts prominently on website with notifications sent via email and text messaging to subscribers through site login using the CRM platform
- RSS Feeds out - Registration by Department or Category upon site login using the CRM platform

Optional Features

- **E-Chat function** – Communicate through a live messenger with service representative on the city homepage
- **Agenda Management** - Upload existing, create new, categorize, approve and manage agendas and notice of meetings
- **Video Center- live streaming video capabilities**
- **RFP/RFQ/Bid Posting** – allows for easy posting of bids and requests

  Smart-City features – ability to integrate industry-standard Smart-City products. The City is interested in any and all proposed solutions to facilitate Smart City technology

The following are answers/clarifications to questions received at the non-mandatory pre-bid conference:

5.   Question: Can the City please confirm if the awarded vendor is in fact required to maintain $10,000,000 (ten million dollars) in Cyber Liability Insurance?

   Answer: 1,000,000 in Cyber Liability Insurance

6.   Question: How many pages of content will be migrated?

   Answer: The City of Gainesville site has 821 pages as of 8/30/20. Many of those pages are obsolete and will not need to be migrated. There are 18,883 uploaded files on the back end of the website. Again, many obsolete and will not be moved.

7.   Question: Are you looking for guidance or consultation on what needs to be migrated? Or will this be handled all in house with the City?

Answer: We would like recommendations with a justification from the vendor on what needs to be migrated. We hope the vendor will provide guidance on a governance model that will help us conduct the analysis to determine what content comes over.

8. Question: In the RFP you mention content migration and content enhancement, can you please define if that means the City is looking for someone to write or re-write content or if its consultation on best practices for City staff to re-write content?

    Answer: We don't anticipate or expect copywriting from the provider.

9. Question: You mentioned the CRM integration and the need for API documentation. Can you confirm if City staff has the technical abilities to build and maintain middleware or if Rock Solid will be building and maintaining middleware or if that is an expectation of this bid?

    Answer: Integration into the CRM is expected as part of the CMS project. Please include work in your pricing and timelines. Vendor should possess the ability to intake and publish both content and data using modern API's.

10. Question: Do you have the ability to bulk export content from dotnetnuke and do you have any definition of how the page level content, documents and images comes as part of the export from donnetnuke?

    Answer: The current site does not have any bulk export capability. The CMS keeps all website and editor information in a Microsoft SQL Server database. We can export a copy of the website database to the prevailing vendor. They would then need to convert it into whatever a suitable format or technology they plan to implement.

11. Question: Are you looking for a particular CMS or are you looking for a proprietary CMS something similar to dotnetnuke? Or are you open to an open source CMS, similar to Wordpress?

    Answer: Open to different options but expect ongoing support and secure hosting.

12. Question: Is there any range for your budget?

    Answer: We do not disclose our budget for any solicitation.

13. Question: Can you speak to what your plans and goals are for the online payments and integration with the CRM?

    Answer: We want to better understand how our neighbors are interacting with us. The ultimate vision is to have a credentialed and noncredentialled view of the website. We would like to add online payments to our website. NCR (Jetpay) is currently our online payment service provider. All transactions must be visible within the CRM platform for each user. For example, the end-user should be able to log into their profile and see that they have made payments for parking permits, pool passes, and event tickets.

14. Question: Are you looking for a one time build of the website or an integrative continuous yearly plan?

Answer: Looking for continuous support.

15. Question: How many individual users will use the platform?

Answer: On the current site, we have 42 active user accounts who have logged in within the last two years.

16. Question: Can you talk about how this bid will be evaluated?

Answer: This will be evaluated on technical specifications, written proposal and an oral presentation if needed. The evaluation team will score each proposal and provide justification for the score.

17. Question: Do you have a specific deadline for the website to be done?

Answer: Our vision is to have a beta model up by early next year 2021, but there is no definite timetable.

18. Question: Are there any branding standards for the new website? Has Covid showed the City anything in particular from a service point of view, which you want to focus on?

Answer: Fonts, color palette, icons and text treatments/logos will be provided. The city is moving towards a stronger digital solution for our neighbors. Vendors should be familiar with 21st Century IDEA (online transactions, digital workflows, ADA compliance, etc). Please review requirements section of the RFP.

19. Question: Are you looking for active directory integration?

Answer: Yes, this will make it easier for those in the editor role.

20. Question: Are you going to be building your own micro sites or is the expectation to have the vendor build it?

Answer: The expectation is that the templates will be available for microsites but they will be populated and the info architecture configured by City of Gainesville staff. We would like training and assistance building the first few, so we can understand the full feature set of the platform. Editors should be able to build their own sites after receiving training.

*The project timetable is subject to change, we hope to stay on course with the current schedule.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: OpenCities, Inc.

SIGNATURE: _____

LEGIBLY PRINT NAME: Luke D. Norris

DATE: 9-16-2020

CITY OF GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-424 <u>**Prohibition of lobbying in procurement matters**</u>

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

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Addendum Publish Date: Sept. 2, 2020

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 3

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

   a. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

   b. The City of Gainesville Color Palette

   The following are answers/clarifications to questions received about this solicitation:

3. Question: Do you have a style guide or a brand guide?

   Answer: Yes. Color palette and text treatment attached. We will provide more comprehensive font and icon files to prevailing vendor. We use font awesome icon set.

4. Question: Do you have a budget you are able to share? Does the budget include tech support and hosting? What was the investment in the previous website?

   Answer: We do not disclose our budget for any solicitation. Tech support and hosting are part of the proposal as indicated in the RFP.

5. Question: Does the City have a CMS?

   Answer: Yes, Dot Net Nuke. We are looking to move away from this system.

6. Question: Who are your primary and secondary users?

   Answer: Gainesville Residents, Gainesville Business Owners, City of Gainesville Employees/Stakeholders, Other Municipalities

7. Question: Would you like detailed research in terms of your audience in the form of an audience needs assessment?

   Answer: No

8. Question: Do you have a desired launch date? Is there a specific event driving the launch date??

   Answer: The Beta available early 2021.

9. Question: What is the current hosting environment?

   Answer: We are currently hosted with GRU IT servers in-house. Hoping for a cloud-based solution. Prefer a SaaS product

10. Question: How many visitors does the current website receive on a monthly basis?

    Answer: 100,083 monthly average from 2019 to date.

11. Question: How many pages of content do you anticipate transferring to the new site?

    Answer: The City of Gainesville site has 821 pages as of 8/30/20. Many of those pages are obsolete and will not need to be migrated. There are 18,883 uploaded files on the back end of the website. Again, many obsolete and will not be moved. We would like recommendations with a justification from the vendor on what needs to be migrated. We hope the vendor will provide guidance on a governance model that will help us conduct the analysis to determine what content comes over.

12. Question: What are your current pain points with the existing website?

    Answer: Technical support, Page/format flexibility controlled by administrator's Automatic expiration of old content Style guide adherence on HTML pages

13. Question: What are the current technical challenges (if any)?

    Answer: Remote access modifications. ADA compliance. Visual cohesion. Mobile accessibility. User navigation. Information architecture. Multiple third-party software integration

14. Question: How many site administrators will you have?

    Answer: On the current site, we have 42 active user accounts who have logged in within the last two years.

15. Question: Regarding Website Visitor Profiles: upon login - is the information in the profile displayed on the Rock Solid platform or on the website?

    Answer: When a user logs into the website, they should see a neighbor portal that displays information catered to them. The CRM is a standalone mobile app and web application that the end-

user logs into. We are open to exploring if a website CMS can handle the front-end of the web experience. Vendors should be prepared to handle all development costs for the integration.

16. Question: If we're looking to integrate and show Rock Solid information on the website, do you have API or equivalent documentation available?

    Answer: Yes, OneView API, OneView Open311 Compliance API, Microsoft Dynamics API

    *The project timetable is subject to change, we hope to stay on course with the current schedule.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 3 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 3 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: OpenCities, Inc.

SIGNATURE:

LEGIBLY PRINT NAME: Luke D. Norris

DATE: 9-16-2020

CITY OF GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-424   <u>**Prohibition of lobbying in procurement matters**</u>

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City of Gainesville Palette

City of Gainesville Colors

Pantone 3265 C	Pantone 296 C	Pantone 648 C	Pantone 298 C	Pantone Warm Red C
HEX: #1dc2ae	**HEX:** #0f191c	**HEX:** #012169	**HEX:** #59b9de	**HEX:** #e9695f
CMYK: 75, 0, 43, 0	**CMYK:** 100, 46, 0, 89	**CMYK:** 100, 69, 0, 56	**CMYK:** 65, 3, 0, 0	**CMYK:** 0, 83, 81, 0
RGB: 29, 194, 174	**RGB:** 15, 25, 28	**RGB:** 1, 33, 105	**RGB:** 89, 185, 222	**RGB:** 233, 105, 95

Pantone 2725 C
HEX: #676cc8
CMYK: 73, 68, 0, 0
RGB: 103, 108, 200

Colors for Call-to-Actions, Status, Highlights, etc

HEX: #b51d09	**HEX:** #e52207	**HEX:** #ff580a	**HEX:** #face00
CMYK: 0, 95, 94, 28	**CMYK:** 0, 95, 100, 0	**CMYK:** 0, 79, 100, 0	**CMYK:** 0, 18, 100, 0
RGB: 181, 29, 9	**RGB:** 229, 34, 7	**RGB:** 255, 88, 10	**RGB:** 250, 206, 0

HEX: #7e9c1d	**HEX:** #59b9de	**HEX:** #074b69	**HEX:** #676cc8
CMYK: 35, 0, 100, 26	**CMYK:** 54, 0, 0, 13	**CMYK:** 84, 29, 0, 50	**CMYK:** 67, 63, 0, 0
RGB: 126, 156, 29	**RGB:** 89, 185, 222	**RGB:** 7, 75, 105	**RGB:** 103, 108, 200

City of Gainesville Palette (cont.)

Cool Gray Neutrals

Use these colors as backgrounds, segmentations, boundaries, etc.

HEX: #fbfcfd
CMYK: 1, 0, 0, 1
RGB: 251, 252, 253
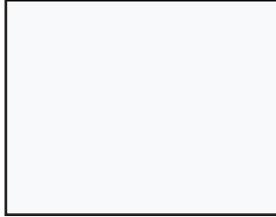
HEX: #f7f9fa
CMYK: 1, 0, 0, 2
RGB: 247, 249, 250

HEX: #f5f6f7
CMYK: 1, 0, 0, 3
RGB: 245, 246, 247

HEX: #f1f3f6
CMYK: 2, 1, 0, 4
RGB: 241, 243, 246

HEX: #edeff0
CMYK: 1, 0, 0, 6
RGB: 237, 239, 240

HEX: #dcdee0
CMYK: 2, 1, 0, 12
RGB: 220, 222, 224

HEX: #c6cace
CMYK: 4, 2, 0, 19
RGB: 198, 202, 206
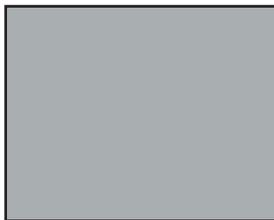
HEX: #a9aeb1
CMYK: 5, 2, 0, 31
RGB: 169, 174, 177
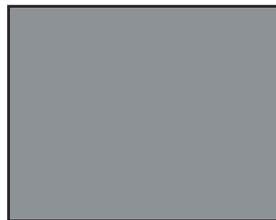
HEX: #8d9297
CMYK: 7, 3, 0, 41
RGB: 141, 146, 151

HEX: #71767a
CMYK: 7, 3, 0, 52
RGB: 113, 118, 122
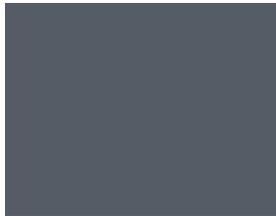
HEX: #565c65
CMYK: 15, 9, 0, 60
RGB: 86, 92, 101
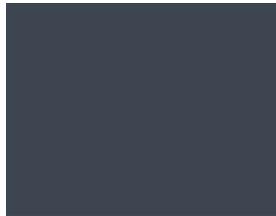
HEX: #3d4551
CMYK: 25, 15, 0, 68
RGB: 61, 69, 81
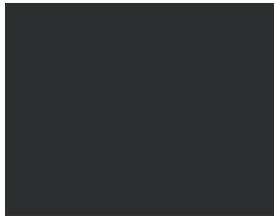
HEX: #2d2e2f
CMYK: 4, 2, 0, 82
RGB: 45, 46, 47
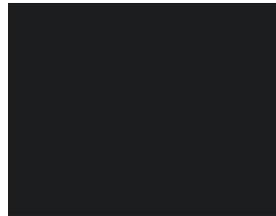
HEX: #1c1d1f
CMYK: 10, 6, 0, 88
RGB: 28, 29, 31

Addendum Publish Date: September 10, 2020

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 4

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

   a. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

   b. Updated reference form, this form replaces Page 30. in the bid document.

   The following are answers/clarifications to questions received about this solicitation:

3. Question: How are vendors expected to integrate Rock Solid and how will this be used by the City in coordination with the new website?

   Answer: The core requirements of the CMS RFP is an informational website only. Ultimately, we expect to have a "sign in" button that takes residents to an authenticated neighbor portal. That functionality is optional for the CMS RFP. If the CMS vendor would like the City to consider authenticated functionality then it must integrate with the City's CRM. Please view the documentation provided by the CRM vendor. Our expectation is that the CMS vendor will have documented APIs that follow common best practices for integrations with other systems. Specific functional requirements for the Neighbor Portal will be documented as a future phase of the CRM project. These will be based on functional abilities of the selected CMS and CRM vendors.

4. Question: How does the City of Gainesville expect to use Alpha Beta testing

   Answer: The City of Gainesville expects to do various testing during development and launch of the new website. At a minimum, we expect usability testing with internal and external stakeholders (staff, Neighbors) and UAT with internal staff. These would be considered Alpha versions of the site. We will have a soft launch of the new website from our current site. For example, we will have a link on the current site that offers users the ability to view the new site and give us feedback. At a certain point, we will switch over to having the new website be the primary URL with an option to go back to the old site. City Staff will look at google analytics to determine what pages users are looking for in the old site and will be able to prioritize those pages for inclusion improvement in the new site. We would consider this soft launch phase to be the Beta version. Eventually, we will turn off the link to the old

site completely. This would be the final phase of implementation. Additional releases / changes / functionality would be considered a different project.

5.   Question: What kind of integration with Rocksolid CRM are they expecting within the CMS?

     Answer: This is the same as question 1?

6.   Question: The RFP mentions a spreadsheet of all content -- what kind of information is in this spreadsheet, is this data to be imported directly by the CMS?

     Answer: The current site does not have any bulk export capability. The CMS keeps all website and editor information in a Microsoft SQL Server database. We can export a copy of the website database to the prevailing vendor. They would then need to convert it into whatever a suitable format or technology they plan to implement.

7.   Question: What information does the City expect the CMS to store for reservations?

     Answer: Basic form information- name, date, number of attendance, etc.

8.   Question: How does the City expect to use GIS and spatial data within the CMS?

     Answer: Using REST services to present the GIS in the CMS.

9.   Question: Will the City upload formatted files expected to be mapped?

     Answer: We are currently providing Rocksolid (CRM vendor) City-Sourced GIS information with the REST/JSON endpoints patterned after the ArcGIS Online geocoding services-- this would be the same with CMS vendor. We would only use the REST/JSON option. We may embed maps/apps, or link to them if we don't want to embed them.

10.   Question: Will the City expect to edit GIS information within the CMS?

     Answer: The intention is to have our online maps posted on the website and ARCGIS map posted Pointing to our spatial data. There isn't a need to edit data in the CMS. We do it in our GIS software.

11.   Question: In the RFP section 2.2 Bidder Minimum section (page 7) it states, "The Proposer must have successfully developed and implemented at least two (2) projects in the last four (4) years… ", and "The Proposer will provide four (4) references." However, on the Reference Form (page 30) it states, "Provide information for three references of similar scope performed within the past two years". Which quantities and dates are we to base projects and references on?

     Answer: Four (4) is the correct quantity.

12.   Question: If we are to use the 'Reference Form', how are we to add the additional requested information? (i.e. Brief summary of project scope, Website URL address, Project, "go-live" date) on a separate page?

     Answer: Please see new referenced form attached.

13. Question: We have completed seven projects similar to this scope, that fall under 1 large Federal Government entity with one point of contact. In regards to references for these projects, can we use the same reference for each/all?

Answer: No

*The project timetable is subject to change, we hope to stay on course with the current schedule.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 4 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 4 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: OpenCities, Inc.

SIGNATURE: _____

LEGIBLY PRINT NAME: Luke D. Norris

DATE: 9-16-2020

CITY OF GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-424 <u>**Prohibition of lobbying in procurement matters**</u>

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REFERENCE FORM

Name of Bidder: _____

The Proposer will provide four (4) references in the last four years. Please attach the References following information: Brief summary of project scope · Website URL address · Project "go-live" date, Proposer's staff involved in the project, including brief summary of their title and responsibilities.

#1 Year(s) services provided (For Example: 1/2016 to 12/2020):_____

Company Name: _____

Address: _____

City, State Zip: _____

Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available):_____

_____

#2 Year(s) services provided (For Example:. 1/2016 to 12/2020):_____

Company Name: _____

Address: _____

City, State Zip: _____

Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available):_____

_____

#3 Year(s) services provided (For Example: 1/2016 to 12/2020):_____

Company Name: _____

Address: _____

City, State Zip: _____

Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available):_____

_____

#4 Year(s) services provided (For Example: 1/2016 to 12/2020):_____

Company Name: _____

Address: _____

City, State Zip: _____

Contact Name: _____

Phone Number: _____ Fax Number: _____

Email Address (if available):_____

This page must be completed and uploaded to DemandStar.com with your Submittal.

Addendum Publish Date: September 10, 2020

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 5

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

   a. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

   The following are answers/clarifications to questions received about this solicitation:

3. Question: RFP states "Successful Bidder must either update or complete City's vendor application, pay business tax (if applicable), and register with the State of Florida." Where do we get the City vendor application?

   Answer: The vendor application will be issued after the bid is awarded to the winning vendor.

4. Question: Unique Department Home Pages (Microsites) - Are these subdomains or multisites?

   Answer: An auxiliary website with independent links and address that is primarily accessed from the main site.

5. Question: What Languages are required for the multilingual requirement?

   Answer: The website should be available in the following languages: English, Spanish, French, Chinese, German, Tagalog, Portuguese, Vietnamese, Italian, Thai, Russian, and Japanese with an option to suggest additional translations.

6. Question: What types of pages or content types should be printable?

   Answer: Content on most all pages should have a printer friendly version.

7. Question: What is the headcount currently for support?

   Answer: We currently have 42 active user accounts with ability to edit.

8. Question: Is the current vendor allowed to bid?

    Answer: Yes

9. Question: Does the city currently have a relationship with Rock Solid and what features do you plan to implement?

    Answer: Rock Solid Technologies is our current vendor that is implementing our CRM platform.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 5 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 5 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: OpenCities, Inc.
_____

SIGNATURE: _____

LEGIBLY PRINT NAME: Luke D. Norris
_____

DATE: 9-16-2020
_____

CITY OF GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-424   <u>**Prohibition of lobbying in procurement matters**</u>

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Addendum Publish Date: September 11, 2020

<div align="center">

CONTENT MANAGEMENT SYSTEM
RFP #: PIOX-200043-SG
ADDENDUM NO. 6

</div>

Bid Due Date: September 17, 2020, 3:00pm (Local Time)

NOTE: This Addendum has been issued only to the holders of record of the specifications.

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1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville Procurement Division by 3:00pm, (local time), Thursday, September 10, 2020. Submit questions to: goodloess@cityofgainesville.org

2. Please find attached:

    a. A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.

The following are answers/clarifications to questions received about this solicitation:

3.   Question: What are the use cases? How many integrations do you foresee and wish to have the vendor price? If firms have fully documented APIs is that acceptable and does the City staff have the technical abilities and plans to build and host middleware to connect the CRM and the CMS? Any functional specifications would be great as there is a universe of uncertainty here.

Answer: The City does not have staff to manage middleware. The core requirements of the CMS RFP is an informational website. We expect to have a "sign in" button on the website to go to a neighbor portal. Where that "sign in" button goes -- the authenticated Neighbor Portal – that functionality is optional for the CMS RFP. If the CMS vendor would like the City to consider authenticated functionality for the Neighbor Portal feature also, then it must integrate with the City's CRM. Please view the documentation provided by the CRM vendor. Our expectation is that the CMS vendor would have documented APIs that follow common best practices for integrations with other systems. Specific functional requirements for the front end Neighbor Portal will be documented as a future phase of the CRM project. These will be based on functional abilities of the selected CMS and CRM vendors.

4.   Question: This speaks to personalization and single view of customer / single view of the city. Does the OneView product offer payments? Or would you be aiming to have payments collected through the online CMS forms tool? Also, can you confirm if your intent is to continue collecting payments with JetPay? And, do you have access to a JetPay API? Should a vendor price a data connection/integration with JetPay? How would payments for a user who does not have a customer record in the CRM be treated? Does the City intend for a vendor to build out these data connections or is the City simply looking for a set of tools which include APIs so that the City can build and maintain such data connections/middleware?

Answer: Payments are an optional feature for the CMS. The CRM will not accept payments. The City will continue to use JetPay for collecting payments. Please include pricing as a separate line item for this integration. If a user does not have a record in the CRM and processes a transaction, a record should be created. Our expectation is that the selected vendor should have the set of tools that include API's. Specifics of who builds what depends on pricing and functionality. We want to know: 1. Do you have the functionality / APIs to accomplish this? 2. How much will it cost to do if you have it?

5. Question: Please confirm that the vendor will not be required to provide any content creation. Or, please fully define your goals and what you mean by the use of the term "content enhancement" and if/how that differs from your use of the term copywriting in the original answer.

Answer: This includes providing best practice guidance on optimum page content length, keyword frequency per page, keyword positioning, description tactics to be adopted and several other acceptable search engine optimization techniques.

6. Question: Can you kindly specify if this is a capability of your CRM? And, how does the City manage reservations today? Also, please confirm what, if any functionality you mean when using the term "reservation"?

Answer: Essentially looking for ability to create an online submission form by facility for "reservations"—name, date, number of people, contact information etc. Reservations are an optional feature for the CMS. The CRM does not manage reservations.

7. Question: Can you please clarify if this is functionality you're leveraging from your CRM? What is the authentication layer? What, if any, functional specs do you have to better quantify the level of effort? Or are you simply looking for APIs that you can leverage and for City staff to use to build and support between the CMS and the CRM?

Answer: The City does not have staff to manage middleware. The core requirements of the CMS RFP is an informational website. We expect to have a "sign in" button on the website to go to the neighbor portal. Where that sign in button goes, the authenticated Neighbor Portal-that functionality is optional for the CMS RFP. If the CMS vendor would like the City to consider authenticated functionality for the Neighbor Portal feature also, then it must integrate with the City's CRM. Please view the documentation provided by the CRM vendor. This feature talks about profile settings for the user. User should be able to have control of their account. Please outline what functionality you have available in your platform.

8. Question: Please confirm if you have access to or are planning to utilize "OneView Outreach" or any additional functional specifications on how you intend for this to be managed, or simply if you're looking for a documented set of APIs or if you have access to and/or seek recommendations on how to leverage ?

Answer: The City is currently exploring notification options across vendors and platforms. We would like the CMS to be able to display notifications on the unauthenticated website.

9. Question: Overall, can you please provide clarity on whether the CMS vendor will be requested to build integrations between your CRM products, or if the vendor should commit to working

collaboratively with your CRM partner and City staff to help accomplish its goals, but not be required to build custom integrations to the CRM?

Answer: The City does not have staff to manage middleware. The selected CMS vendor should have documented API's that follow common best practices for integration with other systems. Our expectation is that the vendor is able to work collaboratively with City staff and other vendors and doesn't have a "someone else's problem" attitude.

10. Question: Will Google Maps suffice as the social layer of mapping or please confirm if you have ESRI and if you're ok with embedding ESRI maps for more specialized GIS data?

Answer: We do have ESRI but I don't see the need for it for the CMS. Google Maps should suffice. Make sure they include any associated pricing.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 6 by his or her signature below, **and a copy of this Addendum to be returned with proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 6 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: , OpenCities, Inc.

SIGNATURE: _____

LEGIBLY PRINT NAME: Luke D. Norris

DATE: 9-16-2020

CITY OF GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-424   <u>**Prohibition of lobbying in procurement matters**</u>

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Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

RFP Exceptions

The RFP contemplates future functionality which could be accomplished between firms like ours and Rock Solid. To do so successfully, a more in-depth discovery and scoping process will be required.

Appendix A: OpenCities Features

Website

Launch modern, easy to use websites that always evolve to put
The needs of your community at the center

Put your customers at the center

People don't browse government websites like they would a news site or online store. They come to get things done.

By prioritizing your most popular requests and tasks on your homepage, residents can quickly find the services they need most, reducing time spent searching or navigating through extra pages.

OpenCities automatically organize tasks based on popularity at times of year or by context – for example, prioritizing tax payments at specific times of year, or prioritizing location-based tasks such as reporting potholes or graffiti for people that visit the site from their mobile phone. By using data to inform homepage priorities, OpenCities better connects people to what's important.
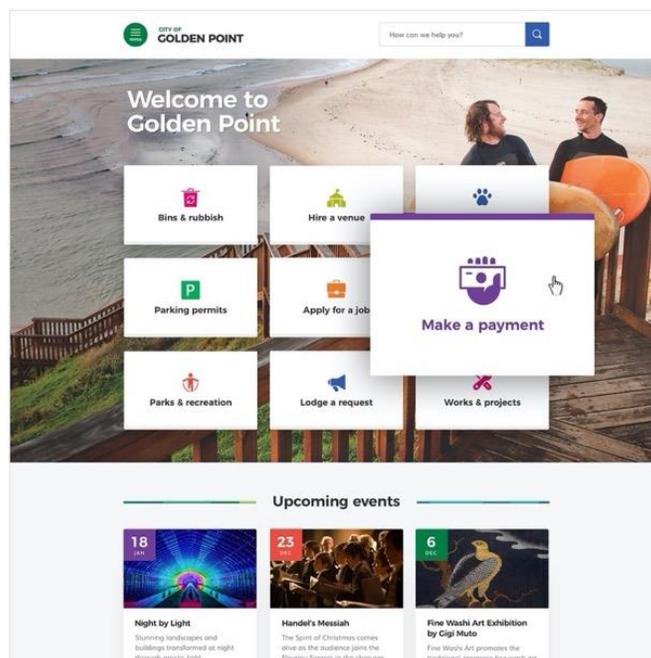
Predictive search

The OpenCities search experience connects people to the information and service pages they need, without requiring them to know the language of government or its departments.

Without even leaving the homepage, the predictive search displays the best matching content as the user types in their query, even when the words they type don't match the name of the page or service (for example, a resident might type 'trash pickup' but the page is titled 'waste collection' or they may misspell 'garbage').

The OpenCities predictive search will still connect people to the right service, and index content across all your web pages and inside PDF files.
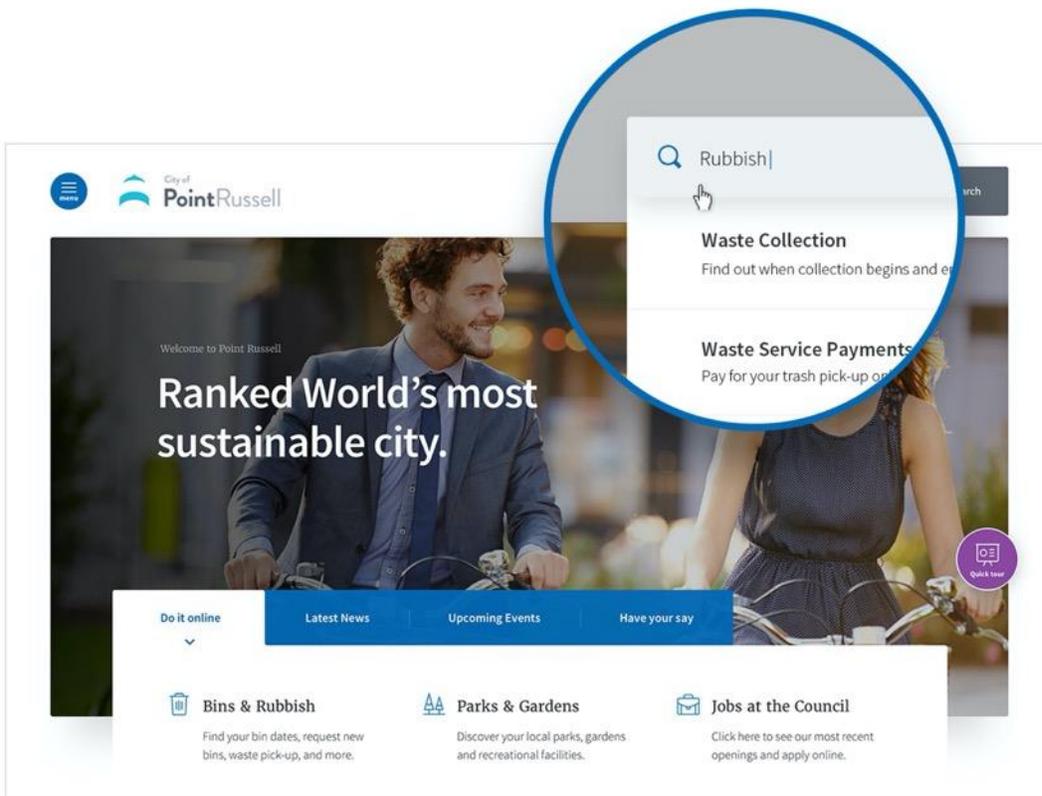
Simpler, more actionable content

Most people read at a 7th grade level, whereas most government websites are written at a higher academic level. OpenCities helps you provide a better content experience so that more people find what they are after, understand what they've found, and act on that understanding.

How? By automatically reformatting long pages of content into smaller, more navigable sections, introducing glossaries for terms people typically struggle to understand and gathering continuous page feedback from your community that inform page publishers and subject matter experts of opportunities to make their content more useful.
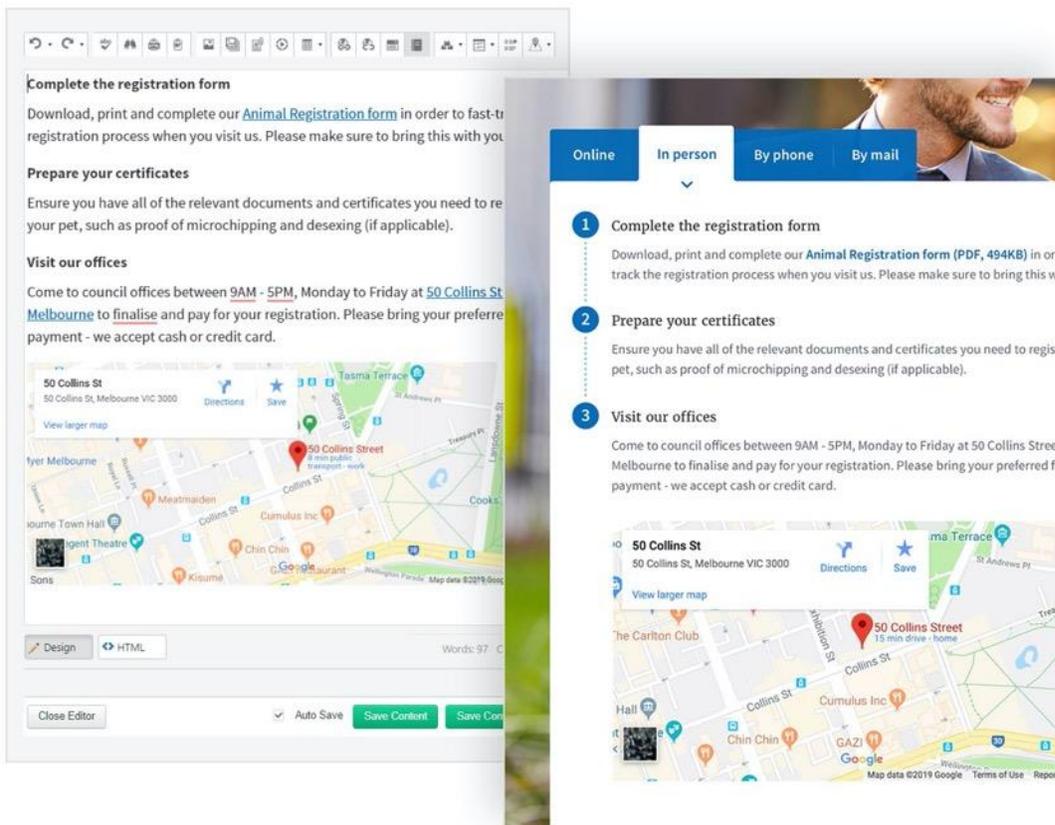
Location content

Make your local government website experience, more local. Transform any location-based content into a beautiful map view that puts residents at the center.

Simply by entering their address or by clicking on the 'find me' button from their computer or mobile device, residents can see their local events, parks, city facilities, works, projects, city initiatives, councilors, trash collection dates, and many other types of content, based on their interests.

Create any number of maps across your sites based on one or many different types of content and sub-filters, and change the way that residents discover their local community.
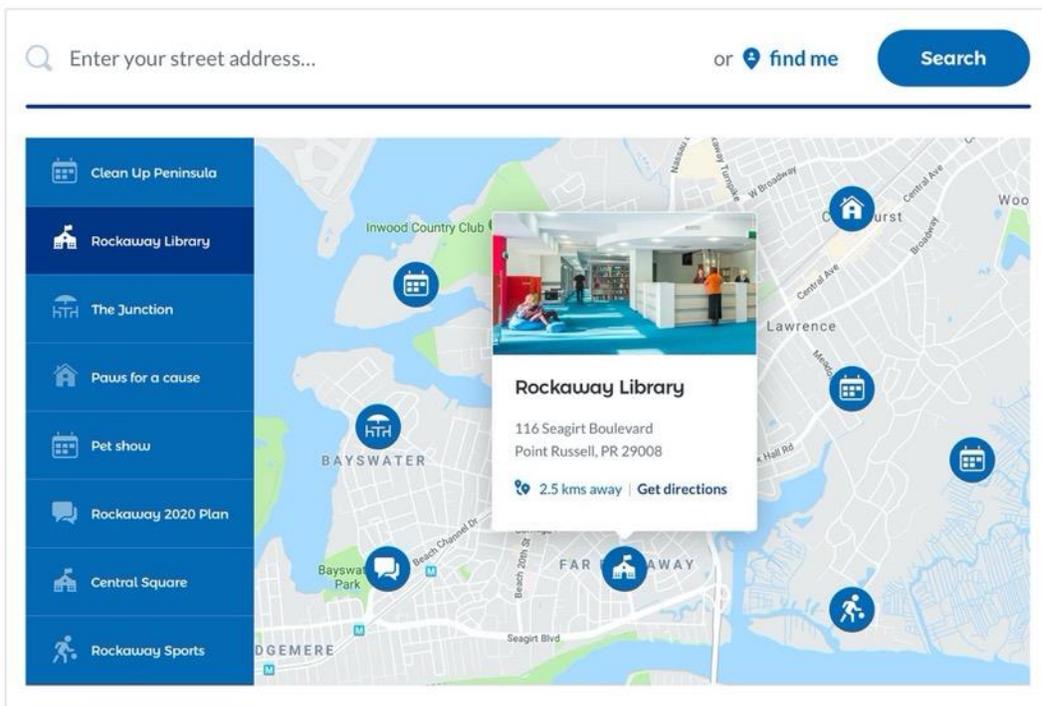
Personalized content

What if your website could curate the specific news, events, projects and services a visitor might be interested in, without wasting their time with other content?

OpenCities lets you do exactly that, by labelling content with a target audience, topic theme or any other tags and then automatically displaying that content to the right visitors at the right time.

For example, after a resident completes a pet registration form, the page would automatically promote upcoming pet friendly events, nearby off-leash dog parks, pet owner focused news and city initiatives, and more.
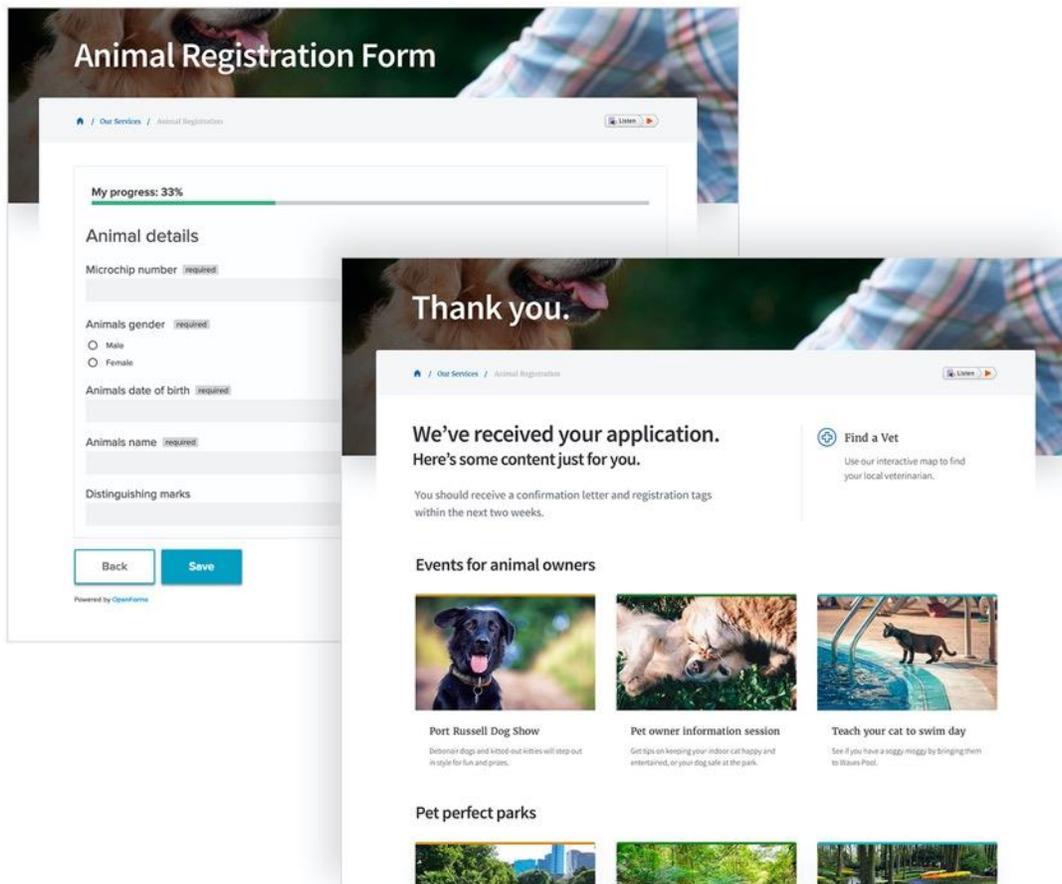
Publish once, present everywhere

As residents access your city through an increasingly dizzying array of channels and platforms, how do you ensure a consistent message?

OpenCities reduces the effort and complexity of multi-channel communication by allowing you to create content just once and easily share it across multiple platforms via content APIs. Imagine posting an event that gets automatically added to the city calendar, plotted as a pin on a map, shared on Facebook or Twitter and even sent as an email notification. The possibilities are endless.

Online engagement (premium module – not included)

Build trust by making it easy for residents to have their say on the things that matter to them. OpenCities helps you drive public participation via online engagement spaces, discussion boards, initiative directories, surveys and more. A range of engagement options means you can scale your community consultation up or down depending on project and outcome.

Consultations and discussion spaces can be quickly setup to enable richer conversations with stakeholders and automatically shown to site visitors based on their interests or location to drive engagement. Increase trust by driving public participation and community co-creation for projects and decisions.
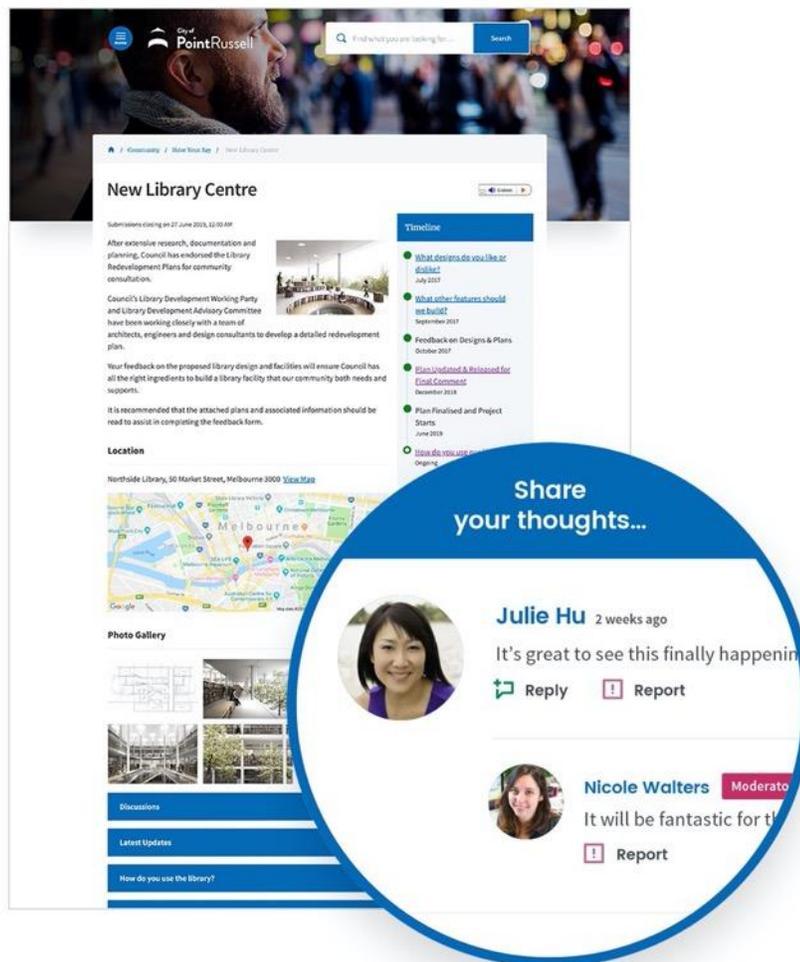
Local directory (premium module - included)

Support your local businesses and community organizations by helping them get discovered.

The OpenCities Local Directory empowers local businesses and organizations to easily setup and manage their own listings and events within the website, controlled by a workflow notification that ensures content is approved by the city or county before appearing live.

A central dashboard shows each user all their listings across the local directory, business directory and local events, as well as the status of a listing awaiting publishing approval. Users can easily update or deactivate their listing from this screen as well, eliminating the need for city or county staff to make updates on the community's behalf.

Do more with 40+ Website modules including…

Initiatives

Help residents stay in the know with city or county plans and initiatives

Public Notices

Keep your community notified via the public notices module

Parks Directory

Find and learn more about local parks and recreation spaces

Facilities for Hire

Make it easy for people to find and book facilities, halls and venues

Departments

Showcase city or county departments and their services, projects, initiatives, events, news and more

Elected Officers

Connect residents with their elected officials and the initiatives and projects they are working on

Forms and Policies

Make it easy for people to find forms, policies and procedures, all in one convenient directory

Meetings

Make it easy to browse or search for specific city meetings, agendas and minutes

Works and Projects

Promote public works, roadworks and projects in a directory or on a map

Local Directory

Empower local groups to create and manage their own listings or events in the city or county website

Development Applications

Keep residents notified of development applications in their area

Announcement Broadcasts

Broadcast important announcement anchored to the top of your site

Events

Promote events in an interactive listing people can browse by date, event type, tags and more

Calendars

Create monthly calendar views for any time-based content on your site

News Directory

Display latest news and media releases and link with Facebook or Twitter

Job Opportunities

List open job opportunities and use online forms to create a simple application process

Accessibility

Unless your site works for everyone, it simply doesn't work. We're not designing websites to just win beauty contests, we're designing sites to help you serve better. And not only serve the people who are already comfortable using the web, but everyone. Everything we build should be as inclusive, legible and readable as possible. The people who most need our services are often the people who find the internet hardest to use. Let's think about those people from the start.

Certified accessibility

OpenCities is the only local gov website platform service portal to validate our entire solution against the highest level of ADA compliance - WCAG 2.1 AA. Rather than solely depending on automated accessibility testing, every function in OpenCities is tested by real humans, to ensure our platform meets the highest WCAG 2.1 AA accessibility standards

Works on every device

Built to be mobile first, OpenCities doesn't just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera to reward mobile users with a more 'app like' experience. And as part of our quarterly upgrades, your website will automatically adapt to ensure a modern and up to date experience on new devices and web browsers

Multilingual experiences

OpenCities empowers a truly universal content experience while reducing content management effort, by allowing you to professionally translate critical instructional content, and using our auto-translate for everything else. What's more, translation applies not just to the content within a page, but to the entire website experience – from buttons and forms, to the search experience, ensuring your visitors can successfully navigate the entire website in their preferred language

Plain English

According to the National Center for Education Statistics, 44%, a large portion of the adult population, has basic or below basic literacy skills – with the average reading comprehension level at just 7th grade. Avoiding technical jargon and other complex words makes your text as easy to understand as possible. Your readability score can tell you how many people will be able to comprehend your content.

Forms

Transform your static PDF's and offline forms into frictionless digital services anyone can use, without custom development

Digitize almost any form or process

Give your residents the ability to pay a ticket. Register a pet. Reserve a venue. Report a problem. Today, most people come to your website because they need government services or support. From permitting and application forms, reporting and request forms, booking and payment processing forms, OpenForms helps you transform any PDF or over the counter request into beautiful digital services anyone can use.

And within your organization, OpenForms can help staff become more efficient by digitizing internal checklists, paperwork, and processes. Integrated with your intranet, staff details can be pre-filled to simplify form completion.
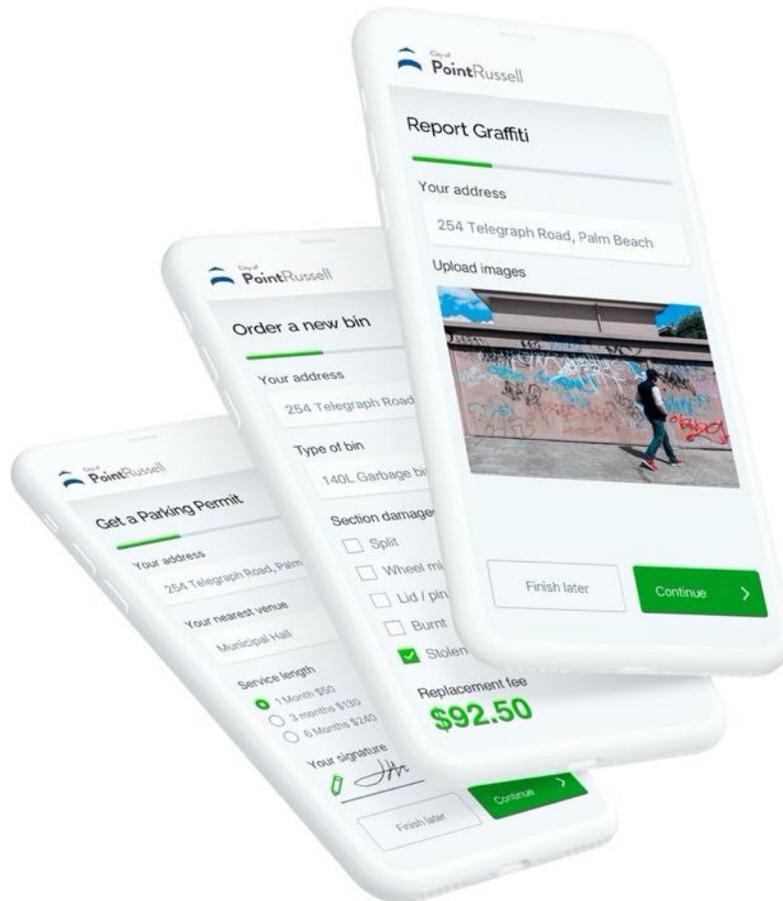
Publish forms within minutes

No need to wait for a developer. Using a drag and drop interface, non-technical subject matter experts can create highly functional online forms and digital services within minutes. Simply create your form sections and add the questions and fields you need, configure field settings such as hide and show logic, choose where your form data will be submitted and hit the publish button.
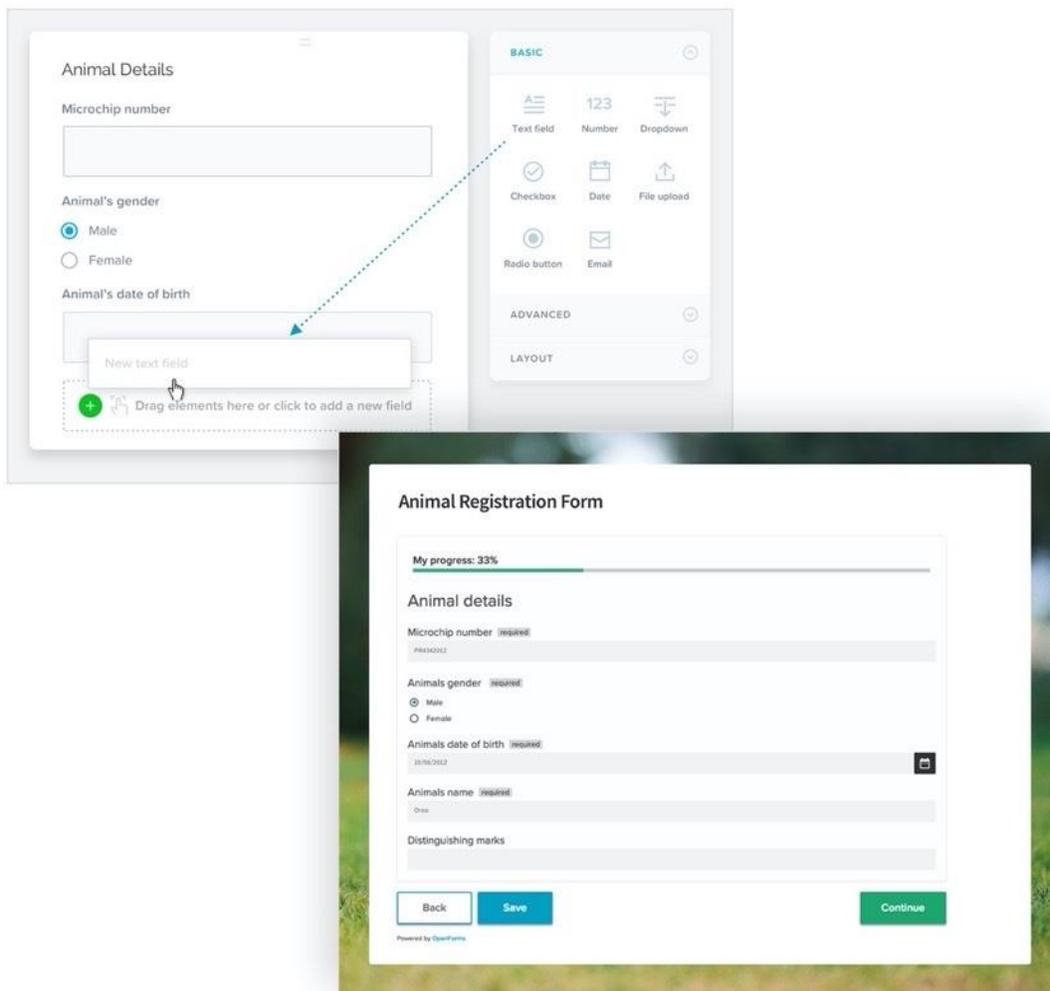
Form publishing made easy

Embed or Link
Embed forms directly into your web pages using embed code, or generate a unique URL link for your form

Accessible for all
By default, all forms are WCAG 2.1 AA / ADA Accessibility compliant, ensuring everyone in your community can be served online

Create your own themes
Configure your fonts, colors and more to ensure your forms are consistent with your style guide and website design

Works across all devices
Your forms will work perfectly on all popular mobile devices and browsers, as well as supporting touch gestures, GPS, and mobile camera

Printable forms
Build and manage all your forms in one place, and generate beautiful, print-ready PDF versions with your branded header and footer

Multilingual Forms
Publish forms in any language – including the ability to control micro copy (buttons and prompts) to ensure a completely multilingual experience

Video and Images
Add detailed instructions and explanatory materials into your forms via images, videos, bullet lists and paragraphs

Convert complexity into simplicity

Government services can be complicated, but the experience for residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses, and using workflows, move across multiple people, teams and departments.
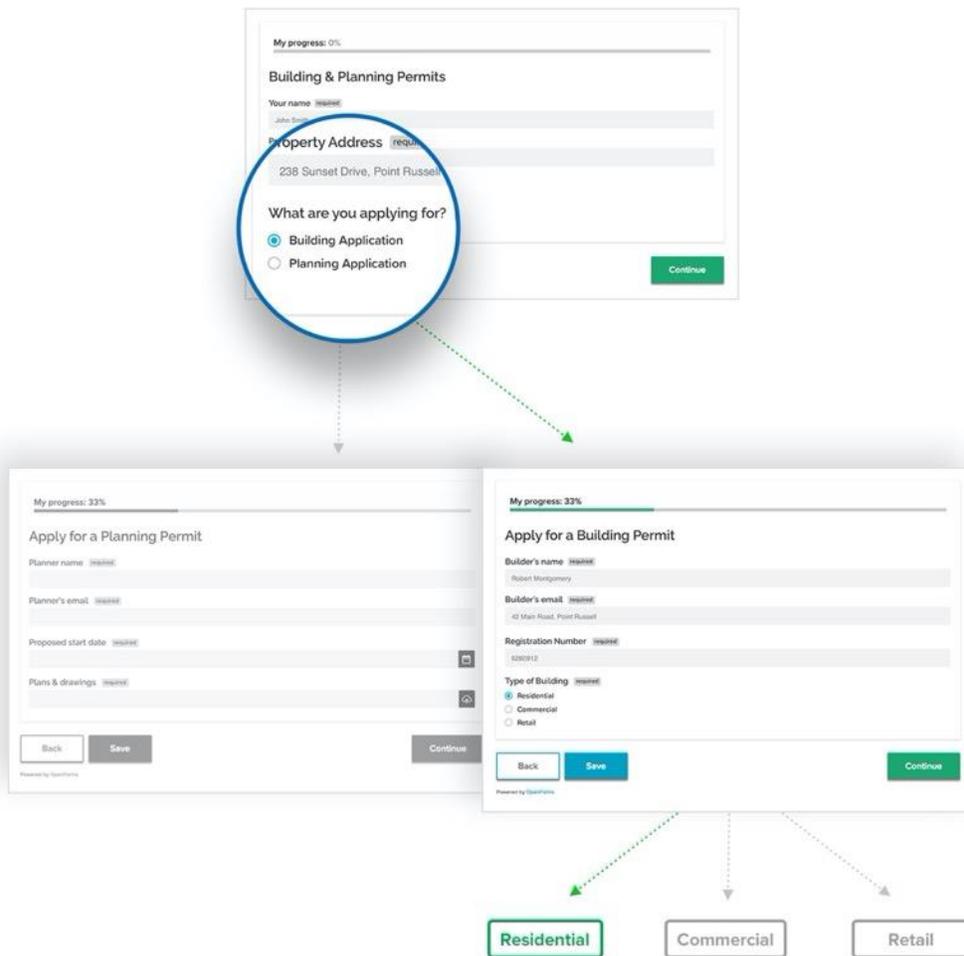
Show/hide questions and sections

Show or hide fields, or entire sections, based on users' responses

Hidden fields

Streamline submissions with hidden, auto-populated fields (e.g. reference numbers)

Multi-section forms

Create multi-section forms to simplify long forms, show or hide sections based on
previous responses

Save and Continue

Allow customers to save their progress and complete a form later, even on a different device

Electronic Signatures

Enable customers to digitally sign a form prior to submitting, via pen/finger for touch devices, or file upload for desktops

Works across all devices

Your forms will work perfectly on all popular mobile devices and browsers, as well as supporting touch gestures, GPS, and mobile camera

Submission Logic

Ability to prevent forms from being submitted based on conditional logic

Personalized email responses

Create personalized confirmation emails to keep customers informed

Submission workflow (enterprise plan)

Extend the power, versatility and ease-of-use of OpenForms to the backend processing of inbound customer requests. OpenForms Submission Workflow allows you to configure steps and business rules for what needs to happen to process and respond to a customer request, application or enquiry.

And then, OpenForms will workflow the request across departments and staff, as they quickly review, take action and make decisions. Save time, money and serve better with a beautiful, easy to use workflow solution.

Workflow builder
A drag and drop interface allows you to map out all of the steps and decision points for just about any workflow.

Notify and take action
Automatically notify and remind reviewers that need to progress a response to the next stage.

Review center
Help reviewers keep on top of everything that needs their attention, with easy search, filtering and actions

Close comms loop
Automatically notify customers at key stages of the workflow process to keep them informed
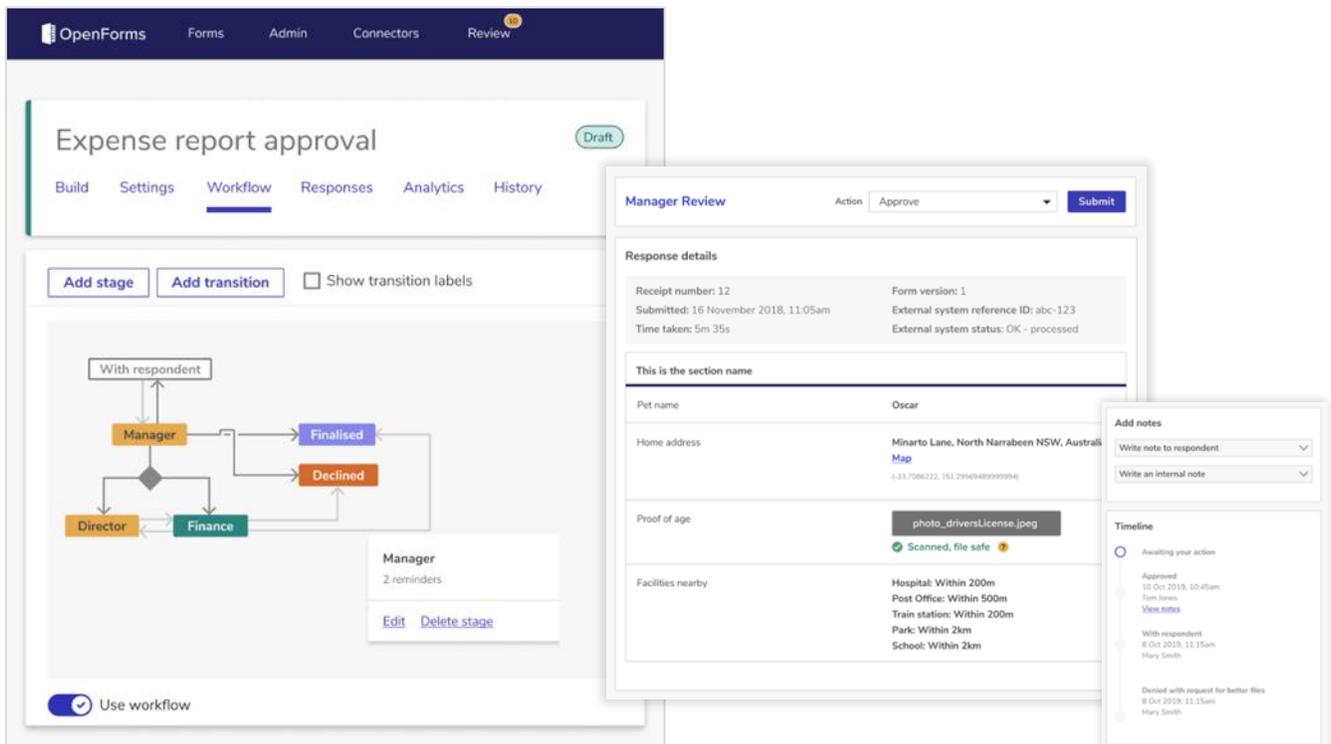
Collect Payments Online

Make it easy for residents to book and pay for anything online. From facilities, to permits, infringements, rates and more – OpenForms not only delivers easy online payments with integration into popular payment providers, it can also dynamically calculate prices based on the information residents enter into the form.
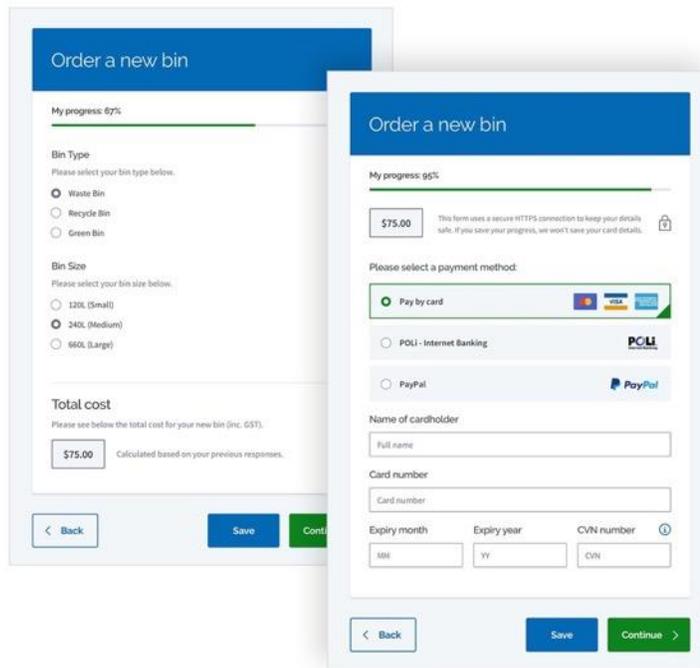
Payment Gateways

Process payments securely with support for all of the most popular local government payment gateways

Calculations

Use answers within your form to calculate and adjust payments on the fly, or track data for numerical fields

Receipts

Provide the customer with a unique receipt number upon form submission to track their request and help staff reconcile .

HTTPS/SSL Secure

All customer details and payment details are protected with the highest levels of SSL encryption and security

Integrate with your internal systems

Update your CRM. Capture records in your DMS. Pre-fill forms based on customer details. Populate form pricing from 3rd party databases. Pull the status of a customer request from an internal system.

By connecting OpenForms with your internal systems, you can save time and create efficiencies for both residents and city staff. No more manual re-keying of data into internal systems for city staff and faster form completion for residents.

Web APIs

Boost your efficiency with two-way integrations with your internal systems

Submission Connectors

Automate the submission process by pushing form response data into your internal systems

Mid-Form Connectors

Validate data or retrieve additional information while users are completing a form (auto-complete addresses, or lookup an infringement notice number)

Inherit Data

Pre-fill your embedded forms using data from the pages they are in (for example, auto-fill event name for event booking forms) to reduce effort for customers

Google Maps

Connect to Google Maps to allow auto-completion of address fields as the user is typing, or for users to simply select an address via Google Maps

Google Analytics

Connect to Google Analytics to track form usage and page analytics

Enterprise ready

Built for teamwork. OpenForms enables you to decentralize forms publishing to more people, apply user-level permissions for security, create re-usable fields for consistency, securely test forms for quality and retain form history for record keeping.

Users and Permissions

Streamline forms publishing across your city by controlling which users can view, create, or manage your organization's forms and submissions

Form Versioning and Archiving

Draft changes to forms and publish them when you're ready, archive when no longer needed, and revert to old versions at any time.

Reusable Field Sets

Accelerate form creation with reusable field sets for common questions (e.g. create a 'Into Details' set including Name, Address, Phone, Email).

Form Scheduling

Set a future date and time to publish draft forms and choose when forms should be removed, archived and retained for record keeping purposes

Form Testing

Securely share and test your forms, transactions and web services before making them available using the test mode.

Workspaces

Organize your forms into categories that reflect how your organization works, so everything your authors need is easy to find and in the one place

Reusable Lists

Create ready-made lists of answers to use across your forms (e.g. you customer service locations)

Reporting

Get useful insights on completion rates, bottlenecks and more to, improve your forms.

OpenForms Plans Comparison

Features and Inclusions	Teams Plan	Enterprise Plan
Included Users	Varies	Varies
Included Forms	Varies	Varies
File Uploads and Storage	10GB	50GB
API Calls per hour	500	2000
Email Notifications	✅	✅
Custom Themes and Logos	✅	✅
Web API	✅	✅
Calculations	✅	✅
Payments	✅	✅
Conditional Logic	✅	✅
Reusable Lists	✅	✅
Google Maps and Analytics	✅	✅
Save Progress	✅	✅
Field Sets	✅	✅
Permissions	✅	✅
Hidden Fields	✅	✅
Printable Forms	✅	✅
End-Form Data Connections	✅	✅
Mid-Form Data Connections	❌	✅
Form Versioning	❌	✅
Form Scheduling	❌	✅
Workspaces	❌	✅
PDF Merge	❌	✅
Workflow	❌	✅

Additional forms and users can be added for a monthly fee.

Intranet

Deliver a useful, up-to-date intranet that brings together the content, communications and online services that local government staff needs.

Better intranets start with OpenCities

Help all employees find and view the information they need. Deliver content to specific employee groups securely. Enable onboarding. Organize policies. Surface and search key content. With over 30 purpose-built modules, the OpenCities Intranet gives local government workers the functionality they need to serve better. Delivered as a mobile friendly, ADA compliant, continually evolving cloud solution, an OpenCities Intranet is fast to deploy, easy to scale and provides the user experience a modern intranet needs.
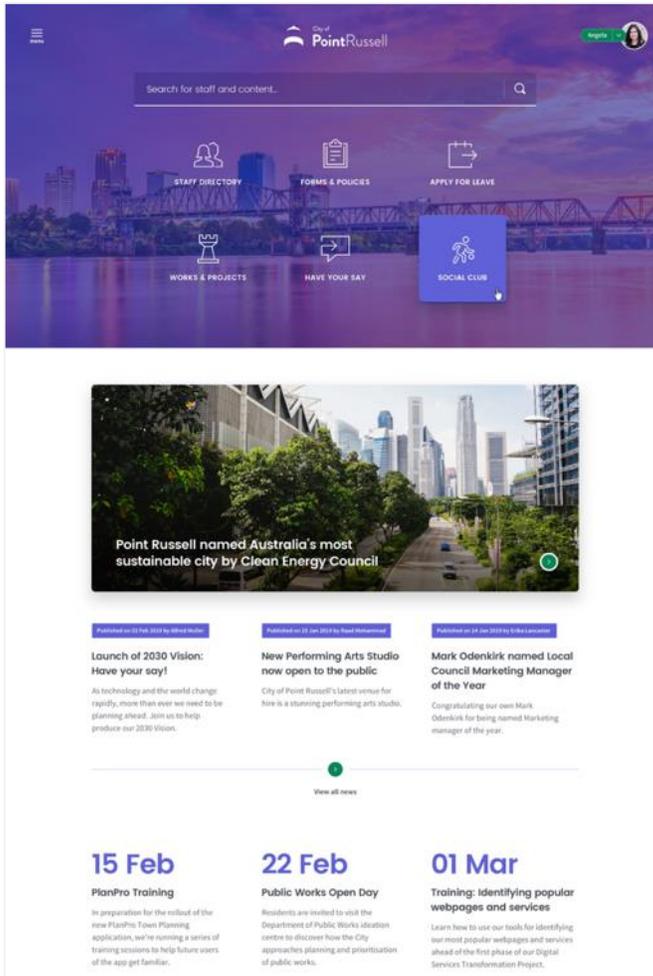
Better content

Create more useful and actionable intranet content. OpenCities helps you get critical content out of the chaos of file shares, transforms unstructured content into structured content, and makes it simple for content authors to publish in a more consistent and effective way.

Combined with the ability to surface content based on user roles, permissions, and department, make your intranet a go-to place for everyone to quickly find the "official" copy of policies, procedures, forms, budgets and more.

Better communication

By increasing the number of staff contributing to your intranet, you can create a more up to date, and ultimately more useful resource for everyone. OpenCities makes it easy for anyone in your city to get involved in publishing news articles, upcoming events and announcements within the intranet, without the need to login or learn the backend system.

To control quality, approval workflows can be turned on, ensuring some or all types of user generated content goes through an approval process before appearing on the intranet.

Better collaboration

Empower better top down, bottom up and peer to peer communication. OpenCities provides a message board and discussion functionality that allows intranet users to start, follow and participate in discussions. Each discussion space can be shared across the entire organization, or only specific departments and teams, allowing greater collaboration. Discussions can also extend beyond message boards, and be enabled for any type of content, including news, events, projects, announcements and more.
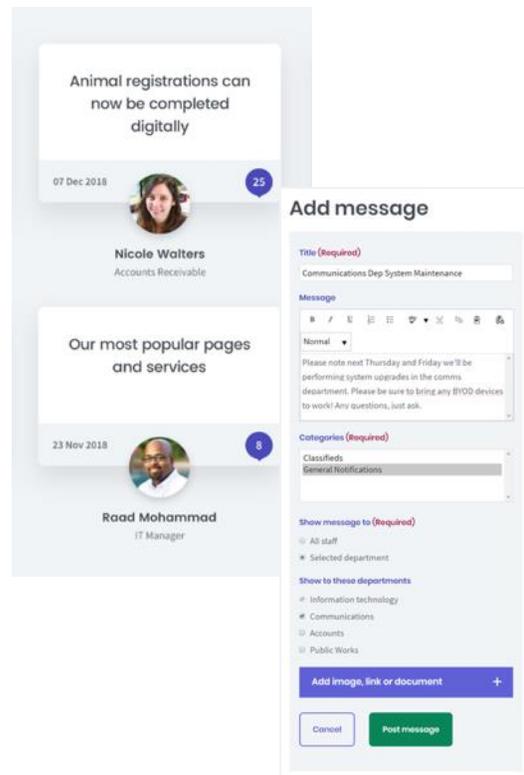
Better self-service

From internal application and staff request forms, to compliance checklists, OpenCities transforms long and outdated PDFs into easy to use online forms. Reduce steps by pre-filling forms with user details to simplify completion, and by using our APIs, submit internal requests to whatever internal system is needed.

In combination with the services template, OpenCities makes it easier than ever before for staff to get clear, simple, and actionable instructions.
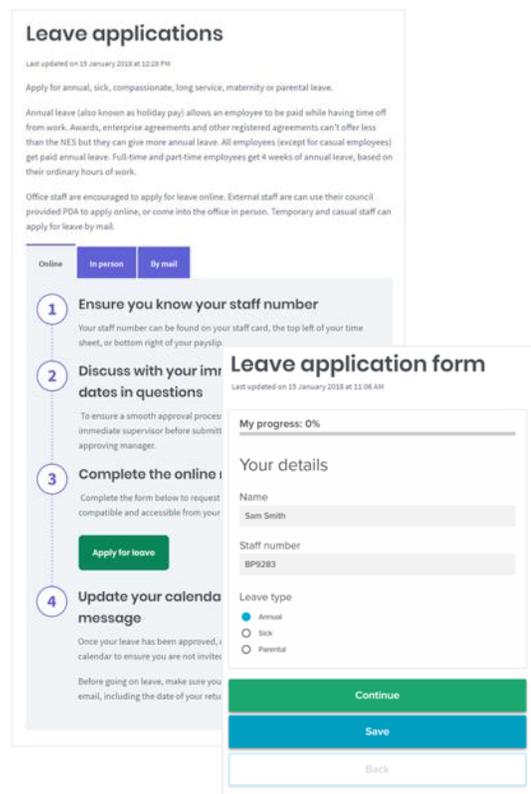
Better directories

A central, always current location for all staff members is delivered in a contemporary LinkedIn inspired format. Automatically generate and maintain a beautiful staff directory based on the details available in your Microsoft Active Directory system. The staff directory can be searched and filtered by staff name, department, team, skill or any other fields. Staff can easily self-manage their listing.

Users can also switch to an organization structure chart format to see reporting structures and the relationship between people and departments.
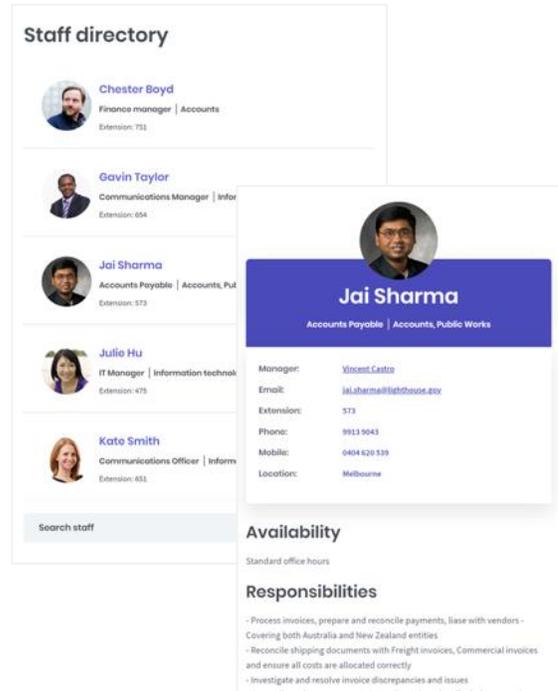
Better discovery

Empower staff to find any intranet page, document or staff member through a single search experience. A large, predictive search box invites users to simply type in their query, and then suggests the content, files or people that best match their inquiry as they are typing.

The search also connects the non-technical words used by staff (i.e. maternity leave), with the more formal terminology used by governments (i.e. parental leave policy). This vastly improved search experience means users can now find the information they are seeking directly from the homepage.
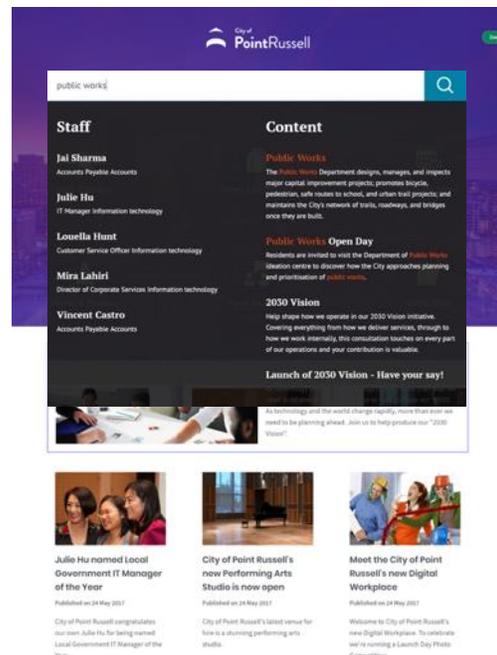
30+ Intranet modules including...

Single Sign-On

Integrate your MS Active Directory, giving staff the convenience of a single sign-on experience

Internal News

Keep staff up to date with key internal news, delivered organization or by department

Events Directory

Help staff discover internal city events such as meetings, committees, training and more

Services Directory

Create clear, actionable instructions to help new staff with their needs

Departments

Showcase department specific information and people, projects, events, news and more

Projects Directory

A place for staff to see completed, current and proposed local government projects

Consultations

Drive organizational improvement by gaining insights via internal consultations

Single Source of truth

Integrated your intranet file library with a range of eDRMS systems via our connectors

Shared content

Share any content from your website to your intranet to reduce publishing effort

Personalization

Control who see what with permissions-based pages, files and documents

Publisher experience

A beautiful and intuitive resident experience starts with
a beautiful and easy to use publisher experience.

Content management, made simple

Make web publishing simple. Share content across all your channels. Create new websites without custom coding. OpenCities puts you in control.

A consistently up-to-date and easy to use website helps inform, engage and serve your community at a fraction of the cost of doing so in-person or over the phone. But for the website to be effective and current, it must be easy to update and maintain by non-technical department staff.

OpenCities has been purpose built for non-technical government users, ensuring everything from publishing content and forms, to updating website layout and design elements can be done without any coding skills.

Not only does OpenCities make managing your sites easier, it makes it better. A personalized dashboard helps publishers keep track of their work, action content feedback from community and colleagues, fast-track publishing of common content and more.
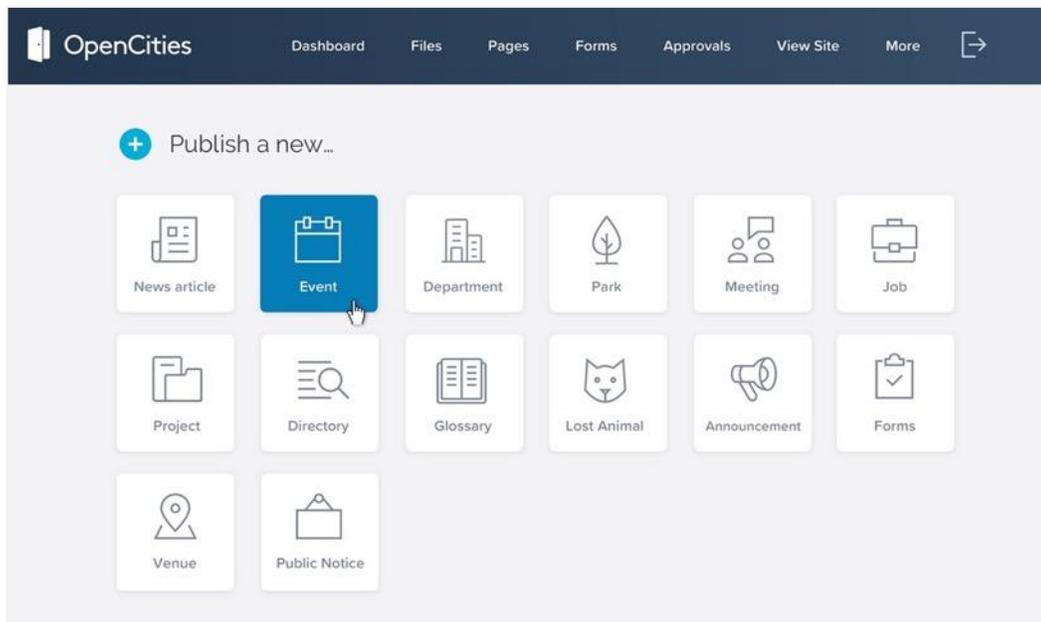
Streamline publishing

Accelerate site setup and reduce publishing effort by using content modules for commonly published types of content (news, upcoming events, parks and facilities, emergency announcements, works and projects, etc). Using modules, publishers can quickly create consistently beautiful and well formatted content without worrying about layout, design, or publishing destination.
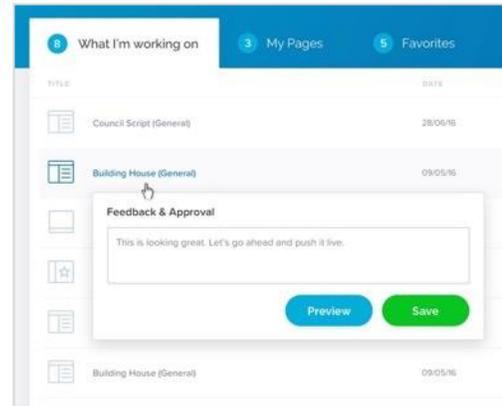
Users and permissions

Precision control of user roles and permissions allow you to craft exactly what each user can do within the system. From controlling what types of content certain people can publish, which sites they can contribute to or who can create entirely new sites and design themes, you have full control of user permissions.

Smarter workflows

How can you succeed in assigning website ownership to more people, while ensuring a consistently great experience for your end users? OpenCities workflows automatically route content to the right reviewer prior to it being published. What's more, approvers don't need to log into the system to view, comment on or approve content, allowing more people to get involved in workflow.

Get connected

OpenCities makes it easy for people across your organization to collaborate on content together before its ready for publishing. Using the 'review' functionality, publishers can invite others (even if they don't have an OpenCities login) to review and provide feedback on their content, reducing the need for back and forth emails with attachments.
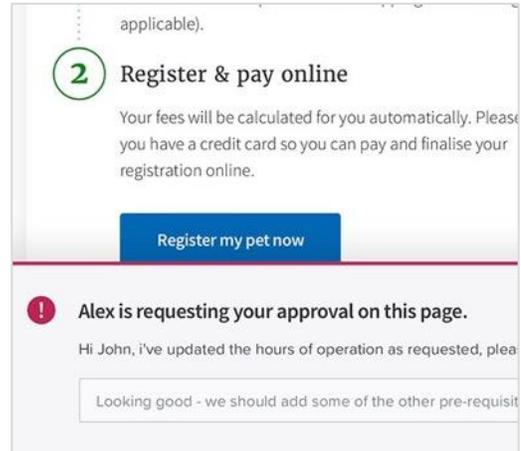

History and tracking

Changes to any page, document or image are recorded in history, allowing you to quickly preview or roll back to previous content versions. Furthermore, in-line visual mark up makes comparing the difference between any two versions of content a breeze, ensuring site managers and approvers can visually see how the site has evolved over time.


A central digital library

Bulk upload, categorize and manage thousands of digital assets across all your sites. You can store documents, images and videos, with full lifecycle management, version history, usage reports and more.
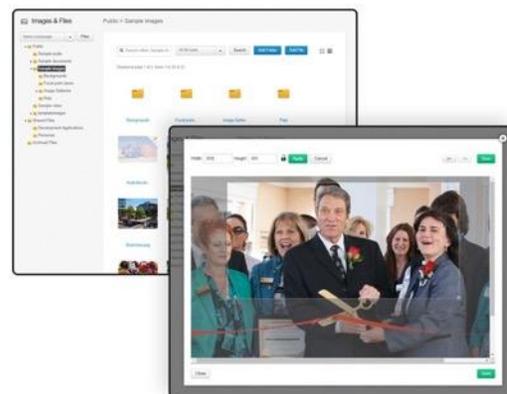
Create maps

Create your own maps with pins, lines or vectors based on your content. Use pins to represent content such as events or projects. Use lines to show road closures or bike paths. Use icons to represent affected areas for emergency announcements.
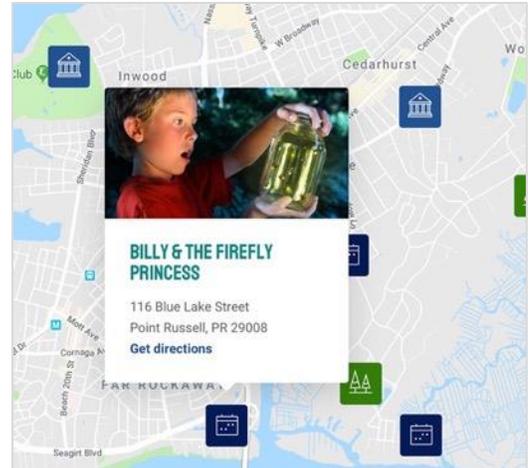

Site settings

Whether its tweaking the search logic, setting up your local government's geospatial points, updating site-wide or module specific configurations, everything you need to manage your website can be configured in site settings, without programming skills.
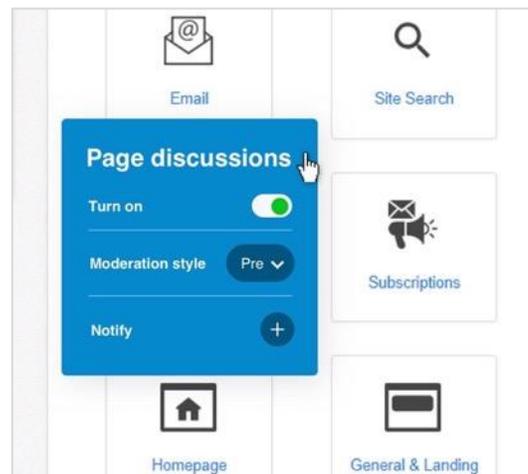

No broken links. Ever

Move or rename pages as much as you like. OpenCities automatically updates all links so publishers can freely update your site without worrying about creating broken links or impacting bookmarks. This applies not just in your main site, but across all the sites you manage in OpenCities.
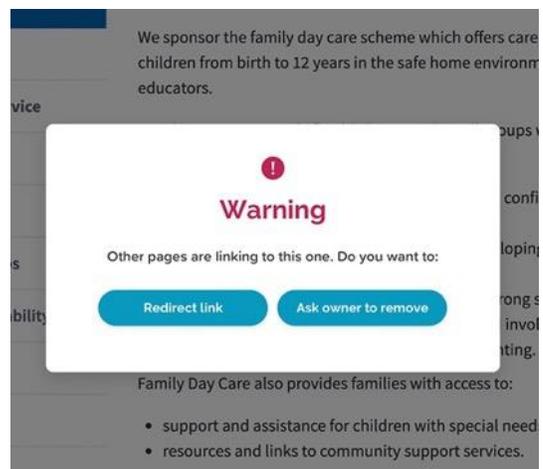
Create dynamic content

OpenCities helps you surface content such as news, events, projects and more, to the right people, at the right time, across the right channels. By relating content using our content labels, users who have completed a dog registration may be offered information on pet-friendly events or parks. Those who have reserved a park may be offered a listing of events at that location. OpenCities can drive meaningful engagement with your community by connecting people to the things that matter most to them.

Dynamic content can be created with a few clicks, based on variables ranging from content type to user interests, and syndicated across your entire network of sites. Now, you don't need to rely on people navigating through your menu to discover useful content – it comes to them!
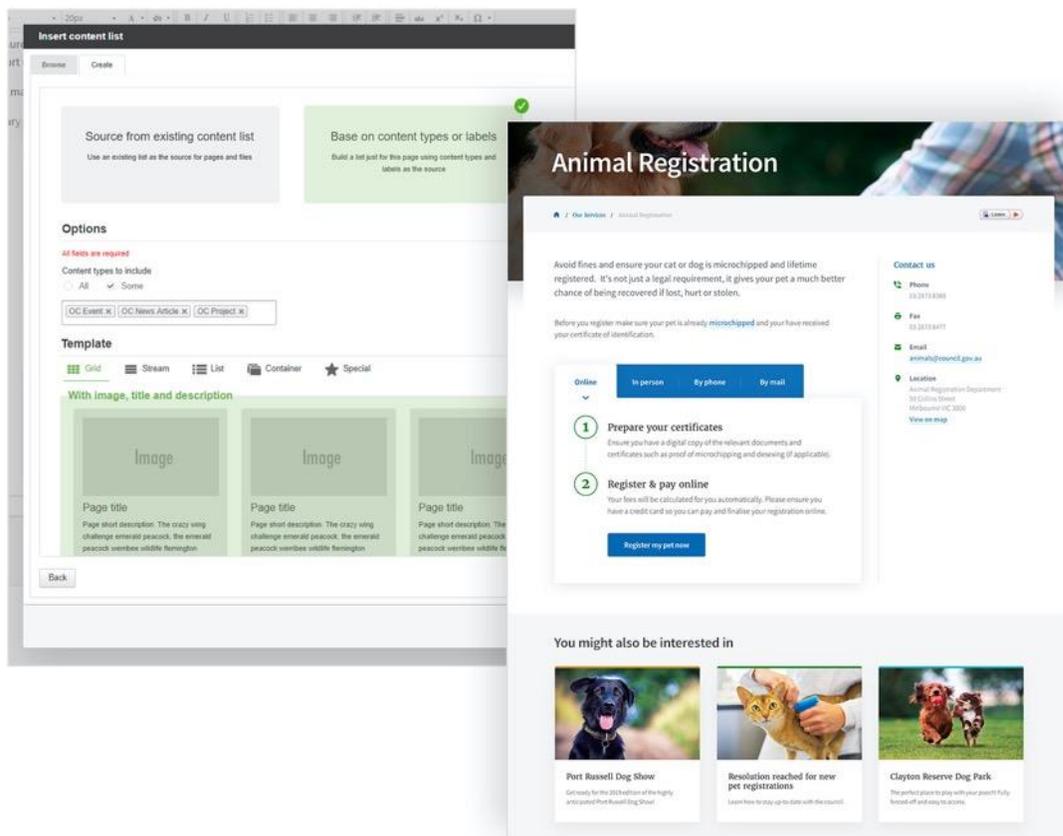
Measure and improve

The launch of your new website is just the start of your digital transformation journey. OpenCities provides the tools you to need make better, data driven decisions.
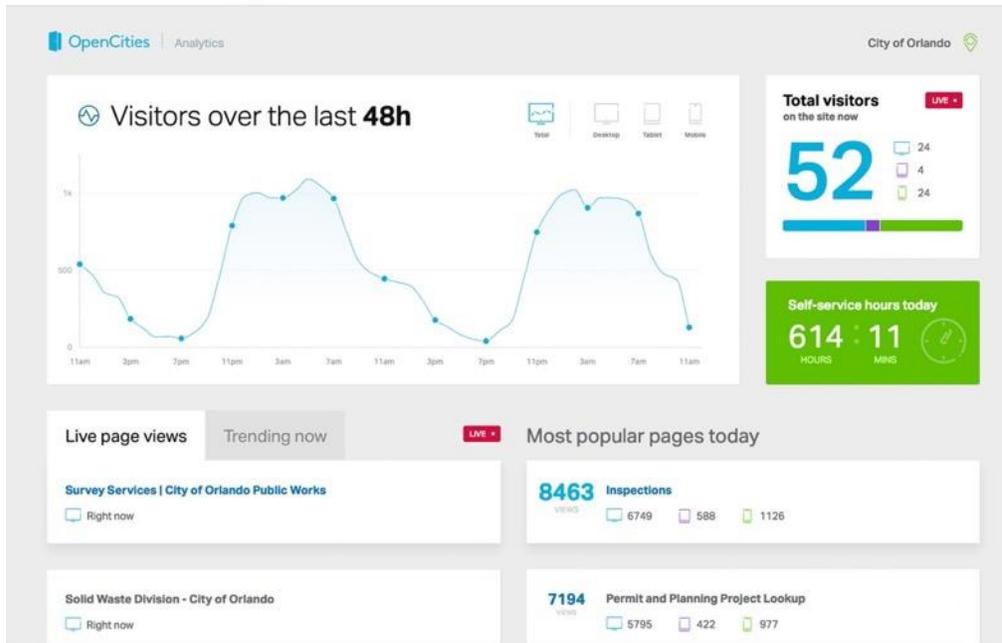
Content insights

What's trending now? What services are people using? OpenCities shows you a live view of what's happening on your website in a simple and beautiful way that focuses on what matters

Internal reporting

Make it easy for site managers to keep content publishing teams on track via internal content audit reports, activity streams, publisher tasks management, and much more

Internal tasking dashboard

A personal dashboard keeps each publisher informed when content is approaching review or about to expire, page performance, feedback, workflow status and more

Site analytics

OpenCities integrates with Google Analytics (including tag manager) to provide complete site usage data

Make it yours

Update your homepage design. Create new content templates. Setup and launch a new website. Deliver useful new functionality for users without waiting weeks for web developers, or years for a full redesign process. OpenCities lets you take full control of your entire digital experience using an intuitive drag and drag approach, without custom coding.
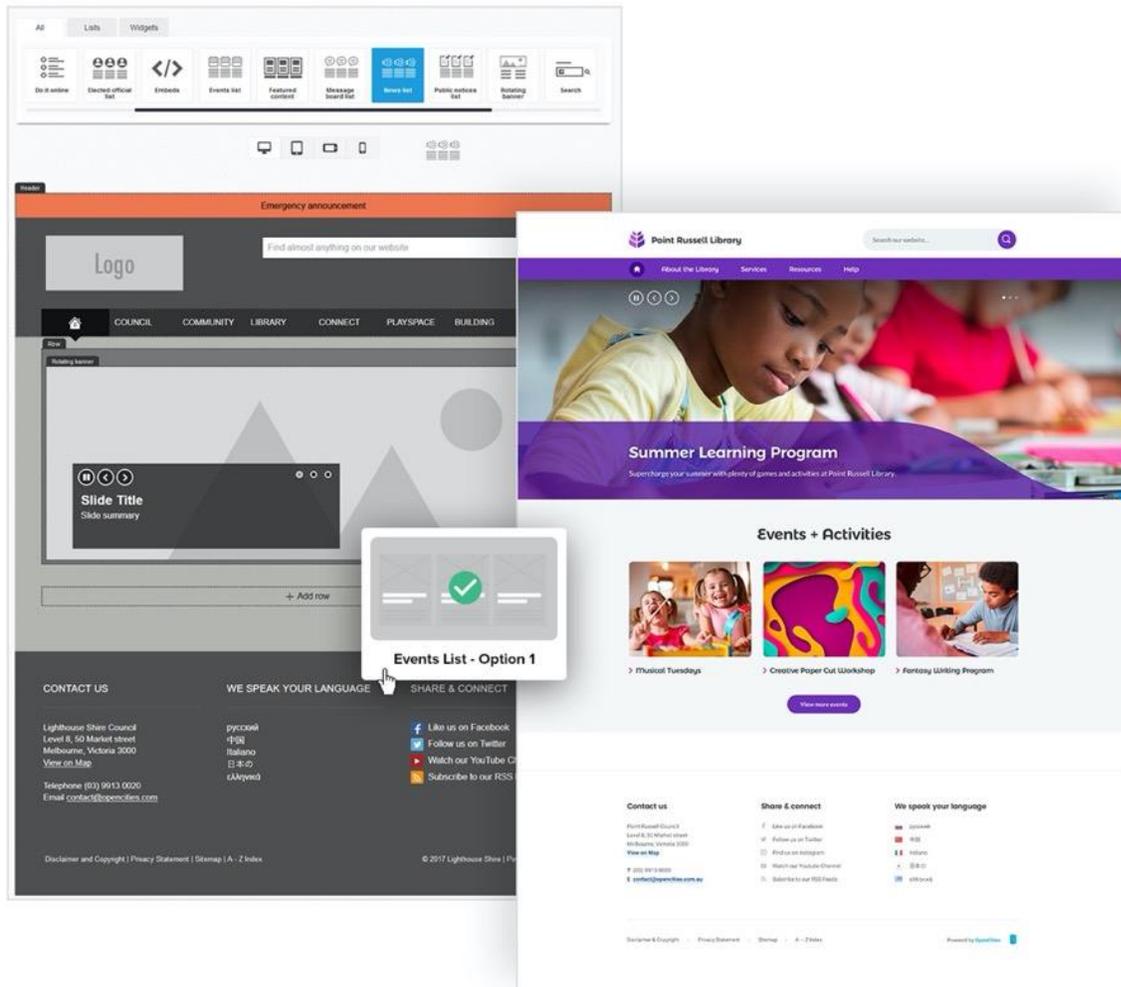
Update your visual design

Create or update your website design and layout, simply by dragging and dropping the functional elements you need into whatever order you want. You can update navigation menus and search, rotating banners, events listings, maps and much more. Then, apply your colors, fonts, imagery and CSS. Securely preview your design changes with real content, and then publish live when ready.

Create your own content templates

Out of the box, OpenCities provides thoroughly tested content templates that streamline publishing of common content types such as news, events, jobs, parks, facilities, announcements and much more. By using our template builder, you can easily create your own unique content templates and lists for other types of structured content.

Setup your own subsites

Create and manage subsites for your departments without custom web development. Using the site wizard, you can select what functions your new site needs, create a visual design that addresses the creative and layout needs of the department, setup publishers and permissions, and start entering content within a matter of days.

Easily extend functionality

As a SaaS platform, you don't need to setup and manage development or testing environments when receiving version upgrades or testing-out new functionality. Because everything we release doesn't introduce custom coding, OpenCities delivers an agile plug and play model that allows you to safely iterate your site within a single environment.

Responsive and future-proof

All design elements in OpenCities work beautifully across mobile devices, different web browsers, and meet the highest level of ADA/Accessibility compliance. Better still, they are continually updated for new devices, browsers, web standards and UX trends, to ensure your digital experience always remains at the cutting edge, without custom coding.

Integrations and connectors

We recognize that our platform is only one part of your technology ecosystem, and for that ecosystem to work effectively, systems need to speak to each other. That's why we've ensured OpenCities offers an open and flexible interface that can integrate with other systems and data sources, with out-of-the-box connectors for many popular local government systems and fully documented APIs for custom integrations when needed.

DMS Connector

Ensure your community is acting on the most accurate and up to date documents. Our DMS connector allows you to synchronize files from TechnologyOne ECM, TRIM CM, Objective DMS with OpenCities, creating a single source of truth

CRM APIs

Share between OpenForms and your CRM system. Push data into your CRM without requiring customer service teams to manually rekey requests. Pull data from your CRM to pre-fill fields and simplify form completion for customers

Payment gateway connector

Connect to your preferred payment gateway. With support for many of the most common payment gateways used by Local Governments, OpenCities makes it easy to setup online payment forms that can be reconciled with your financial systems

Maps APIs

Using our Maps API, you can draw in trash pick-up schedules from your GIS system. Use plot content from your GIS system onto OpenCities Maps. Showcase road works, projects and closures as pins or lines

Active Directory Connector

Authenticate OpenCities admin users and control their permissions based on your Azure based AD.

Content APIs

Publish pages and lists dynamically based on information sets in your internal systems. Showcase development applications