

Revize Web Services Sales Agreement

This Sales Agreement is between City of Oneida, New York ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 2-12-2025

CLIENT INFORMATION:

Client Name: City of Oneida
Client Address: 109 North Main Street
Client Address 2: _____
Client City/State/Zip: Oneida, NY 13421
Contact Name: Sandy Lapera 315-363-7378
slapera@oneidacityny.gov

REVIZE LLC:

Revize Software Systems
150 Kirts Blvd., Suite B
Troy, MI 48084
248-269-9263

Billing Dept. Contact: _____

Client Website Address: <https://www.oneidacityny.gov/>

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

Quantity	Description	Price
1	Phase 1 – Project Planning and Analysis, onetime fee:	\$800
1	Phase 2 – Discovery & Design from scratch - One concept, three rounds of changes, home page design, up to 4 Special Purpose Template Designs, and interior page designs and layout, includes Responsive Web Design.	\$1,900
1	Phase 3 & 4 – Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications and CMS module updates, onetime fee:	\$5,300
1	Phase 5 & 6 – Quality Assurance Testing, Includes incorporation of translation services, Curated Search and other aspects as dictated by client onetime fee:	\$1,000
1	Phase 7 – Site map development/content migration from old website into new website including spell checking and style corrections – up to 1,000 webpages and documents (approximate number on your website today). To help remove stale content, Revize will not me moving over any event or calendar items. Up to 3 GB additional storage for archived files. Documents will be added to included Documents on Demand application, if required. Additional content migration, if requested, is available for \$3 per webpage and document.	\$2,000
1	Phase 8 – Content Editing/Administrator Training, one-day session, remote, onetime fee:	\$800
1	Go Live	Included
1	Revize Annual Fee, pre-paid: Includes unlimited tech support, CMS software updates (up to 3 users), security software updates, unlimited training, and 24-hour website health monitoring. Website hosting on 3 redundant server farms included free of charge with SSL security certificate (10 GB storage space, 100 GB monthly bandwidth limit) with pre-paid annual fee:	\$5,900
Grand Total		\$17,700

Five-year agreement with free website design refresh during year four. The annual fee will be a locked-in rate of \$5,900 for the first 5 years. If client cancels this sales agreement, without cause, before the sales agreement expiration date, the full amount of the 5-year agreement is still due. This agreement will automatically renew each year after five years of service, unless either party gives notice of cancelation by email and letter 60 days before the end of the annual one-year anniversary date.

5-Year Payment Plan – The Revize Client First Plan

The Revize Client First Plan offers clients an alternative payment plan that makes it easier to purchase a new website on your budget and spreads the one-time project design and development costs over a longer period of time.

Through a 5-year contract, The Revize Client First Plan dramatically lowers the one-time project development and start-up costs of launching a new website. What Revize does is combine the one-time and recurring fees and spreading them over the life of

the contract, interest free. And because we value our continuing relationships with our customers, you will receive a website design refresh at the beginning of your fourth year with Revize, Free of Charge.

The Revize Client First Plan Annual Recurring Fees – Interest Free

Year 1:	1/5th of project costs + Annual Hosting, Support, Maintenance Fee
Year 2:	1/5th of project costs + Annual Hosting, Support, Maintenance Fee
Year 3:	1/5th of project costs + Annual Hosting, Support, Maintenance Fee
Year 4:	1/5th of project costs + Annual Hosting, Support, Maintenance Fee
Year 5:	1/5th of project costs + Annual Hosting, Support, Maintenance Fee

Revize requires a check for \$8,260 to start this Initiative.

The remaining balance is due per the following payment schedule:

Payment Schedule

Payment Amount	Payment Date
\$ 8,260	3/15/2026
\$ 8,260	3/15/2027
\$ 8,260	3/15/2028
\$ 8,260	3/15/2029

For project timeline and details please refer to our proposal dated 2-12-2025. CLIENT understands that the project completion date is highly dependent on their timely communication with REVIZE.

CLIENT also agrees and understands that:

- The primary communication tool for this project and future tech support is the REVIZE customer portal found at <https://support.revize.com>.
- During the project, CLIENT will respond to REVIZE inquiries within 48 hours of the request to avoid any delay in the project timeline.
- CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.

Terms:

- Payments:** All Invoices are due upon receipt. Work begins upon receiving initial payment.
- Additional content migration, if requested, is available for \$3 per web page or document.
- Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, low quality images, or data that can reasonably be considered non-conforming to new website layout.
- Video/audio files are not permitted to be uploaded to web server. You can use a free service like YouTube or Revize offers streaming video server at additional cost.
- Unless otherwise noted in this agreement, if e-notify and Revize Newsletter system are included, a monthly allowance of 5,000 texts and 10,000 email sends are included for E-notify. 5,000 monthly email sends for Revize newsletter.
- This Sales Agreement is the only legal document governing this sale. If the contract is terminated before the expiration date, the full amount of the contract is still owed.
- Both parties must agree in writing to any changes or additions to this Sales Agreement.



The Government Website Experts

8. *Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Michigan.*
9. *Pricing expires in 30 days*

AGREED TO BY:

CLIENT

REVIZE

Signature of Authorized Person:

Name of Authorized Person:

Title of Authorized Person

Date:

Nicholas Albertson

Account Manager

Please sign and return to:

Nicholas Albertson

Email Nicholas@revize.com

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

Revize provides applications and features specifically designed for government websites. The applications and features are grouped into five categories:

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

Citizen's Communication Center Apps

- Home Page Alert
- Document Center with keyword search
- FAQs with keyword search
- [Job Postings – With Search & Sort functionality](#)
- Multi-Use Listing Directories with keyword search and Google Mapping
- Curated Search Functionality
- Tile Templating Organization
- [RFP/RFQ Bid Posting – With Search & Sort functionality](#)
Example: <https://www.oneidacityny.gov/rfps>
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- New Revize Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator – over 95 languages
- [Newsletter Application](#)
- [AI Chatbot Tier 1](#)
- [Agenda Listing Template – With Search & Sort functionality](#)
Example: <https://www.oneidacityny.gov/meetings>
- [Legal Notices Template](#)
Example: <https://www.oneidacityny.gov/clerk/page/legal-notices>

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- RSS Feed
- Online Bill Pay linked to your Third-Party Payment Provider (if required)
- RSS Feed

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- CMS Web Form Builder with drag & drop text fields
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

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

Mobile Device and Accessibility Features

- ADA Compliant WCAG 2.2 AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) for great mobile phone viewing

Service Level Agreement

Revize Maximum Response Times via Severity Level

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

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

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

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

Technical Support Escalation:

If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Derek Ortiz. If the problem is not resolved within 3 business days, then the Business Development Director will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

Revize Support

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