



I-Evolve has prepared a quote for you

i-Content Proposal: ecwa.org

Quote # 006959 | Version 1

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Prepared for:

Erie County Water Authority



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About I-Evolve Technology Services

Most IT companies today operate as re-sellers of technology products. At I-Evolve, we take a different approach. Our consultants and engineers concentrate more on the true needs of your company or organization by customizing technology according to the way you do business.

At I-Evolve, we are distinctive in our vendor-neutral, best-of-class business solutions. Our client experience is the benchmark by which we measure success and we continually strive to deliver value beyond product price and service quality.

We strive to earn and keep your trust by being the people who listen better, engineer smarter and respond faster to your every need. What makes us different makes your business better.

Mission

Our mission is to be the technology solutions consultant of choice for each of our clients by understanding the unique business challenges of their organizations. Working with our clients as a partner, rather than a vendor, we craft best-of-class solutions that will deliver.

Values

Our business philosophy is based on integrity, enthusiasm, respect, growth, quality, and service. These values guide the way we manage our business and the way we service our clients.

Legacy of Success

- #1 on Fast Track 50
- Best Places To Work
- Amherst Chamber – Business of the Year
- infoTech Niagara – Best Success

Certifications and Partnerships

In addition to extensive experience, i-Evolve Consultants carry the following credentials, ensuring they have met both industry and vendor education standards.

Microsoft	MCSE, MCSA, MCTS, MCNE, MCNE x 2
Citrix	Xen Server, Xen App, Xen Desktop, CISSP, CCA
HP	Accredited Systems Engineer (ASE) WinNT, Win2k Accredited Integration Specialist (AIS) WinNT, Win2k
Cisco Systems	CCNA, CCDA, CCSE
Comptia	Network+, IT Project +, Linux +
Linux	LPIC-1
Polycom	VoIP, VoIP Technical Certification



Overview of Process and Scope of Work

Design

- Kickoff Meeting
 - Learn about your company, branding and goals for the site
 - Discussion of homepage and main navigation menu
 - Discussion of internal pages, layout of subpage menus and any custom elements
- Design mockups for both homepage and an internal page (within 2 weeks from kickoff meeting)
 - Up to 2 rounds of revisions are allowed; revisions are simple modifications to the new main design
 - Up to three (3) hours; additional graphical work will be billed at retainer rates
- Upon design approval, our developers and programmers begin to create your new website
- Population of your content to the new site
- Any additional functionality and programming
- Review of the new site and any revisions prior to making live
- Training Session
- Make site live

Scope of Work

SCOPE OF WORK OVERVIEW

I-Evolve Technology Services will Design, setup, and implement an i-Content CMS based website, with a mobile friendly (responsive) template. Content including images, text verbiage, and existing SEO (meta information) will be transferred from the current website as outlined below. Training on using the iContent CMS is included.

HOURS ESTIMATE: 137

SCOPE OF WORK DETAILS

i-Content CMS (Content management system)

- I-Evolve will setup the i-Content Content Management System (CMS) which will allow the client to edit the website themselves.
- Complete training and user manual is included.
- Website hosted on industry standard LNMP stack (Linux, NGINX, MySQL, PHP)

Design

- Responsive website template that is mobile friendly.
- Through our iterative process we will work with the client to create a template design.
- Design will incorporate elements such as logo, corporate colors, and current marketing initiatives/goals of the client.
- Compatible with supported versions of IE, Edge, Firefox, Safari, and Chrome supported by their respective publisher.

SEO (Search Engine Optimization)

The iContent CMS is SEO ready by default, however SEO services such as keyword research and rankings reports are not included.

- Any existing SEO will be transferred from the old site to the new site. This includes META title, description, and keywords for all migrated pages.
- I-Evolve will provide introductory information about self SEO.

Content

Content can be migrated (moved) from an existing website or provided as MSWord, PDF, and images. I-Evolve does not offer content writing services. Up to 10 pages of content population is included with the base CMS installation. Additional content is billed at \$600 per block of 10 pages populated.

- Migration of existing website content - approx 50 pages.
- YouTube Video feature to seamlessly place YouTube videos within the website

Optional addons and setup, not included in base system

- News archive, allows adding and searching news pages by keyword or browsing by a date based navigation.
- Committee and Board meeting pages, allows adding meetings with agenda and minutes, archived by date ordered list and placed by date on a calendar.
- Email signup and notifications for upcoming meetings. Notification design to match website design.
- News and past meeting pages from existing website will be archived as is (converted to static html) and linked from the respective main news/meeting pages, as a date ordered list.
- Social Media feeds for Facebook, Twitter, etc.

Online Payment Integration <https://www.ecwa.org/customerdashboard?f=payt>

- Setup existing payment system as a subdomain off the existing website, retaining all current functionality (ex [customerdashboard.ecwa.org](https://www.ecwa.org/customerdashboard))
- Skin existing payment system to match (as close as possible) new design
- Create banner in various formats for use in promoting online payments

i-Content Features/Options

Our Content Management System (CMS) makes it easy for your staff to manage your website content without the need to call us every time you need to change something. Content area changes include text/image updates, adding news, events, calendar items, blog posts, etc. Changes to the overall look of the site, including colors, banners, layout of where items are placed, and certain features of custom components etc. are not part of content updates, and will need to be completed by an I-Evolve team member and are billable changes.

Our CMS menu allows you to access all areas of your website from one main dashboard. You will have the ability to preview all changes made to your site content prior to publishing it on the website. A list and explanation of the features and options is listed on the next page.

Standard Features (all included)

- Rich text editor
Ability to edit the content for the pages using a Word-like editor
- Ability to add unlimited subpages
- Image/file uploads
Easily upload images and pdf documents to put on site
 - Drag and drop
 - Image Zoom
- Rotating photos
Robust slideshow functionality is standard to i-Content. You can include rotating images, on any page, that may include text and links on your home page, and change those pictures on your own at any time.
- Site search
Keyword or phrase search of all content on the website. Results are displayed in a list format by relevance.
- Simple Forms
Create your own simple forms quickly and easily on any page of your site. Submissions automatically stored in system. You can also set email notifications for submissions.
- Hierarchical navigation breadcrumbs
Located at the top of the content area on the page so visitors can easily see where they are on the site
- Dynamic site map
Generates a site map based on the page tree, will update itself as pages are added/removed
- News/Events Listings
News area on home page highlighting recent noteworthy news with 'teaser' text. Ability to click through to view more information.
- Calendars
Allows you to create an item to display, optionally pairing it with a page on the site or a link to an external page. All calendar events can optionally show event details in a lightbox, or directly link to the page.
- Social Media
Add icon links to Facebook, Twitter, LinkedIn, Blogs, etc. Live feeds of your accounts- YouTube Video Player.
- Metadata Options/SEO
Ability to manage metadata information per page (includes meta description, meta keywords, and page title)
- RSS Feeds
Enable website feeds to syndicate content from your site automatically. Great for blogs and news feeds.
- Advanced Permissions
Create unlimited user accounts with limited or full permissions.
- Google Analytics
I-Evolve creates your Google Analytics account and integrates it with your site.

Optional Add-Ons (incurs additional charges)

Enhanced Design Features - i-Content offers several options to enhance the overall look and functionality of your site.

- **Mega Menu**
A Mega Menu is a great way to organize your navigation when you have a lot of pages on your site. Create multi-column menus so visitors to your site can easily find what they need.
- **Tabbed Content Areas**
Allows you to organize a page's content into a group of tabs, which helps keep the page length short so users don't have to scroll as much.
- **Accordion Content Areas**
Great for categorizing your page content when you have a lot of it. Users can open and close content as needed as they are viewing the page.
- **Print-Friendly Pages**
This option will create a print friendly style sheet that removes background images/colors, navigation, advertising, JavaScript, Flash or animation so that your website pages can be printed in an easy-to-read format.
- **Rotating Testimonials**
Allows you to place testimonial block areas anywhere on your site which are pulled from a master list and are randomly shown when the pages are viewed.

Connect with your Visitors – Make a connection with visitors to your site so they come back

- **Page Commenting**
Allows you to place commenting blocks on specified pages so visitors can comment on your content. Option includes moderating comments before publishing to site.
- **Blogs**
Easily manage multiple blogs with flexible category and tag filtering, and enjoy one step blog posting. Allows for moderation of comments before they are posted on your site.

Media Players – Audio and Video players on your site help you deliver your message in a more personal way. i-Content has several HTML5 options to fit your needs.

- **Audio Player**
Single Track Audio Player – places a block on your page that plays one MP3 audio file.
- **Video Player**
Allows you to embed your own videos or link to other videos to embed in your site.
*For full compatibility video must be encoded in two formats for each video
- **Lightbox Photo Gallery**
An image display which brings images up in a pop up window for scrolling through at a larger size.

Custom Forms

- If the basic form block does not meet your needs, we can build advanced forms
 - Additional field types
 - Sectioning for longer forms
 - Forms that can ask different questions based on responses to earlier questions

Other

- **Donations Page**
A one page online form allowing visitors to your site to donate to your organization in any denomination. Choose Paypal

or Authorize.net. Authorize.net option requires SSL, payment gateway and online merchant account. Gateway and merchant accounts are through 3rd party providers and will incur additional fees.

- Extranet / Intranet
i-Content features multiple user-management options right out of the box. Contact us for more information if you need to provide levels of access to specific content areas on your site.
- Dealer Locator
Allow users to find stores or locations nearest to them. Includes csv import functionality, searches by distance from zip code or address. Displays on a map, list or both.

i-EMarketing

Our email marketing service contains a full set of features designed to help you manage every aspect of your customer, member and fan email outreach. Our audience features help you import, store, manage and grow your permission lists. Our campaign features help you create stylish email campaigns and send them using our sophisticated delivery network. Our response section gives you easy access to your results, in real time. Set up fee includes: Design of one template to match look and feel of website, initial import of customer email list, and customer training. Monthly fee based on number of emails sent per month. First 1,000 emails free; emails over 1,000 charged at \$0.02 each. Account fee of \$149 per year after first year.

- Sign up forms
Ability to create multiple sign up forms
- List Management
Set up different lists for your subscribers, manually or segmented, based on interests, location, etc. You can automatically populate lists using specific sign up forms, or give your users the ability to choose what lists they wish to subscribe to.
- Automated Campaigns
Set up automatic emails to be sent whenever someone signs up, interacts with mailings or meets a date-related milestone in the system
- Detailed Reporting
See how many emails were received, opened, clicked through
Ability to create additional sub-lists based on user interaction for follow up campaigns

Ongoing Service/Support

- Any changes you require to your site that cannot be completed by your own staff will be billed at our hourly retainer rates. We bill in 15 minute increments.
- For the first three (3) months after your go live date, you can receive 2 hours of live phone support each month free of charge to assist with content editing, site usage, user setup or permissions, etc. After the initial 3 months, additional support will be billable.

Hosting / Email

i-Evolve is a full service web hosting provider. Our web servers are housed in our secure managed services data center and connected via redundant high speed bandwidth connections so your customers can get to your information quickly. Best of all, you don't have to deal with the hassle of maintaining a web server yourself. We have various e-mail connectivity solutions to fit your company's needs.

Additional Services

Domain name registration and management
DNS hosting

Frequently Asked Questions

QUESTION: How long will it take?

We strive to get your website up and running as quickly as possible for you. Generally, it will take between 6-8 weeks for your site to be ready to go live once the kickoff meeting has been completed. This time frame depends on us receiving all information, content and approvals from you on time.

QUESTION: Will my site work with all web browsers?

There are many web browsers out there – Internet Explorer (and its many versions), Firefox, Chrome, Safari, etc. Your site will work on the majority of browsers across the majority of platforms. We adhere to web standards to ensure compatibility among the most common browsers. However, we do not support browser versions that are not supported by their manufacturers (IE6 for example).

QUESTION: Can you manage my domain name?

Yes. If you purchased your domain name prior to coming to I-Evolve, you manage your own domain. We can transfer your domain to our registrar service and will be the technical contact on your domain. This means we will handle renewing your domain name for you.

QUESTION: What is DNS hosting?

All domain names have an associated DNS (domain name server) record with them. On a basic level, the DNS record is a text file that sits on a company's nameserver that specifies what IP address the domain name should point to. All computer communication occurs via IP addresses, yet it's easier for internet users to use domain names. When you type in www.google.com, the DNS record translates that to 74.125.266.146 and takes you to Google. You don't have to remember the string of numbers, though, all you need to know is google.com. Without a DNS record, your domain name will not go anywhere. DNS can also specify IP addresses for email, subdomain, text forwarding, etc.

In order to make your site live, we will need to change the records in your DNS file so that your domain will point to your new website. If we host your DNS for you, we will take care of this. If we do not host your DNS you will need to contact whoever does so this change can be completed.

QUESTION: How will my website project be billed?

I-Evolve's terms are 50% down and 50% net 30. Upon receipt of your signed agreement, we will issue two (2) invoices: one due upon receipt and one due in 30 days. Once the 50% down is received, your kickoff meeting will be scheduled. The site will not go live until your second invoice is paid. Once your site is live you will receive one more invoice for your annual web hosting, and this will be a recurring annual invoice.



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Details

i-Content Proposal: ecwa.org
Quote #: 006959
Version: 1
Delivered: 06/13/2018
Expires: 07/13/2018
Terms: 50% Down, 50% Net 30
Agreement Length: n/a

Website Configuration

I agree to have I-Evolve Technology Services complete the following work as specified above:

Description	Price	Qty	Ext. Price
Standard Site (up to 10 pages)	\$2,499.00	1	\$2,499.00
Content Population/Migration (10 pages each)	\$600.00	4	\$2,400.00
Project Management	\$2,500.00	1	\$2,500.00
Subtotal:			\$7,399.00

Optional Add-Ons

***Optional**

I agree to have I-Evolve Technology Services complete the following work as specified above:

Description	Price	Qty	Ext. Price
News List and archive	\$1,500.00	1*	\$1,500.00
Events Calendar and Archive, Email Notifications of Upcoming Meetings	\$4,500.00	1*	\$4,500.00
Online Payment Integration, Banner	\$2,750.00	1*	\$2,750.00
Social Media Feeds Addon	\$250.00	1*	\$250.00
Subtotal:			\$0.00

Recurring Fees

Description	Price	Qty	Ext. Price
Annual Hosting Fee \$600 per year, starts at site live date	\$600.00	1	\$600.00
Subtotal:			\$600.00



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Quote Summary

Description	Amount
Website Configuration	\$7,399.00
Recurring Fees	\$600.00
Total:	\$7,999.00

*Optional Expenses

Description	Amount
Optional Add-Ons	\$9,000.00
Optional Subtotal:	\$9,000.00

Your website quote is based on a time estimate found in your Scope of Work. Your project manager will work with you to keep all tasks within the scope. If changes are made at any point during the project and it exceeds 10% of the estimate, you will be invoiced for the additional time at Bronze retainer rates. Full payment of services is due prior to site live date.

All services are subject to I-Evolve's online terms of service found at www.i-evolve.com/legal

By signing, Customer acknowledges that Customer has read and understands I-Evolve's online terms of service and that the Customer agrees to be bound by those terms and conditions, the fee schedule and any other applicable terms governing the service.

Signature




Title

Name

Date

Technical Support - Opening a Support Ticket

If you are in need of technical services, you have several options for opening a service ticket.

-  **1. Email your service request to support@i-evolve.com**
You'll want to include your name, company name, contact number and a description of the issue you're having. Our ticketing system will alert our Support Team and get your issue in the queue for resolution. You will receive a response email letting you know your ticket number.
-  **2. You can call our offices at 716.505.TECH (8324)**
A representative can assist you in opening up a support ticket or you can leave a voicemail in our support mailbox. The voicemail directly notifies our support team and opens up a ticket within the support queue.
-  **3. Visit us on the web at www.i-evolve.com**
Click the SUPPORT button at the top of the page and you will find an option to email support. Supply us with all the requested information and a ticket will be opened up within the support queue.

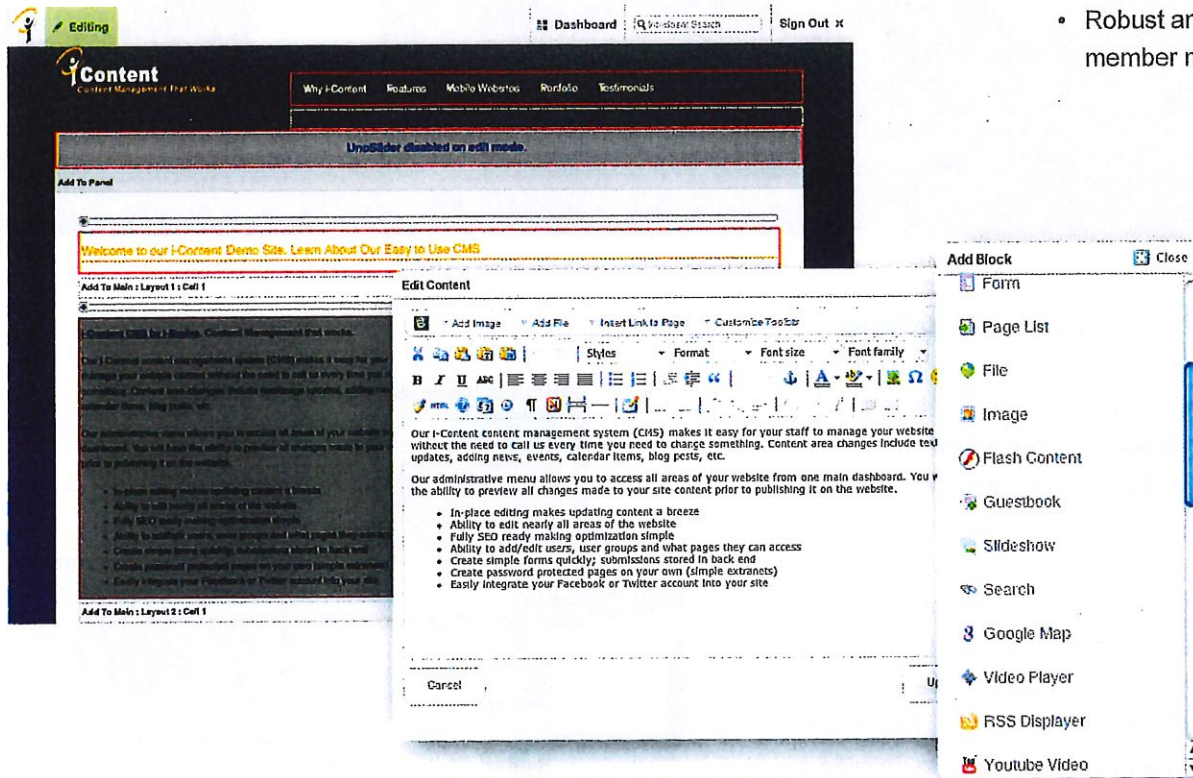


i-Content: Web Services

Our **i-Content** CMS is a powerful tool that makes managing your website content extremely easy. Our commerce package can help you expand your sales to a global marketplace. Our solutions can also be customized if they do not meet your needs out of the box.

i-Content Features

- Easy in-page editing.
- Responsive design for mobile and tablet.
- User configurable.
- Robust and flexible website member management.



**All content is editable with familiar tools.
Add virtually any type of content to your pages.**

The I-Evolve web team knows websites—what works, what doesn't, and how to get the best results.

Web Services

i-Content

Website Design, Development & Hosting

I-Evolve understands that your website has to be an effective marketing tool for your company. Our web team knows websites - what works, what doesn't, and how to get the best results.

We recognize that your website is the face your company presents to the world. Our web team includes project managers, graphic designers, web developers, programmers and system engineers. We take the time to learn about your company and work with you to develop a website that will meet and potentially exceed your goals.



Responsive Design for Mobile

Our Responsive Design websites include custom built templates tailored to deliver content in such a way that visitors will see the same content regardless of the device they are using to access the website - that content will just be presented differently.

The design process for responsive websites can take longer than for a non-responsive website. It is necessary to plan out the design before we start building your website. Planning involves determining how elements of the website will show on all screen sizes to create the best viewing experience. Additionally, we take a closer look at the functionality and add-ons you are considering and may change our recommendations based on what works better in a mobile environment. We will work with you throughout the whole process to ensure your satisfaction.