

Revize Web Services Sales Agreement

This Sales Agreement is between Genesee County, MI (“CLIENT”) and Revize LLC, aka Revize Software Systems, (“Revize”) Federal Tax ID# 20-5000179 Date: 4-15-2026

CLIENT INFORMATION:	REVIZE LLC:
Company Name: _____ Genesee County	Revize Software Systems
Company Address: _____ 324 S. Saginaw St.	150 Kirts Blvd.
Company City/State/Zip: _____ Flint, MI 48502	Troy, MI 48084
Contact Name: _____ Mike Dawisha MDawisha@geneseecountymi.gov 810-257-6110	248-269-9263
Billing Dept. Contact: _____	
CLIENT Website Address: _____ https://www.geneseecountymi.gov/	

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

<u>Quantity</u>	<u>Description</u>	<u>Set-up Price</u>	<u>Annual</u>
1	Discovery & Design from Scratch: <ul style="list-style-type: none"> 1 mockup with up to 3 rounds of changes Home page template and inner page design and layout. Includes Responsive Web Design WCAG 2.1 AA Design Standards AI Alt Text Generator 	Included	-
1	Revize Template Development: <ul style="list-style-type: none"> Set-up all CMS modules listed in this agreement Integration with all 3rd party web applications New Calendar Accessibility Statement 2.0 CMS 	Included	-
1	Site map development/content reorganization and migration from old website into new website including spell checking and style corrections <ul style="list-style-type: none"> To help remove stale content, Revize will not be moving over old announcements, events or calendar items. Up to 434 total pages and 4634 Documents (number of pages/documents in use on current site) Revize will not migrate and additional 1941 unlinked/unused document Revize can migrate older documents that do not require remediation into an archive section of the website 	\$10,136	
1	Annual Fee including unlimited tech support, CMS software updates (Unlimited Users), security software updates, and 24-hour website health monitoring. Website hosting included free of charge with SSL security certificate (unlimited storage space, 100GB monthly bandwidth limit)		\$10,500

1	GRAND TOTAL	\$10,136	\$10,500
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Payment Schedule

Payment Amount	Payment Date	Includes
\$ 10,136.00	Upon Signing	Project Costs
\$ 10,500.00	9/1/2026	Year 1 of Annual Hosting & Maintenance
\$ 10,500.00	9/1/2027	Year 2 of Annual Hosting & Maintenance
\$ 10,500.00	9/1/2028	Year 3 of Annual Hosting & Maintenance

Terms:

1. All invoices are due Net 30. Revize reserves the right to pause or suspend work, hosting, or support services if payment is more than thirty (30) days past due.
2. Additional content migration, if requested, is available for \$6 per web page and \$3 per document.
3. Additional bandwidth is available at \$360 per year for each additional 50GB per month.
4. Additional website storage is available at \$500 per year for each additional 10GB website storage.
5. This agreement is the only legal document governing this sale & Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Michigan.
6. Both parties must agree in writing to any changes or additions to this Sales Agreement. Any work requested by CLIENT that is outside the scope described in this Agreement, including additional design revisions, development, integrations, content migration, or consulting, will require a written change order and may result in additional fees and timeline adjustments.
7. CLIENT understands that the project completion date is highly dependent on their timely communication with Revize. During the project, CLIENT agrees to respond to Revize inquiries within 48 hours of the request and understands that project timelines will be delayed if they do not respond in a timely manner
8. The primary communication tool for this project and future tech support is the Revize customer portal found at <https://support.revize.com>.
9. This Agreement has a three (3) year term. CLIENT may terminate this Agreement by providing at least sixty (60) days written notice prior to the applicable annual renewal date. All fees incurred or scheduled through the effective termination date remain due and payable. Early termination does not relieve CLIENT of payment obligations for services already rendered
10. If CLIENT opts to continue hosting/ support for an additional 2 years (for a total of five (5) consecutive years of annual software subscription, support, CMS updates, and hosting), CLIENT shall be eligible for one (1)

complimentary website redesign anytime in year 5 or thereafter. The redesign is optional and must be affirmatively requested by CLIENT. CLIENT's decision to decline, defer, or not schedule the redesign does not constitute a failure or breach by Revize.

11. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.
12. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout. Revize is not responsible for verifying the accuracy, legality, accessibility, or completeness of CLIENT-provided content.
13. Storage is limited to relevant website data. Unreasonably large folders of documents or images are not permitted. Examples include, but are not limited to, plat or property maps, tax records, GIS data, and large or archival audio and video files, such as multiple years of meeting recordings or similar content more appropriately hosted on archive or streaming platforms and embedded into the website
14. After content migration, CLIENT is responsible for any additional content cleanup. This includes, but is not limited to, resizing photos, reformatting text, replacing photos/icons, consolidating unwanted content, adding future calendar events, and general prep of the site before go live. CLIENT will also have the ability to add new photos, content, and pages. Any post-migration cleanup or enhancements requested from Revize may be billed at Revize's then-current hourly or project rates.

Project Timeline Statement of Understanding

Revize and CLIENT acknowledge that any project timeline provided is an estimate only and not a guarantee. Project duration is dependent on a variety of factors, including timely CLIENT participation, feedback, approvals, and other variables that may be outside the reasonable control of either party. Revize will make commercially reasonable efforts to adhere to the estimated timeline.

CLIENT agrees to take an active role in the project, including participating in meetings, providing timely feedback and approvals related to design and sitemap development, and scheduling and participating in CMS training. Delays caused by CLIENT's failure to respond to Revize requests in a timely manner may result in corresponding delays to the project timeline and do not constitute a breach of contract by Revize.

Upon completion of initial Revize CMS content editor training, CLIENT is responsible for determining when the website will go live. Any CLIENT decision to delay go-live for reasons unrelated to a functional defect rendering the website inoperable does not constitute a breach of this Agreement by Revize.

CLIENT acknowledges that website design and user experience are inherently subjective. The parties agree that this is a collaborative process and will work in good faith to reasonably fine-tune final deliverables in preparation for launch. Generalized dissatisfaction with aesthetic elements or previously approved deliverables does not constitute a breach of contract unless Revize fails to cure a material functional defect.

CLIENT may elect to postpone or reprioritize certain deliverables in favor of an earlier go-live date, subject to mutual agreement.

Enterprise Revize CMS License

As part of this Agreement, Revize LLC (“Revize”) grants CLIENT a limited, non-exclusive, non-transferable license to access and use the Enterprise Revize CMS software (“Software”), hosted on Revize’s cloud servers, solely for the purpose of maintaining the website(s) identified in this Agreement. The Software is proprietary to Revize and remains the sole property of Revize.

CLIENT may terminate this Agreement by providing at least sixty (60) days written notice prior to the applicable annual renewal date. All fees incurred or scheduled through the effective termination date remain due and payable. Early termination does not relieve CLIENT of payment obligations for services already rendered.

CLIENT may not sublicense, share, or otherwise provide access to the Software to any third party not expressly authorized under this Agreement.

During the term of this Agreement and while CLIENT remains current on all payment obligations, Revize will host, maintain, and provide updates to the Software as part of the applicable annual subscription.

Upon termination or expiration of this Agreement for any reason, CLIENT’s access to the Software will be discontinued. Upon written request and provided all amounts due under this Agreement have been paid in full, Revize will make CLIENT’s website content available to CLIENT in a reasonable electronic format.

Notice of termination must be in writing and delivered to the non-terminating party in accordance with the notice provisions of this Agreement.

WCAG Accessibility and Compliance Terms

1. Revize will build the website to highly conform with the Web Content Accessibility Guidelines WCAG 2.2 Level AA (“WCAG 2.2 AA”) at the time of delivery while actively incorporating WCAG 2.2 AA best practices as standards evolve using current industry-recognized approaches. This includes keyboard access, semantic markup, ARIA where appropriate, color contrast, focus management, and accessible forms for the delivered templates.
2. Conformance does not extend to: (i) third-party modules, plug-ins or integrations not provided by Revize (e.g., payment gateways, third-party calendars, embedded third-party widgets), (ii) content authored, uploaded, or maintained by the Client (including documents such as PDFs), and (iii) legacy pages or archives unless specifically included in the Statement of Work.
3. CLIENT website editors are responsible for ensuring they have an understanding of WCAG compliance principles. CLIENT agrees they are responsible for the content they post and shall make reasonable efforts to avoid posting content that does not conform to these guidelines. This includes, but is not limited to, posting non-compliant PDFs, failing to include descriptive ALT descriptions on photos, etc.
4. CLIENT agrees and understands accessibility compliance is not a fixed or absolute standard. It is more of a spectrum rather than a pass/fail standard. Because testing tools and methodologies may produce different results, Revize and the CLIENT agree to focus on accommodating user needs and maintaining a continuing, good-faith approach to accessibility and regulatory compliance.

5. Revize provides tools and features designed to support website accessibility and best practices. However, Revize does not guarantee legal compliance with WCAG, ADA, or other regulations. Ongoing compliance requires active participation by CLIENT, including content management and policy decisions.
6. For an additional fee, Revize offers an ongoing WCAG scan and remediation service. This service will scan the website at regular intervals after the website goes live and remediate any WCAG compliance issues with an allocated bucket of additional development hours. Remediation priorities can be set by CLIENT and may include content remediation (e.g., PDFs, Flyers, etc.). Revize also includes an accessibility checker within the Revize CMS editor. This utility will alert users of suspected accessibility issues.
7. If PDF remediation is included in this agreement, completion time is highly dependent on the number and the complexity of PDFs.
8. Additional development hours may be necessary to complete remediation to CLIENT's satisfaction and are available at a rate of \$125 per hour.
9. Additional PDF remediation may be requested at a rate of \$5 per page. 100 Minimum
10. PDF remediation is priced by page, not by individual file e.g., PDF of 10 pages would be billed \$50

AGREED TO BY:

CLIENT

REVIZE

Signature of Authorized Person:

Name of Authorized Person:

Dylan Johnston

Title of Authorized Person

Account Manager

Date:

Please sign and return to:

dylan@revize.com

Fax 1-866-346-8880

The following applications and features from your current website will be integrated into your new project:

Citizen's Communication Center Apps

- Home Page Pop Up Alert
- Notification Center with Text/Email Alerts
- Document Center with anticipative search
- FAQs with anticipative search
- Multi Use Listing Directory
https://www.largo.com/facilities_directory/index.php
- News Center with Facebook/Twitter Integration
- Online Web Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendars - unlimited
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator – over 90 languages

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- Job Posting
- Bid Posting
- Public Service Request
- Public Records Request App
- Citizen Connect (Community Blog)
- Online Bill Pay
- RSS Feed

Staff Productivity Apps

- Agenda Posting Center
- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory with anticipative search
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Auto Site Map Generator
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- ADA Compliant WCAG 2.1 AA
- ADA Accessibility Widget
- Alt-Tags
- Responsive Website Design (RWD)

Service Level Agreement

Maximum Response Times via Severity Level

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

Crisis issues 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. Till this every error is resolved, the website is essentially halted. A large number of users and or core program functionality a severely impacted.

Critical issues are defined as website errors that are an inconvenience or causes a consistent 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 user 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, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, 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