



Civica Software

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Civica Pricing Sheet

DIR - TSO - 2630

Vendor Contact and Order Fulfillment:

Jason Reis

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Mailing Address (PO or Payment)

Civica Software

20101 SW Birch Street - Suite 250

ATTN: Accounting/Billing

Newport Beach, CA 92660

Civica is committed to a long-term partnership with all its clients. Our technicians will be available during regular business hours to assist personnel in all aspects of website maintenance and also to advise staff on the development of any applications required to interface with other e-government initiatives.

The following pricing is EXCLUSIVE to DIR contracts and includes a 10% discount on all services.

Principals	\$189 per hour
CMS Design Integration (Development)	\$139 per hour
Custom Development	\$139 per hour
Custom Integrations (3rd Party)	\$139 per hour
Project management:	\$121 per hour
Web Design Services	\$104 per hour
Graphic Design and Logos	\$104 per hour
Web Mastering Services	\$86 per hour
HTML Production	\$84 per hour
Specializing Programming	Scope For Price



Customer Service

Our support team includes dedicated personnel to handle direct phone and email support. Our core development team (the actual programmers who create the technologies) is also available to answer and address issues directly. In addition, we have launched Civica Support – a new online Support management system allowing clients to access online Help, a Knowledge base and Forums, submit issues online via our issue tracking system and access all documentation.

Security patches and necessary upgrades are scheduled upon immediate discovery - normally within a few hours of being brought to our team's attention. We assist onsite tech staff with all updates as part of the annual maintenance including all new features

Priority 1: Emergency

Severe application problem resulting in complete work stoppage for a large number of your staff. Or, complete loss of service to either website or intranet (application-related site outage). Access to key points of contact is available 24 hours a day.

Response: 30-60 minutes during prime hours (M-F 8AM - 6PM)
60-120 minutes off-hours, holidays and weekends
Onsite response (if needed) within 4 hours

Resolution: 4-12 hour resolution time

Notifications: Project Manager is given a detailed report by the
Civica on-call technician (for off hours only) and
distributes to the IT Manager.

Update: Hourly or as scheduled with Civica

Examples: Web server is up but application non-functional.
SQL-server errors not related to hardware
Patch updates from vendor or Microsoft cause
incompatibility resulting in service outage

Update: Daily or as scheduled with Civica

Examples: Site is operational, but search, calendar or other modular
functionality is non-operational or impaired
Presentation layer is up but back-end is non-operational

Priority 3: Medium

Moderate business impact; issues have affected customer productivity. Work around may exist or problem is for non-business-critical task.

Response: 8 hours

Resolution: 5 business days

Update: Staff is notified when Civica completes repair

Examples: File attachments won't upload.
Presentation layer is not rendering correctly

Priority 2: High

Application or service is available, but in a degraded mode. Work around is feasible or loss of service for short time is acceptable. Impacts a small group or complete work stoppage for an individual

Response: 2-4 hours during prime hours (M-F 8AM - 6PM)

Resolution: 3-5 business days

Priority 4: Low

Limited business impact. Request can be scheduled.

Response: 2-3 business days

Resolution: As scheduled by Civica

Update: Staff is notified when Civica completes repair

Examples: Programmatic change to back-end to improve efficiency
Programmatic change to front-end

Optional Extras and Enhancements

Other solutions we offer include, but are not restricted to:

User Portal

Website visitors create accounts which allowing personalization of the web experience, including favoriting pages, news and calendar feeds, notification preferences (eNewsletters), icons and more.

Branded Pages

Options to add unique title-bar graphics, feature buttons, background images and color schemes for Departments

Department Landing Pages

Using Widget Manager, once deployed provide dynamic homepages (landing pages) for Department sections

Subsite with Responsive Design Framework

Unique look and feel website powered by Civica CMS
Fire, Police, Parks, Economic Development and more

Worry-Free Hosting

Covers website and any Subsites with 99.5% uptime
Disaster recovery and backups
24/7 Phone Support

Custom Reports Module Configuration

Setup and training to provide user-generated custom reports for build and download in MS Word or PDF formats

Social Media Module Configuration

For use by multiple departments, once configured provides one-click posting to social media feeds for authorized users

Custom Map Setup and Configuration

Design, styling and icons for a Department or Agency Map
Ex. Parks, Local Businesses, or special projects
