Request for Proposal #2025-RFP-24

Comprehensive Website Design, Development, and Technology Implementation Services

Issued on: September 10, 2025
Proposal Responses Due: 4:00pm CST on Wednesday, October 15, 2025

Mail responses to:

City of Joplin
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Table of Contents

1 Executive Summary & Background 5

1.1 Project Vision 6

1.1.1 Comprehensive Project Consulting, Implementation & Maintenance 6

1.1.2 Summary of Key Expectations 7

1.2 Background & Context 9

1.2.1 Domain Names Currently Owned by the City of Joplin 9

1.2.2 City's Current Technology Environment 10

1.2.3 Municipal Organization & Department Structure 16

1.2.4 Performance Metrics & Insights for Current Website 22

2 General Instructions & Requirements 23

2.1 RFP Schedule 23

2.2 Proposal Requirements 24

2.2.1 Company Profile 24

2.2.2 Organizational Structure 25

2.2.3 Key Staff Resumes 25

2.2.4 Experience & Qualifications 25

2.2.5 References 25

2.2.6 Summary of Proposed CMS Platform 25

2.2.7 Summaries for Other Proposed Solutions/Softwares 25

2.2.8 Point-By-Point Response to Any Scope of Work Priorities Unable to Be Fulfilled by Proposed Solutions 26

2.2.9 Methodology, Process and Timeline to Launch Redesigned joplinmo.org 26

2.2.10 Timeline to Launch Bike Park Website 26

2.3 Project Budget 26

2.4 Addenda to the RFP & Questions 27

2.5 Proposal Terms & Conditions 27

2.5.1 Interviews 27

2.5.2 Requests for Additional Information 28

2.5.3 Acceptance/Rejection/Modification to Proposals 28

2.5.4 Proposals Binding 28

2.5.5 Proposer's Certification 28

2.5.6 Non-Exclusive Contract 28

2.5.7 Late Proposals 28

2.5.8 Completeness 28

2.5.9 Execution of Agreement 29

2.6 Responsibility for Costs 29

2.7 Proposal Submission Instructions 29

3 Project Scope 30

3.1 General Statement 30

3.1.1 Intuitive Navigation 30

3.1.2 Visual Design Aesthetic 30

3.1.3 Accessibility 30
3.1.4 Mobile-First 31
3.1.5 Reduction of Paperwork 31
3.1.6 Websites In Scope 31
3.1.7 Headless CMS Preferred 31
3.1.8 Additional Websites to Be Replaced 31
3.1.9 Sub-Sites/Microsites/Department Landing Pages: 32
3.2 Strategic Planning & Discovery 33
3.2.1 Tier 1 Priorities: 34
3.2.2 Tier 2 Priorities: 34
3.2.3 Tier 3 Priorities: 35
3.3 Architecture & CMS 35
3.3.1 Tier 1 CMS Priorities 35
3.3.2 Tier 2 CMS Priorities 46
3.3.3 Tier 3 CMS Priorities 46
3.4 Additional Technology Procurement 46
3.4.1 Tier 1 Priorities 47
3.4.2 Tier 2 Priorities 48
3.4.3 Tier 3 Priorities: 50
3.5 Website Design & Development 50
3.5.1 Tier 1 Priorities 50
3.5.2 Tier 2 Priorities: 54
3.5.3 Tier 3 Priorities: 56
3.6 Content Migration 57
3.6.1 Pages: 57
3.6.2 Images: 57
3.6.3 Documents: 57
3.7 Deployment & Hosting 59
3.7.1 Tier 1 Priorities: 60
3.7.2 Tier 2 Priorities: (none identified) 60
3.7.3 Tier 3 Priorities: (none identified) 60
3.8 Training & Documentation 60
3.8.1 Tier 1 Priorities: 60
3.8.2 Tier 2 Priorities: 61
3.8.3 Tier 3 Priorities: 61
3.9 Ongoing Maintenance & Support 61
3.9.1 Tier 1 Priorities: 61
3.9.2 Tier 2 Priorities: (none identified) 62
3.9.3 Tier 3 Priorities: (none identified) 62
4 Evaluation of Proposals 62
4.1 Qualifications of Respondents 62
4.2 Scoring of Proposals 62
5 Sample Services Contract 65

NOTICE TO BIDDERS

The City of Joplin, Missouri will accept sealed bid proposals until Wednesday, 4:00 pm, October 15, 2025, at Joplin City Hall, 602 S Main Street, Joplin, Missouri, 64801 to PURCHASE the following:

Comprehensive Website Design, Development, and Technology Implementation Services

Specifications and bid forms are available from Drew Douglas, Director of Marketing & Communications by calling 417-624-0820 ext.1206, emailing ddouglas@joplinmo.org or by writing to the address indicated above. Any bids received after the specified deadline will be returned to the vendor.

The City reserves the right to evaluate all bids, to reject any or all bids and re-bid at a later date. The City may waive any irregularities in the bid or negotiate variances from specifications, and make awards that are in the best interests of the City. The City will have final decision in all matters regarding acceptance of bids and issuance of awards.

The City encourages minority and female-owned businesses to submit bids on all City purchases.

Leslie Haase, CPA
Finance Director

Publication Date: September 10, 2025

1 Executive Summary & Background

The City of Joplin, Missouri (City) is seeking proposals from qualified firms (consultant) to provide comprehensive website strategic consultation, project management, website design, development and implementation, including technology selection and procurement. The project includes all solutions for updating our website, **joplinmo.org**, with a more user-friendly website, emphasizing excellent user experience.

The new website will be the City's primary hub for informing our community while making it easy for anyone to complete City business online. The website must be built using a flexible, robust, and future-proof CMS to empower City staff to easily update content across our digital experiences in a timely manner, while ensuring that the City's webmaster has maximum ability to influence design for both consistency across our digital experiences and creation of new page layouts as needed.

We are seeking the aid of an experienced website developer and technology implementation consulting firm which specializes in partnering with local governments to enhance their online and digital capabilities.

Consultants responding to this RFP should explain their qualifications and prior experience in website project management, propose solutions to all outlined project priorities and recommend an itemized project budget to include any third-party services, including but not limited to:

- Content Management System (CMS)
- Hosting
- Online Fillable Forms with Payment Fields
- Mass Alert Text and Email Messaging System
- Searchable Document Libraries

Additional Website for new Bike Park on same CMS:
The City is currently constructing a new destination bike park, which will be a world-class facility. In order to properly promote and market the facility, while providing interactive features for all park visitors, we must create a new website all about this new bike park using the same CMS, so content about the park can easily be syndicated across any digital experiences. This website should have a unique look and feel, making the most of the new brand identity for the park which is currently under design and development by Spoke & Wheel, a subsidiary of American Ramp Company, which the City has contracted for the project. Any marketing materials developed for the park should be featured on this website, along with the capability to reserve certain facilities, purchase items, and see information about the park and events hosted in the park. The website should also tie in to volunteer communities on social media and we may want to allow certain community volunteers or contracted marketing firms to have access to

update content for this website, without impacting or accessing content in the CMS for the main City website. All responses to this RFP must include a proposal for this bike park website in addition to the main City website.

1.1 Project Vision

The City's vision is for our websites and other digital experiences to be built on a single CMS platform, to transition to a .gov domain for our primary website, and set a standard for government efficiency, user-friendly interface, streamlined digital government processes, and proactive communication with the public. We strive to raise the bar for high-performance local government digital experiences.

Lifespan:
Our redesigned website and new peripheral websites and future digital experiences should be designed to meet our needs for at least 5 years. We hope this will be the last time the City has to transition our online content from one CMS to another, and that future website redesigns will be able to occur without needing to migrate content again.

Residents, businesses, visitors and others need to be able to:

- Easily locate public information, documents, and services.
- Easily complete and submit forms from their desktop or mobile device and make payments, and even reserve facilities or book appointments.
- Easily check the status of their own personal or business accounts held with the City and change their own preference settings.
- Easily manage their alert preferences to receive text and email alerts for the news categories they wish to subscribe to.
- Quickly find the right answers and solutions for their questions and concerns.

The total experience of the website plus integrated softwares or linked portal websites should allow citizens to accomplish anything they might need with the City and any of its departments **WITHOUT having to touch paper**. We also want to minimize the amount of paperwork our staff must print, track and archive, by transitioning to online and digital processes. We do need to continue to offer paper versions of processes for those citizens who prefer paper forms, and for the contingency of a total internet outage.

1.1.1 Comprehensive Project Consulting, Implementation & Maintenance

The selected firm will be responsible for the full lifecycle of the website project, including strategic planning, design, development, implementation, selection and configuration of a CMS, recommendation and setup of hosting infrastructure, integration of third-party services, and estimation of all ongoing costs.

Respondents are expected to propose a complete solution, inclusive of all technology licensing, SaaS tools, and infrastructure components necessary to support the site post-launch. The total project costs, including both initial and recurring annual expenses, must be proposed within a single, itemized and consolidated budget.

1.1.2 Summary of Key Expectations

The final website should reflect a high-quality digital experience in the following areas:

1.1.2.1 Content

1.1.2.1.1 Only New & Approved Content To Be Migrated

The site should only contain that content which has been reviewed for relevance, accuracy, and voice. We need to be sure not to blindly migrate outdated, irrelevant, or poor-quality content.

1.1.2.1.2 Content Approval & Auditing

The CMS should include tools for reviewing, approving, and auditing content, as well as setting reminders to those with certain content roles when their content should be reviewed/updated next.

1.1.2.1.3 Reusable Content Components

Content should be built using reusable components for syndication/display in different ways across different pages, sites, or other digital experiences.

1.1.2.2 Workflow & User Experience

1.1.2.2.1 Organization

The website content should be organized intuitively with concise menu designs to mitigate overwhelming options.

1.1.2.2.2 Searchability

All content should be highly searchable, with robust filtering, and excellent accuracy of search results.

1.1.2.2.3 Mobile-First & Device Scaling

Mobile-first design while scaling layouts for all screen widths.

1.1.2.2.4 User Journeys

Deliver a positive user experience by focusing on a service-based user journey philosophy.

1.1.2.2.5 Friendly URLs

All pages should have friendly URLs. All PDF documents available through the website should also have friendly URLs, using the document name.

1.1.2.2.6 Accessibility & Translation

Accessibility (WCAG 2.0 AA compliance minimum) and translation tools.

1.1.2.2.7 Interactivity

Interactive maps, data dashboards, forms, etc.

1.1.2.3 Visual Design

1.1.2.3.1 Brand Standards

Incorporate brand standards, meaningful iconography, featuring high-quality local photography and embedded videos.

1.1.2.3.2 Contemporary Style

The website should look vibrant, clean and welcoming to encourage engagement and trust. The site's visual style should not look outdated within the next 5 years.

1.1.2.3.3 Consistent Layouts & Styles

Consistent page layouts, branding, color and typography, with attention to header hierarchy.

1.1.2.3.4 Design Flexibility for the City's Webmaster

Flexible tools which only the City's Webmaster can use to design new page layouts and ways to present information visually, while constraining most content contributors to templated workflows to ensure consistent presentation of content across departments.

1.1.2.3.5 App-like Experience

Large buttons, mobile-friendly tables and charts, etc.

1.1.2.4 Software Integrations

1.1.2.4.1 APIs and Webhooks

Use API's or webhooks to create seamless customer experiences which can begin in the website, manipulate data in other City softwares as needed, and display confirmation of transactions completed in the customer-facing account portal.

1.1.2.4.2 CentralSquare Naviline ERP Integration

Integration with CentralSquare Naviline (ERP) to enable reconciliation of financial transactions such as purchases, bill/invoice payments, refunds, and cancelled transactions.

1.1.2.4.3 Parks & Recreation Management Software Integration

Integration with Parks & Rec software to enable program registration, facility reservation, and purchases at points-of-sale.

1.1.2.4.4 Minimize Data Re-Entry by Staff

Paperless workflows for the public wherever possible, while minimizing paperwork and data re-entry for staff.

1.1.2.4.5 Solutions Consulting & Software Recommendations

Recommend additions or replacements for current softwares in our technology environment, especially towards tech which can integrate with the website.

1.1.2.5 Security & Support

1.1.2.5.1 Best Practices

Implement best practices for website security to protect customer, user, and public data from becoming compromised. (SSL, FedRAMP, daily offsite redundancy backups, data encryption, etc.)

1.1.2.5.2 Read-Only Data Transmission

Transmit content as read-only data to protect against DDOS attacks.

1.1.2.5.3 Cloud Hosting

Reliable cloud hosting & disaster recovery.

1.1.2.5.4 Continual Improvement

Automated updates, security patches, and redundant firewall solutions.

1.1.2.5.5 SSO & MFA/2FA

SSO & MFA compatibility with Microsoft Authenticator.

1.1.2.5.6 Reliable and Accessible Support

24/7/365, US-based support for emergencies involving the website.

1.1.2.5.7 Domain Support

Assist with transition to .gov domain for websites, retaining other domains as aliases which will direct to the new .gov. Purchase & hold more domain names to prevent page spoofing. Redirect certain current URLs to the replacement pages on the new website to minimize broken links and 404 errors.

1.2 Background & Context

1.2.1 Domain Names Currently Owned by the City of Joplin

These names are hosted at GoDaddy, but DNS is hosted by CivicPlus currently:

1. Drive4joplin.com
2. Flyjoplin.com
3. JATSO.org
4. JLNairport.com
5. JoplinCDBG.com - will direct to a page about CDBG-DR (disaster recovery)
6. JoplinCVB.com – should direct to VisitJoplinMO.com
7. JoplinGIS.org – directs to the JoplinWebMap, ESRI ArcGIS.
8. JoplinHealthDepartment.org
9. JoplinHistoricPreservation.com – directs to a page about this commission.
10. JoplinMO.org
11. JoplinMOfire.org
12. JoplinParks.org

13. JoplinPolice.org
14. Maps-transit.com – directs to a portal by Modaxo where riders can book/view/cancel trips, and see where their ride is.
15. VisitJoplinMO.com

Find more information about where we intend to route the other domain names under section 3.1.9

1.2.2 City's Current Technology Environment

1.2.2.1 Microsoft Office 365:

The Marketing & Communications Department and IT Department are working with SHI to build out the City's first-ever employee intranet site using Sharepoint. The City already has an enterprise-level agreement with Microsoft to provide staff with Office 365 licenses. Most but not all city staff have email access and Microsoft user access; positions which are not required to conduct work using City computers may not be issued such access.

1.2.2.2 CentralSquare:

Finance Department uses CentralSquare's Naviline ERP for accounting and budgeting. The Planning & Development Department and Finance department are working together and are in the process of implementing a module for building permits and inspections. This includes an online portal (Click2Gov) where those wishing to apply for a permit will be able to complete an application online and data from these forms will be synced into the Naviline accounting system. The Finance Department currently uses a similar Click2Gov portal to accept Utility Bill payments, and is in process of implementing a module for Business Licensing which will have a third Click2Gov portal. Public Works and Finance are also working together to implement the Lucity Enterprise Asset Management system which is also now under CentralSquare. Police currently use CentralSquare's Pro Suite (powered by Zuercher) Computer-Aided Dispatch (CAD) system and RMS system. This also provides crime mapping and crime reporting tools which are preferred by the department over the SeeClickFix solution for crime reporting.

1.2.2.3 CivicPlus:

The City's current website, joplinmo.org is hosted by CivicPlus, and is built on their "Website Central" product. We have been with CivicPlus since January 2012. We paid no fees for the first-year support, maintenance & hosting, server storage not to exceed 30BG, media center storage not to exceed 10GB at a value of $69,928. We have also not been charged for annual fees since, at a year-2 value of $10,297. We are billed for other add-ons, modules and software products such as the "Design Center Pro" module, and for form encryption, although the City has not created any forms which accept payment through the website. For example, the Health Department currently collects payments through the Parks' CivicRec system when members of the public wish to register for a health department class. The City also has a series of contracts with

CivicPlus to use the following CivicPlus products:

1.2.2.3.1 Civic Engage - Website Central Modules in Use

These are modules which are enabled in the CMS and are actively being used or have been used. Some are not used/implemented by staff as thoroughly/consistently as possible. Our new website and CMS will need to replace these modules/functionalities. Please explain how your proposed solution would replace or improve upon each of these capabilities.

1.2.2.3.1.1 Agenda Center:

Create, post, and update agendas; affiliate minutes and/or streams (video and audio) with meetings.

1.2.2.3.1.2 Alert Center:

Graphically shows an important/emergency notification as a banner across the top of the home screen.

1.2.2.3.1.3 Archive Center:

Stores any recurring dated documentation, such as agendas, budgets, newsletters, press releases, etc.

1.2.2.3.1.4 Bid Postings:

Post and organize bids by category, title, or closing date.

1.2.2.3.1.5 Calendar:

Post meetings related to different boards/committees/etc. in one location but allow for residents to sort based on categories.

1.2.2.3.1.6 CivicMedia:

Stores audio and/or video content on our website – can be organized by channels/categories. (This is a legacy module no longer offered by CivicPlus)

1.2.2.3.1.7 Community Voice:

Allows for an open forum between the municipality and its residents.

1.2.2.3.1.8 Document Center/Public Images:

A repository that stores all one-time documents and images not archived.

1.2.2.3.1.9 Facilities:

A list of all facilities; ability to allow residents to make reservations for facilities through the website. (But we are currently using CivicRec "Recreation Management" for this functionality instead.)

1.2.2.3.1.10 FAQ:

Lists of frequently asked questions for our website.

1.2.2.3.1.11 Form Center:

Allows residents to fill out and digitally submit forms with extra charge for form encryption and "platinum security" so PII and PHI collection is accepted.
Forms (for citizen request tracker only): Allows residents to fill out and digitally submit requests or information that do NOT include PII or PHI through the Citizen Request Tracker Module, which we are not using, because we use SeeClickFix.

1.2.2.3.1.12 Graphic Links:

These are related to all buttons on the website.

1.2.2.3.1.13 Info Advanced:
Ability to show important information on pages using widgets.

1.2.2.3.1.14 Jobs:
Ability to post and have residents submit job applications through the website.

1.2.2.3.1.15 My Account/My Dashboard:
Ability to integrate single sign-on with the website and customize the Dashboard on the backend when logged into the website.

1.2.2.3.1.16 News Flash:
Ability to post updates/information that are important for community needs or information about community requests; easy way to publish articles on website. 13 categories. The category with the highest number of subscribers is "City News" with 507.

1.2.2.3.1.17 Notify Me:
Allow website users to sign up for notifications through the website on any topic or category they're interested in signing up for. 896 subscribers to the "Calendar" category. 572 subscribers to the "Main" category.

1.2.2.3.1.18 Online Job Application:
Ability to post and have residents submit job applications through the website. (This module is being sunset, CivicPlus recommends reviewing and moving published items into the Jobs or Form center modules.)

1.2.2.3.1.19 Pages:
This module is needed on the back end but is utilized when Live Edit is on.

1.2.2.3.1.20 Quick Links:
Provide links to important information, documents, or related websites easily through this function.

1.2.2.3.1.21 Real Estate Locator:
Lists residential and commercial properties within the city (list only available properties and search by category options.)

1.2.2.3.1.22 Request Tracker:
Allow citizens to request updates, service needs, renewal requests through the city's website (examples: replacing a streetlight, filling a pothole, etc.) But we are currently using SeeClickFix rather than this module.

1.2.2.3.1.23 Resource/Business Directory:
The "white pages" of the website – lists businesses, contact information, etc.
Staff Directory: A list of all staff and contact information for those employed at the organization.

1.2.2.3.2 Modules Available from CivicPlus but Not Currently In Use:
These are modules enabled within the CMS but have never been used by the City. We probably ought to be making use of these capabilities, and your proposal should allow us to be able to accomplish the functions offered by these modules.

1.2.2.3.2.1 Activities:
Allows you to keep track, organize, create, and configure your activities for events. (Not

used because Parks uses Recreation Management "CivicRec")

1.2.2.3.2.2 Blog:

To share information in articles for citizens to read and keep up with. (Example: Director's Corner)

1.2.2.3.2.3 ePayment Center:

This allows for a secure, PCI-compliant payment gateway for your online services with CP Pay. If CP Pay is not a part of your contract, you cannot use this module. NOTE: CP Pay is not part of our current contract.

1.2.2.3.2.4 Opinion Polls:

Create polls that allow users/residents to vote on a specific topic. NOTE: Surveys to gather public opinion and feedback would be more frequently used than voting.

1.2.2.3.2.5 Photo Gallery:

A place to create albums from all images utilized on your website.

1.2.2.3.3 Modules Not Enabled:

The "Locations" module is the only one offered by CivicPlus which is not currently enabled in the CMS but is available at no cost. Locations module can be used to pre-populate the City, State, and/or Zip Code in the Facilities and Activities modules. However, Parks & Rec department currently uses CivicRec Recreation Management.

1.2.2.3.4 CivicRec:

Parks & Rec management software. Parks Department leadership is not satisfied with this product and is currently in process of exploring transition to a more user-friendly product such as Rec Technologies. (Rec.US) Which we liked when we saw a product demo.

1.2.2.3.5 CivicSend:

Allows for multi-channel citizen communications through a single point of access; easy way to send mass communications through newsletter form. (We have recently disabled this module which had additional cost, to allocate the funds for the Design Center Pro module.)

1.2.2.3.6 Design Center Pro:

Allows customization of the appearance of the website without having to go through the Client Success Manager or CivicPlus to make design changes. However, this is still does not provide satisfactory design control for the City's webmaster.

1.2.2.3.7 Premium Department Header for JATSO page.

The City pays an annual fee to have a "Premium Department Header" for the JATSO page of the City website. This allows the JATSO page to have its own look and navigation, though we have not taken full advantage of this. JATSO is a 3rd-party board and therefore, the City should not incur any expense on behalf of JATSO for this website project, unless reimbursed from the JATSO budget.

1.2.2.3.8 See.Click.Fix.:

See.Click.Fix. allows citizens to take pictures of problems and submit ticket requests to various city departments based on what the issue is. This seems to work best for public

works, parks, and neighborhood services operations issues, but is not a good tool for public safety issues. We intend to integrate See.Click.Fix. into the new Lucity Enterprise Asset Management System once it is operational, but we are open to any recommended replacement solutions for SeeClickFix.

1.2.2.3.9 Social Media Archiving

This product is satisfactory, does not currently integrate with the website, and can be maintained as a separate tool for the Marketing & Communications Department to use for archiving of social media content and comment sections, to facilitate compliance with Open Records laws. Functions as a way to search all social media records whether a post or comment can still be found on the platform or has been deleted.

1.2.2.3.10 Municode Codification:

Municode is another CivicPlus product which can be maintained separately from the website, as it currently does not integrate with the website, but functions as a separate portal where website visitors can view the complete city codes. This solution works well enough and we are not looking for a replacement solution unless a replacement would be better and cheaper.

1.2.2.4 Granicus:

IT has been using Granicus to record, encode, and store the library of video recordings of city council meetings. The library is embedded onto a page of the website. The archive can be found here: https://www.joplinmo.org/182/Video-Multimedia This works but we are open to proposed replacement solutions so long as the archive could be migrated to the new solution with minimal city staff time.

1.2.2.5 Tyler Technologies – Municipal Online Payments:

Municipal Court uses this portal for searching municipal violations by citation number.

1.2.2.6 Figma:

The City's Webmaster uses Figma, and would like to be able to use it for webpage design for the new website if it is possible to integrate with the CMS.

1.2.2.7 FlowMapp:

The Webmaster and Director of Marketing & Communications have been using FlowMapp to build out ideas for the city's new website map.

1.2.2.8 ESRI - ArcGIS:

Geographic Information Systems, mapping. The City's GIS technicians are housed within our IT department but serve a variety of departments.

1.2.2.9 HS GovTech (HealthSpace):

Health Department uses this software for environmental health services.

1.2.2.10 FirstDue:

Fire Department records module. Community Connect is another module designed for citizens to input information about their home or business so when we are dispatched to them, we have information on the location which we can keep in mind.

1.2.2.11 TripSpark:

Transit division uses this software for reserving pre-scheduled bus rides, and this software allows Transit supervisor to see live location of busses.

1.2.2.12 Bentek: benefits registration.

Link out to the Bentek portal.

1.2.2.13 Bamboo HR:

Onboarding, compliance, offboarding. This software is being purchased but has not been implemented yet.

1.2.2.14 TimeClock Plus:

Electronic Time & Attendance. This cloud-based software was recently implemented and is still being rolled out to all departments. Integration with CentralSquare's Naviline product has been implemented.

1.2.2.15 Adobe:

The IT department manages the City's Adobe contract, with seats for certain softwares provided to certain staff roles based on relevancy for their work. The Marketing & Communications Director and Webmaster roles both have full Adobe Cloud Suite access.

1.2.2.16 Constant Contact:

Marketing & Communications Department uses Constant Contact for email marketing purposes, especially for production and distribution of monthly email newsletters.

1.2.2.17 Survey Monkey:

Marketing & Communications Department uses Survey Monkey to build and distribute surveys on an as-needed basis. Various consultants may build and distribute surveys through other methods for the public engagement aspects of projects they are hired to assist city departments with.

1.2.2.18 Trello:

Marketing & Communications Department staff use Trello Pro for project tracking and to-do lists.

1.2.2.19 Meltwater:

Marketing & Communications Department staff use Meltwater for news media and social media monitoring and reporting.

1.2.2.20 Canva:

Marketing & Communications Department staff use a Canva Pro team for some graphic design.

1.2.3 Municipal Organization & Department Structure

Understanding our organizational structure and departmental functions lends insight into how the website might need to be organized, what capabilities the website will need to have, and types of content our customers are looking for.

1.2.3.1 Council, Boards, and Administrative Departments

1.2.3.1.1 City Council

The City Council will need its own landing page and sub-navigation. These will use the same branding as the main site, but should also feature the city seal in addition to the J-con. We want integration with meeting agendas, minutes, council member profiles, and video livestreams and recordings of meetings.

1.2.3.1.2 Boards & Commissions

Boards & Commissions will need its own landing page, including a form for applying to serve. Each of the 28 boards and commissions will need a single page, some may need a few sub-pages. The only one of these to have their own subsite would be JATSO. Most will need the ability to post their meeting agendas and minutes, and display a list of current board members and term information.

1) ADA Accessibility Committee
2) Airport Board
3) Board of Adjustment
4) Board of Health
5) Building Board of Appeals
6) Capital Improvement & Public Safety Sales Tax Oversight Committee
7) Centennial Celebration Commission (expires in 2026)
8) City Tree Board
9) Convention & Visitors Bureau Advisory Board
10) Design Review Committee
11) Enhanced Enterprise Zone Advisory Board
12) Finance Oversight Committee
13) Historic Preservation Commission
14) Housing Authority (External, 3rd party board – no minutes.)
15) Industrial Development Authority (External, 3rd party board – no minutes).
16) Joplin Historical and Mineral Museum
17) Joplin Redevelopment Corporation, Inc. (External, 3rd party board)

18) Joplin Sports Authority Committee
19) ~~Joplin Youth Council~~ Dissolved.
20) Library Board (External, 3rd party board)
21) JATSO - Metropolitan Planning Organization (MPO) Joplin Area Transportation Study Organization Policy Board (External, 3rd party board)
22) Parks & Recreation Board
23) Personnel Board
24) Planning & Zoning Commission
25) Police and Fire Pension Board
26) Proposition Action Implementation and Oversight Committee
27) Solid Waste Advisory Commission
28) Tax Increment Finance (TIF) Commission
29) Traffic Commission

1.2.3.1.3 Administrative Departments

1) City Manager's Office
2) City Clerk's Office
3) Finance Department
4) Legal Department
5) Human Resources
6) Information Technology
7) Marketing & Communications

1.2.3.2 Municipal Court

Municipal Court strives to maintain a separate identity from the rest of the municipal government. Therefore, their page should have a different branding and unique menu, but can use the same logic and content should be located within the same CMS as the City website. Court pages may include some permanent content about how the court operates, but we don't anticipate any integrations or dynamic content, as the court relies on links out to sites such as MissouriCourts.gov and courts.mo.gov

1.2.3.3 Public Works Department

1.2.3.3.1 Engineering:

Content about engineering would probably be considered general content for Public Works. They are implementing a new Asset Management software and are exploring project bidding & management software for the future. A section of this team manages right-of-way, and probably needs some fillable forms related to this, for when construction crews need to request access to dig in our right-of-way.

1.2.3.3.2 Wastewater Treatment Plants:

I believe we should treat the wastewater/sanitary sewer utility as a sub-site or department landing page, with emphasis on making it easy for users to pay their bill. The utility does not have its own branding currently, but we could develop it before the new website goes live. There is a Click2Gov portal we will link to where utility customers can pay their bill online, and this portal is integrated with the CentralSquare Naviline accounting software.

1.2.3.3.3 Streets & Stormwater:

Leaf pick-up program needs a page with an interactive map to show where the crews are going to collect leaves, and where they have already completed the work. Snow Removal program needs a page with an interactive map of snow removal routes by priority.

1.2.3.3.4 Sanitary Sewer Maintenance:

This content should be found through a landing page for the sewer utility, with a link to a way to report sewer leaks, missing manhole covers, etc.

1.2.3.3.5 Solid Waste/Recycling:

We are in process of developing a unique brand identity, "Joplin Recycles" as part of a grant-funded marketing campaign. The grant sets aside $50,000 towards improving our recycling website, so this sub-site or department page should get some special attention as a part of this project. We are interested in adding the "Waste Wizard" or similar tool to this page of the website.

1.2.3.3.6 Central Garage:

Not considered part of Public Works, but they report directly to the Assistant City Manager, performing maintenance on city vehicles and equipment across various departments.

1.2.3.3.7 Facilities:

This division performs maintenance on city facilities, as well as janitorial services. Unsure what if any content they would need on the public-facing site, except a directory of city facilities with addresses.

1.2.3.3.8 Transit:

We should treat Joplin Transit as a sub-site or department landing page. Transit operates both the fixed-route Sunshine Lamp Trolley system and the on-demand door-to-door MAPS service. We'd like to integrate tools for viewing the Trolley route map, scheduling a ride on MAPS, and even the ability to see the current ETA of the Trolley to your stop, or the ETA of the MAPS van to your location.

1.2.3.3.9 Airport:

The airport currently has its own standalone site, FlyJoplin.com. It may not need to have it's own website, but rather, can work as a sub-site or department landing page so long as it can feature the airport's unique branding and content being developed by the airport's marketing agency.

1.2.3.4 Police Department

The Police Department should have two user experiences, one for recruits, and another for citizens who are learning about and interacting with their police department. The landing page(s) should have branding of the department and a unique menu, but can use the same logic and content should be located within the same CMS as the City website. Content about their services and programs needs to be able to be found from the main website's navigation options as well as from the department-specific menu.

1.2.3.4.1 Uniform Operations:

Patrol Teams, Traffic Unit, SWAT/Negotiations, K9 Unit, Bailiff, Reserves, Explorers Program.

1.2.3.4.2 Investigations:

Property Crimes, Persons Crimes, ODET, Cyber Crimes, TFO, Evidence Facility, Flex Platoon.

1.2.3.4.3 Professional Standards:

Training, Public Information Officer, Records, Fleet/Facilities, Crime Analysis, FTO Program.

1.2.3.4.4 Support Services:

Jail, 911 Dispatch, School Resource Officers, Grants, Sentinels, CIT Program, Co-Responder Unit, CALEA Accreditation, Community Services (CPTED, Citizen Police Academy, etc.)

1.2.3.5 Fire Department

The Fire Department will need to have two user experiences, one for recruits, and another for citizens who are learning about and interacting with their fire department. The landing page(s) should have branding of the department and a unique menu, but can use the same logic and content should be located within the same CMS as the City website. Content about their services and programs needs to be able to be found from the main website's navigation options as well as from the department-specific menu.

1.2.3.6 Health Department

The Health Department landing page(s) should have branding of the department and a unique menu, but can use the same logic and content should be located within the same CMS as the City website. Content about their services and programs needs to be able to be found from the main website's navigation options as well as from the department-specific menu.

1.2.3.6.1 Administration:

Birth & Death Records, Health Education, Liaisons, Coalitions, Coordination with Hospitals & MODHSS, Emergency preparedness, Worksite Wellness program for city staff.

1.2.3.6.2 WIC:

Income-based supplemental food and education for pregnant and post-partum women, infants and children under 5. Lactation support.

1.2.3.6.3 Medical Services:

Vaccinations, Communicable Disease Investigations, Testing for Pregnancy, STI, TB, Hepatitis C etc. CPR Training & Education.

1.2.3.6.4 Animal Control:

Trapping, stray and dangerous animals, Animal Welfare and Bite Investigations, Nuisance & Wildlife Complaints, Education, Spay/Neuter Financial Assistance.

1.2.3.6.5 Environmental Health Services:

Inspections (food, lodging, daycare, tattoo, pools), Commercial Plan Reviews, Mosquito Fogging, Health & Safety Education.

1.2.3.7 Planning, Development & Neighborhood Services

This department does not need unique branding, and content needs to be found easily in multiple ways. For example, someone may want to learn about building codes before beginning a permit application. However, another site visitor already familiar with our processes will want to jump right into completing another application.

The Planning & Development Department and Finance department are working together and are in the process of implementing a module of CentralSquare for building permits and inspections. This includes an online portal (Click2Gov) where those wishing to apply for a permit will be able to complete an application online and data from these forms will be synced into the Naviline accounting system. We will simply link to this portal from the current website beginning in a few weeks, and anticipate linking from the new website to the same Click2Gov portal. This is where any building permits which can be applied for online will be processed, but not all permits will be available initially for online application. Paper application processes will still be required for some permit types.

Currently, the content for this department is organized in the following manner:

1.2.3.7.1 Building Division

Building Codes. Inspections.

1.2.3.7.2 Planning, Zoning & Development

Permit Applications, Economic development, CDBG-DR, Short-term Rentals.

1.2.3.7.3 Neighborhood Services (Code Compliance)

1.2.3.7.4 Community Development programs

1.2.3.8 Parks & Recreation Department

Parks & Rec is another department deserving of its own branded experience, as a subsite or department landing page. We want every park facility to have its own page, and every program to have its own page. When you click to "register" or "reserve" something, the link should take you directly to complete the form and make payment in the department's new software system (not yet acquired. The department is currently on CivicRec, but likes Rec.US as a better user experience.)

1.2.3.8.1 Administration:

The Parks & Rec department is in the process of transitioning to a more user-friendly software system developed around a website experience. We need to make sure the department sub-site or department landing page experience feels seemless with the process of registering for programs, reserving facilities, etc.

1.2.3.8.2 Parks Division:

24 parks, parkways, green spaces which require maintenance totaling 1,070 acres of grounds. 15 full-time and 15 seasonal employees. They also oversee shelters, amphitheaters, two aquatics centers, the Joplin Museum Complex, the Joplin Senior Center, and Parr Hill Dog Park. We should have a page about each park facility, with a parks facilities landing page which has an interactive map with links to each park's page.

1.2.3.8.3 Joplin Bike Park:

This new park on schedule to open in early 2026 will be a world-class biking destination, with it's own unique branding and deserves to have it's own stand-alone website with content in the same CMS as the main city website. We may need this website to launch and be live before the redesigned Joplinmo.org as the grand opening of the park could be as early as November/December 2025. We are working to bring on a marketing agency to develop the content for this site.

1.2.3.8.4 Recreation Division:

4 full-time and over 175 seasonal employees manage sports leagues, aquatics, summer day camps, concessions, and special events. They are also coordinate major events, a variety of community groups, athletic organizations, and aquatics groups. Each recreational and aquatics program should have its own page on the site. Each major annual event should also have its own page on the site.

1.2.3.8.5 Aquatics Division:

Two aquatics facilities at Schifferdecker and Cunningham parks and will open the Ewert Splash Park and Ice Ribbon in summer 2026. They hire and train over 120 employees annually, including lifeguards, cashiers and managers. Swim classes, host the swim teams, and Aqua Zumba classes.

1.2.3.8.6 Athletic Maintenance Division:

5 full-time and 6 seasonal staff, maintaining sports fields and complexes, welcome signs, and the bike park which will open in Spring 2026.

1.2.3.8.7 Park Ranger Division:

The city currently has 3 park rangers who are highly visible and interactive ambassadors who serve as the first line of defense when issues arise in our parks. They work closely with Police to hand over cases which are criminal in nature. They are not armed.

1.2.3.8.8 Golf Course:

Schifferdecker Golf Course currently has its own stand-alone website. We need to determine whether this project can/should replace this site or not, depending on limitations of the golf course management software.

1.2.3.8.9 History & Mineral Museum:

The museum also currently has its own stand-alone website, which we would like to replace as part of this project. While all the content should be within the same CMS, I think this is a case where the museum does deserve to have its own unique front-end

website experience, but some content about our community history may be displayed in different ways on the Museum site versus the City's main site.

1.2.3.8.10 Cemetery Division:

This division maintains four cemeteries in town: Fairview, Parkway, Osborne, and Forest Park. They are also responsible for the streetscape flowers downtown. Services such as buying a plot or locating a loved one's final resting place should be easily found from main city navigation, but also from a page all about our cemeteries.

1.2.4 Performance Metrics & Insights for Current Website

Below are some metrics and insights regarding current usage of Joplinmo.org, to understand some of the priorities for this project. These metrics may help develop accurate pricing estimates for the project.

1.2.4.1 Total web pages: 800.

But only 442 are published. One hundred twenty-six are draft pages. Fifty-three are hidden pages. One hundred seventy-nine are linked pages. Very few, if any, pages will be migrated to the new site as-is, because so many of them need to have their content reviewed and updated. There are opportunities to combine pages with very little content, and opportunities to divide pages with too much content into multiple pages. We need to completely rethink the entire site map for each department and recommend new ways to reorganize their content.

1.2.4.2 Total Site Users Aug. 2022-Aug. 2024: 716,000

1.2.4.3 Total Page Views Aug. 2022-Aug. 2024: 2.2 million

1.2.4.4 Most Engaged Pages:

- Archive, meeting agendas, document center, jobs, jail roster, search, directory, animal control, building division, permit applications.

1.2.4.5 Most searched terms:

- Jobs, inmate roster, inmate, inmates, jhap, demolition, jails, warrants, tornado, arrest.

1.2.4.6 Mobile Users:

- 62.9% of site visits were using mobile device, 35.8% were using desktop.

1.2.4.7 Operating System & Web Browsers:

- iOS is most-used operating system.
- Top 3 web browsers are Safari, Chrome, and Edge.

1.2.4.8 Languages:

- Arabic has second-highest engagement time after English, almost 2x more than Spanish, possibly due to refugee community. Lots of engagement time from tourists from across Europe and Japan who are probably visiting while travelling along Route 66.

1.2.4.9 Frequently Visited Pages:

- Most users go directly to Online Payments, followed by: Search, Jobs, My Account, Staff Directory, Agenda Center.
- Majority of users search for public records relating to City Council meetings.
- Users have a diverse set of goals when visiting document center, such as business licenses, online payments, housing assistance, solid waste/recycling, bid postings, birth & death certificates, public transit, engineering, city maps, zoning, dog park, HR, elections, trail information. We need to help users find what they're looking for.
- Most users visiting the archive of public records are looking for jail roster and Police reports.

1.2.4.10 Form Center Submissions:

- There were over 18,700 form submissions across a total of 49 forms in 12 different categories.
- The categories with the most form submissions were: 1. Human Resources 2. Police Dept. 3. City Clerk 4. Information Technology 5. Marketing & Communications 6. Parks & Rec.
- The most commonly submitted forms were:
    1. HR - Online Employment Application: 8,217
    2. Clerk – Request for Public Information: 1,705
    3. Police – Storm Shelter Location: 1,488
    4. Police – Report A Crime: 1,300
    5. IT – Computer Access Form: 1,052
    6. MarCom – Joplin Pays it Forward: 884
    7. Parks – Tree Application Form: 698
    8. Clerk – Boards & Commission Application Form: 644
    9. Police – Report A Traffic Complaint: 625
    10. Clerk – Request to Address Council: 451

2 General Instructions & Requirements

2.1 RFP Schedule

The City anticipates that the following timetable will apply to this RFP. The dates following the RFP issue date are subject to change:

Activity	Date
RFP Issued	September 10, 2025
RFP Question Submission Deadline	September 24, 2025

RFP Due Date	October 15, 2025
Finalist Interviews (if required)	October 22-24, 2025
Vendor Selection	October 27, 2025
Complete Contract	October 30, 2025
Present Contract to Council for Approval	November 3, 2025
Consultant to Commence Work	November 18, 2025
Bike Park Website Launch	March 2026 (ideally)
Redesigned JoplinMo.org Launch	July 2026 (ideally)

2.2 Proposal Requirements

Each Proposal must include the following:

The Proposal must detail how the Consultant will provide the Scope of Services required by this RFP and the cost of providing each service and product outlined herein. The proposal must address each Tier 1 specification included in the RFP (Tier 1 items are considered minimum requirements), and the lowest/base cost estimate quoted must be capable of fulfilling the Tier 1 items unless the proposal specifies which of these items are not included in the base cost estimate. The proposal must also outline which, if any, Tier 2 or Tier 3 specifications can be met with the base cost estimate, or what additional costs will be required in order to achieve each item. Price guarantees should be included if applicable. Consultants are encouraged to present in their proposals any alternative or creative means of providing any item or service specified in the Scope of Services, and the effect that approach would have on the proposed prices.

2.2.1 Company Profile

Provide the following information relative to your firm:

1) Firm name and business address, including telephone number and email addresses.
2) Year established (include former firm names and year established). Identify the country and state in which the firm was incorporated or adopted.
3) Provide the firm's type of ownership and, if applicable, parent company or subsidiaries. Include dates of any corporate mergers and/or acquisitions, including all present and former subsidiaries with dates of any and all restructuring since the founding date. Also, provide any licensure in Missouri.
4) Clarify the business address and telephone number of the office(s) at which the work is to be accomplished. Also include the name, address, and telephone number of the project manager.
5) Describe your firm's market positioning, core services, specialties/unique services, and describe the ideal or typical customer for your firm.

2.2.2 Organizational Structure

Describe your firm's organizational structure and discuss how you anticipate organizing your project team to manage this project and provide ongoing support after websites are launched. Roles for each person should be clearly defined along with reporting relationships/chain-of-command.

2.2.3 Key Staff Resumes

Provide a list of key project team members to be assigned to this project if awarded. Provide resumes for the project manager and other key managerial staff along with technical information including work experience, education, and work-related achievements. The key people proposed for the project must actually participate, and please indicate the percentage of each team members' schedule would be dedicated to this project. If, because of extenuating circumstances, a member must be replaced, the City must approve the new project team member.

2.2.4 Experience & Qualifications

Explain your firm and project team's experience and qualifications as they relate to the proposed project in terms of technical scope, tasks involved, deliverable products, and other elements of the work as they relate to the evaluation criteria and all requirements of this RFP. The Proposal should provide all information which the Consultant considers pertinent to its qualifications for performing the work called for by the RFP. Be sure to note any award-winning website designs with an explanation of which awards were earned and what innovative or creative approaches on your part led to such recognitions. We would like to see a portfolio of work with screenshots of page designs as well as links to live websites we can visit which your firm has designed and managed CMS implementation for.

2.2.5 References

Each Consultant must furnish a minimum of three (3) references. References should be listed for similar type of work as requested in this RFP. Each reference must identify and describe the project worked on and specify the originating and final project manager for the party providing the reference. References may or may not be reviewed or contacted, at the sole discretion of the City.

2.2.6 Summary of Proposed CMS Platform

Summary of the CMS platform should include explanation of the SAAS, explain the benefits of the proposed CMS over other competitive CMS solutions, and explain any other relevant information about this solution, including any 3rd party staff to be assigned to the project or to the City for ongoing implementation and support.

2.2.7 Summaries for Other Proposed Solutions/Softwares

Summary of other softwares or services proposed to be included or recommended as optional additions or replacements for the City's tech environment. Explain the benefits of each recommended solution. Explain other relevant information about these solutions

such as any 3rd party staffing to be assigned to the project or examples of how these solutions have been implemented and/or integrated into other websites.

2.2.8 Point-By-Point Response to Any Scope of Work Priorities Unable to Be Fulfilled by Proposed Solutions

Please provide a specific response to any and each point of the Scope of Work (whether listed as Tier 1, 2 or 3 level priority) which your proposal cannot fulfill as specified. Provide an explanation of any priorities which your proposed CMS platform or other solutions cannot meet, and either propose alternate capabilities or explain why you believe such capability should be de-prioritized. Please specify if your proposed CMS or other SaaS solution cannot currently meet a priority as specified, but is scheduled for product improvements which will satisfy our desired capabilities.

2.2.9 Methodology, Process and Timeline to Launch Redesigned joplinmo.org

Each Consultant must provide a description of their approach, methodology and process, along with a proposed project timeline to include the transition of content to the new CMS and development of the new City website. The City aspires to launch the new site in May 2026, but we are open to alternate proposed project timelines with justification. July of 2026 may be more realistic.

2.2.10 Timeline to Launch Bike Park Website

Each Consultant must also provide a parallel project plan and timeline for development of the new Bike Park website, which will need to be ready to launch/go-live before the main City website. We currently anticipate the Bike Park grand opening in early 2026, but the park may open to the public as early as November 2025, and the site must be ready to launch by the ribbon-cutting. There is a branding firm already assigned to the Bike Park construction project, which is developing the park identity. The City is also concurrently seeking bids to identify a marketing agency of record for the Bike Park, which will be responsible for developing content to be placed on the bike park website.

2.3 Project Budget

Respondents to this RFP should propose a total project budget to include: consulting, website design and development, CMS licensing, hosting costs, maintenance, support, and any costs for third-party softwares, subscriptions, and technologies which will be required or recommended for complete and thorough completion of the project as outlined in the RFP.

Proposer must outline:

- One-time implementation costs for all Tier 1 priorities.
- Recurring annual costs for all Tier 1 priorities.
- One-time implementation costs for all Tier 2 and Tier 3 priorities.

- Recurring annual costs for all Tier 2 and Tier 3 priorities.
- Options for additional recommended products or services along with pricing.
- Options for replacement solutions for softwares/solutions already in the City's tech environment along with pricing, especially where the recommended replacement solution would be easier to integrate with the website than our current softwares.
- Hourly labor rates for additional services should the City desire to develop and implement additional phases of the website project in future budget years for new modules, widgets, etc. for new features and capabilities or additional digital experiences. A certain amount of hours should be included in your proposed annual recurring costs to support such ongoing website improvements.

The City will pay the website consultant from a single budget line, including for SaaS and other 3rd party product or service costs associated with this project. The City will require transparent pass-through billing for one-time costs and recurring annual or monthly expenses.

2.4 Addenda to the RFP & Questions

The City may, at its sole discretion, issue Addenda to this Request for Proposals containing responses to questions and requests for information, clarifications or revisions of the RFP, or any other matters that the City deems appropriate. Addenda will be issued to those to whom the City sent the original RFP.

Any question, request for clarification, or request for additional information regarding this RFP should be submitted no later than September 24, 2025 via e-mail to ddouglas@joplinmo.org, or in writing, to Drew Douglas (Attn: City Website RFP), City of Joplin, 602 N. Main St., Joplin, MO 64801. No oral response by any employee or agent of the City shall be binding on the City or shall in any way be considered a commitment by the City. If a Consultant finds any inconsistency or ambiguity in the RFP, the Consultant is requested to contact Drew Douglas, Director of Marketing & Communications, at the above address.

2.5 Proposal Terms & Conditions

The following terms and conditions apply to proposals submitted in response to this RFP:

2.5.1 Interviews

The City reserves the right to conduct in-person or virtual interviews or require presentations of any or all proposers prior to selection. The City will not be liable for any costs incurred by the proposer in connection with such interviews/presentations. If finalist interviews are held, the interview process shall determine the final

recommendation.

2.5.2 Requests for Additional Information

The proposer shall furnish such additional information as the City of Joplin may reasonably require. The City reserves the right to make investigations of the qualifications of the proposer as it deems appropriate.

2.5.3 Acceptance/Rejection/Modification to Proposals

The City reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and to waive minor irregularities in the procedures.

2.5.4 Proposals Binding

All proposals submitted shall be binding for one hundred twenty (120) calendar days following the opening.

2.5.5 Proposer's Certification

By submitting a proposal, the proposer certifies that the proposal has been fully read and understood. The proposer has full knowledge of the scope and nature and quality of work to be performed. The proposer further certifies that no employee of the City has any direct or indirect financial interest in any resultant contract, and that no gratuities will be offered or provided to the City of Joplin employees or their family members.

2.5.6 Non-Exclusive Contract

The agreement resulting from this RFP shall be a non-exclusive contract, and the City reserves the right to purchase same or like services from other sources the City deems necessary and appropriate.

2.5.7 Late Proposals

Proposals received by the City after the time specified for receipt will not be considered. Proposers shall assume full responsibility for timely delivery of the proposals to the location designated for receipt of proposals. The City of Joplin is not responsible for the U.S. Mail or private couriers regarding mail being delivered by the specified time so that a proposal can be considered. All proposals will be received at the time and place specified and made available for public inspection when an award decision is made.

2.5.8 Completeness

All information required by the Request for Proposal must be supplied to constitute a legitimate proposal. The City of Joplin reserves the right to use any and all information presented in any response to the Request for Proposal. Acceptance or rejection of the RFP does not affect this right.

2.5.9 Execution of Agreement

It is anticipated the City will make their selection of a firm by October 27, 2025. The successful proposer shall enter into a contract with the City for the performance of work awarded and shall simultaneously provide any required bonds, indemnities and insurance certificates prior to the commencement of work. A copy of the sample agreement is attached. Failure to comply within the established deadline for submittal of required documents may be grounds for cancellation of the award.

2.6 Responsibility for Costs

The Consultant shall be fully responsible for all costs associated with the development, preparation, transmittal, and submission of any Proposal or material submitted in response to this RFP. The City assumes no contractual or other obligations as a result of the issuance of this RFP, the preparation or submission of a Proposal by a Consultant, the evaluation of Proposals, or the selection of any Consultant for further negotiations.

2.7 Proposal Submission Instructions

In order for the City to adequately compare proposals and evaluate them uniformly and objectively, all proposals shall be submitted in accordance with this format. The proposal should be prepared simply and economically, providing straight-forward and concise information as requested.

Respondents shall carefully read the information contained in this RFP and submit a complete response to all requirements and questions. Incomplete qualifications will be considered non-responsive and subject to rejection. It is not necessary to repeat the question or statement in the response; however, it is essential to reference the page number and question number for each priority of all three tiers.

The respondent shall submit by mail:

1) One (1) original with (3) identical copies of the proposal in print.
2) One (1) USB drive containing a PDF file of the proposal.
3) Hard copies of the proposal and RFP response materials must be enclosed in a sealed envelope, box, or container addressed as noted below and mailed.
4) The package must clearly identify the submittal deadline and that the response is for the Comprehensive Website Design, Development and Technology Implementation RFP #2025-RFP-24
5) An original signature must be included on the "City of Joplin Request for Proposal Submission Form"
6) Email submissions will NOT be accepted.

Sealed proposal packages must be received at Joplin City Hall no later than 4:00 p.m.

CST on Wednesday, October 15, 2025. Proposals will not be accepted after this time. Proposals shall be addressed as follows:

Joplin City Hall
2nd Floor, Attn: Drew Douglas
602 S. Main St.
Joplin, MO 64801

Submitted envelopes should be marked: "REQUEST FOR PROPOSAL NO. 2025-RFP-24: Comprehensive Website Design, Development and Technology Implementation Services"

3 Project Scope

3.1 General Statement

The selected consultant will be responsible for delivering websites worthy of winning awards for user-friendliness in the local government space. The websites should be built on a robust, flexible, future-proof and user-friendly content management system (CMS) that supports long-term autonomy for City of Joplin staff. The new implementation must be designed to reduce dependency on developers for daily website updates while improving site usability, accessibility, and maintainability.

3.1.1 Intuitive Navigation

The current website structure is organized around Community, Business and Government categories. The redesigned site must shift to a service-oriented, user-journey-based navigation allowing residents, business managers, and visitors to quickly and intuitively locate services and information – regardless of department ownership. This approach should minimize clicks and reduce confusion. The site must support multiple methods for page discovery, including global navigation, secondary menus, footers, and an effective search experience.

3.1.2 Visual Design Aesthetic

Design structure should rely on a component-based design system aligned with atomic design principles to enable reusability and syndication of content. The websites should integrate with the CMS to allow consistent design patterns across all pages. Websites should have a modern, community-reflective visual identity that reinforces user trust and engagement. We don't want a site with outdated visual cues. User experience should feel comparable to the best user experiences across the internet in the private sector, not merely "decent for a local government."

3.1.3 Accessibility

Accessibility is a top priority. Proposals should outline an accessibility-first design and

development methodology, fully complying with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and WCAG standards. The City of Joplin aspires to achieve WCAG2 AA standards at minimum and AAA standards where possible, and will need coaching on policies and procedures to ensure all CMS users on City staff are not only capable of meeting these standards, but the design of the websites and CMS implementation are such that city staff will be limited to workflows which can only produce accessible content and web pages.

3.1.4 Mobile-First

The website should be designed for a mobile-first experience, but also allow for excellent user experience and logical page layouts across all screen widths for interaction across devices.

3.1.5 Reduction of Paperwork

The website should provide processes that are easy to navigate, find, understand, and use, to encourage customers to conduct business with the city online without having to come to a city facility or handle any physical paperwork. Likewise, the website should provide robust backend tools within the CMS or integrated software for city staff to manage customer transactions, cases, and accounts without paperwork while easily managing archives of records.

3.1.6 Websites In Scope

The project will include a replacement website for the current version of joplinmo.org, and will also include a new website for the new Joplin Bike Park which is under construction.

3.1.7 Headless CMS Preferred

The City prefers to transition to a headless CMS architecture with the goal of housing all public-facing content in a single, future-proof CMS for all future websites, mobile apps, and IoT experiences. By future-proof, we mean a CMS which will provide a reliable warehouse of all the City's content and digital assets, which will continually be updated and improved to the highest industry standards plus innovations which mean the City can put our content to work in smart and reliable ways across all digital experiences, without being limited by strict design parameters. We want the ability to create new website designs and digital application experiences at will, without having to migrate our content every time the website needs an updated look or some new digital experience needs to be developed.

3.1.8 Additional Websites to Be Replaced

The City desires for this project to also replace certain current smaller websites by consolidating their content under the same CMS. These may or may not need to have actual separate front-end websites, some or all of them may be able to become landing pages or sub-sites:

- **JoplinCDBG.com** (2025 cost: $3,009.80) (Would like to migrate this content to become a landing page, major project page, or set of normal pages).
- **Joplin-Museum.org** (Built and managed by the Joplin Historical Society currently, we have agreed with them that the new site we will build should replace and supersede their current site from before the museum was absorbed into the Parks & Recreation Dept., providing Museum staff - and volunteers designated to have content roles - the ability to add to the museum's content over time with oversight by the City's Webmaster.)
- **FlyJoplin.com** (Annual hosting fee: $350) (Currently the best-designed web property the City has among those being replaced, but we don't feel it needs to stand on a separate CMS any longer. This would be easier to manage as a subsite or microsite. We do want the capability to allow the airport's marketing firm to be able to update content without impacting content for other areas of the main City website.)
- **JoplinGolf.org** The City seeks additional discussion and consultation regarding whether or not this project can/should replace the website for Schifferdecker Golf Course. This is in doubt due to the way the current site is integrated into the golf course management software subscription.

This project **WILL NOT** replace the **VisitJoplin.com** website, but the CMS and tech stack should be capable of replacing this site if and when the VisitJoplin staff decide they want to migrate their content into the same CMS and build a replacement website in a future budget year.

3.1.9 Sub-Sites/Microsites/Department Landing Pages:

We understand that a factor which may impact project cost estimation is the number of sub-sites/microsites/department headers/department landing pages to be included in the project.

Regardless of what your preferred terminology may be, what we mean by this is additional landing pages with unique navigation, some of which will need to display their unique department branding or potentially include a variation of colors or other design elements.

To assist with accurate pricing, we are providing the following list of such landing pages which we anticipate may be needed as part of this project:

1. Home – JoplinMo.org will direct to this page.
2. Airport (unique brand) flyjoplin.com and JLNairport.com will direct to this page.
3. Police (unique brand) JoplinPolice.org will direct to this page.

4. Police Recruitment (unique brand) Would like to acquire a domain for police recruitment such as JoinJoplinPolice.com
5. Fire (unique brand) JoplinMOfire.org will direct to this page.
6. Health (unique brand) JoplinHealthDepartment.org will direct to this page.
7. Municipal Court (unique brand) Would like to acquire a domain for the court such as JoplinMunicipalCourt.com.
8. Parks & Rec (unique brand) JoplinParks.org will direct to this page.
9. Transit (may get unique brand) maps-transit.com will direct to this page. Would also like to acquire a domain such as JoplinTransit.com. Drive4Joplin.com will direct to the transit driver recruitment page.
10. Recycle & Waste (will get unique brand) Would like to acquire a domain for recycle such as JoplinRecycles.com.
11. Bike Park (will get unique brand) – Will need to acquire a domain based on branding currently being developed. This will be a separate website from Joplinmo.org, but content should be within the same CMS.
12. Museum (unique brand) – Will need to acquire the domain currently used for existing site, but not owned by the City, joplin-museum.org. This may be a separate website from Joplinmo.org, but content should be within the same CMS.
13. JATSO (unique brand – 3rd party agency) – JATSO.org will direct to this page.
14. Arts & Culture
15. Government
16. Business
17. Resident
18. Jobs
19. City Council
20. Boards & Commissions
21. Planning & Development
22. Public Works
23. Sewer Utility

3.2 Strategic Planning & Discovery

The Marketing & Communications Director and Webmaster have conducted extensive qualitative and quantitative research into the current website. Please review the exhibits attached to review this research and summaries of findings. The research has enabled us to draft this RFP with specific requests and prioritization of features desired for the City's next website. Our research has included surveys of current CMS users, surveys of site visitors, and stakeholder interviews. This has led the Marketing & Communications Department to gain a degree of confidence in understanding what is desired and

prioritized for each City department, and what concerns trend across departments.

We understand that the website developer will want to conduct research, fact-finding and discovery before embarking on the design phase of the website, however, we expect the vendor to review and digest existing research and findings, while relying on the guidance of the Webmaster and Director of Marketing & Communications to the greatest extent possible in order to accelerate the timeline to design and build phases.

3.2.1 Tier 1 Priorities:

3.2.1.1 Project Management, Timeline and Process:

We seek a partner with a proven record of success in website project implementations, and who can recommend thorough yet efficient processes to get us to "Go-Live Day" for the new website and beyond. Consultant will be expected to develop a project timeline soon after beginning work on the project, identifying a checklist of tasks to be completed.

3.2.1.2 Solutions Consulting:

We seek a partner whose advice and recommendations we can trust regarding software and companion technology vetting, acquisition, and implementation. We seek to implement latest best practices for data security and accessibility. We will be particularly interested in guidance on mobile apps and IoT implementations for our content. We seek assistance with strategizing use cases and experience development.

3.2.1.3 Policy/procedure Consulting:

We seek a partner which has experience consulting clients on development of policies and procedures to ensure content management can be maintained consistently at a high quality. Deliverables for this project shall include documentation of processes and guidance on how to train our staff to ensure consistent naming conventions, information architecture, content updating, etc. for the website(s) and document archives.

3.2.2 Tier 2 Priorities:

3.2.2.1 .Gov domain transition

Assistance with the acquisition of and transition to the .gov domain as needed.

3.2.2.2 Domain Strategy Consulting

Recommend domains to be acquired by the City as aliases or primary marketing web addresses to enhance our web presence and to limit page spoofing. Provide a budget line for additional domains to be purchased by the City and hosted through GoDaddy.

3.2.2.3 DNS hosting

Recommend a solution for DNS hosting. CivicPlus currently hosts our DNS and manages our settings on the City's behalf.

3.2.3 Tier 3 Priorities:

3.2.3.1 Onboarding Meeting & Discovery Process

Please describe the project kick-off and discovery phase you recommend for this project.

3.2.3.2 Project Management Tools

Please describe the project management tools and softwares you recommend for this project including any productivity tools such as Trello or Monday.com etc.

3.3 Architecture & CMS

A headless (MACH) architecture is preferred and will score highest. We are also open to proposals for hybrid, de-coupled architecture or Drupal. However, we have been advised to avoid Wordpress based on security concerns. We have not been completely satisfied with the CivicPlus Website Central monolithic CMS which we are currently using. Some of the issues prioritized below address points of dissatisfaction with our current CMS. The CMS must empower non-technical city staff at varying permission levels to manage content, ensuring efficiency, control, accessibility and security without relying on developers. Your proposal must include pricing required to meet the base bid requirements (Tier 1 Priorities) for the CMS, and describe any additional costs to meet Tier 2 and Tier 3 priorities. IF the CMS platform you recommend cannot meet any of the priorities in any of the 3 tiers, you must state so plainly and explain what other solution may help meet the priority or explain why you do not believe the priority should be considered essential for this project.

3.3.1 Tier 1 CMS Priorities

3.3.1.1 Multiple websites, mobile apps, and IoT experiences

The City desires a single headless CMS which is capable of easily managing multiple websites, microsites, mobile apps, and IoT experiences within a centralized and clean user interface.

3.3.1.2 Intuitive Visual Editor

City desires a CMS platform which provides an intuitive visual editor (WYSIWYG) with component-level controls such as drag-and-drop, which empower non-technical content contributors to independently create and manage content.

3.3.1.3 Easy Management of User Interface Styles

We want our CMS to provide the City's Webmaster with easy ability to manage UI styles for public facing content including typography (Header levels 1-6, and at least 6 body copy variations), color palattes, logos & icons (with support for SVG files), standardized buttons, badges, and other various components as they are developed. Access to changing these styles should be restricted to only CMS users with the highest level of access. It would be nice if the CMS allows only those CMS users with the highest level of access the ability to override default html/css stylings in unique cases.

3.3.1.4 Custom Favicon by Page

We want our CMS to enable the City's Webmaster to intuitively set a custom favicon for the website, and to set a different favicon for certain pages of the website. For example, most of the website should display the City's primary "J-con" symbol as the favicon by default, not the logo of the CMS vendor, and we'd like for content pages about the Fire Department to be capable of using the Fire Department's patch logo as a favicon, while the Police Department pages would display the Police patch logo as their favicon.

3.3.1.5 Image Compatibility

We want our CMS to be capable of embedding multiple file types as images, including JPG/JPEG, PNG, GIF, WebP, AVIF, TIFF, and SVG. HEIC compatibility would also be nice to have.

3.3.1.6 Copy and Paste Text Stripped of Formatting

We want our CMS to force content editors to strip formatting when copying and pasting into a content area.

3.3.1.7 Drafting Content

We want our CMS to support the ability to draft content using forms and WYSIWYG editors, while clearly indicating when content is in a draft state versus saved, awaiting approval, or published.

3.3.1.8 Autosave Progress When Building Any Page or Component

We want our CMS to provide frequent autosave of progress when content creators are building or editing any page or component, with unpublished new page versions saved at the end of session or after the last autosave if the browser times out or internet connection is disrupted. The next time the page is visited by the same content editor or any other CMS user, the autosaved but unpublished page version would be available to be reviewed and further edited, to revert to a prior version, or to publish.

3.3.1.9 Content Lifecycle Support

We must have a CMS which allows city staff to create, draft, approve, publish, edit, unpublish, and archive content as needed.

3.3.1.10 Modular Content Components

We want our content to be scalable and reusable across multiple websites, PDFs, forms, and any digital experience. We want to see a demonstration of how the CMS can be used to easily create User Interface components which comply with the City's design system by the City's Webmaster, and prevent low-access CMS users from modifying styles which should be consistent across the website or digital experience as designed and approved by the City's Webmaster. Ability to create custom content widgets.

3.3.1.11 Ability to Create Custom Page Templates

We want our CMS to allow high-level access users to create new page templates for unique instances, such that any interactive component (such as a fillable form) can be added to any page, regardless of the content populating that page. For example, our current CMS won't allow us to add a public comment form to a page displaying an

archive of financial documents.

3.3.1.12 Fillable Forms

We want our CMS to be capable of building fillable forms with a variety of fields including for accepting payments, conditional logic, and hidden fields for staff use. We need to have a robust system in the backend for reviewing form submissions, generating reports on batches of submissions, dashboards summarizing certain data about submissions for each form and for each category of forms, with access for Finance Department CMS users to reconcile payments, issue refunds, cancel transactions, and export reports regarding financial transactions conducted through the site. We need to be able to restrict permissions for the creation and editing of forms, and management of submissions, to separate workflows, allow for approvals prior to publishing or editing forms, and maintaining version control and auditing capabilities. Fillable forms, when using radial buttons, must have the option for adding an "other" response which can allow users to fill in a text field (this is a specific deficiency which frustrates us with the CivicPlus forms module).

3.3.1.13 Multiple Fillable Forms on Content Pages

We want our CMS to be capable of placing multiple fillable forms on a content page, not be limited to a single form per page, or to have to link to each form.

3.3.1.14 Preview Individual Components

We want our CMS to allow content creators and approvers to preview individual components within the visual editor before publishing.

3.3.1.15 Blueprints or Component Templates

We want our CMS to offer blueprints or templates for components to streamline content creation and enforce structure with consistent design. For example, rather than the text editor box on a page allowing a content editor to select their own font and text styles, we want them to be forced into filling out a form for the type of content they are adding. So, they might have to fill out the field for their H1 page header, then select whether they want to add an H2 page header or a section of body copy. Then, they would select which text field they want to add to the page next, another subheader, another paragraph of body copy, etc. This way they never have the ability to get the text styles wrong by selecting H3 when they should have selected H2, or selecting their own body copy font, or selecting colors for their text styles. They should be able to drag and drop other content types onto the page they are creating, such as buttons to link to other pages or images which supplement their text. However, their options should be limited by the site design as established and pre-approved by the Webmaster. This way, when a content approver reviews content prior to publishing, the content should be correctly formatted, unless they've entered a paragraph of body copy where they should have plugged in the H2 subheader (for example), in which case the approver would see that there is a whole paragraph of body copy using H2 style, and can go in to paste that text into a body copy field, and separate out the H2 subheader into the subheader field above the paragraph of body copy.

3.3.1.16 Ability to Share Page Previews Prior to Publishing

The workflow for creating, editing, and publishing a page on the website must include the capability of sharing a preview of the page for approval prior to publishing the page.

3.3.1.17 Template Creation with Granular Permission Controls

We want the CMS platform to support template creation with granular permission controls, to allow design consistency, while limiting access based on CMS user roles.

3.3.1.18 Publish With Approval/At Will settings

Ability for most City staff with access to the CMS to be given "publish with approval" – using defined workflows which may be different for users from various City departments. Most CMS users adding content to the website will need to have edits and additions to the site approved by a second set of eyes, either their supervisor or While superusers such as the City's webmaster and Director of Marketing & Communications would have ability to "publish at will." City's webmaster should be able to control these settings for each CMS user. The developer or tech support should never be needed to publish content using existing content components. The webmaster on city staff should be able to publish new content components and new designs for how content is displayed without assistance from the developer, but developer should be available to assist in case the Webmaster is not available.

3.3.1.19 Support for Multiple and Custom User Roles

The CMS must support at least three roles, low, medium and administrative/super-user access. There must also be permission groups to restrict access by department or user role. And we want to create custom user roles that highly restrict a user to only manage a specific content area of a page or submissions from a single online form, for example.

3.3.1.19.1 Low-Level Access (Non-Technical Content Editors)

- Can edit, add, or move content within their assigned sections without knowing HTML.
- Use preapproved design patterns/templates.
- Embed multimedia (images, video, audio, tables/graphs/charts) with resizing and optimization tools.
- Easily create tables, graphs/charts and manage formatting.
- Use pre-built templates for consistent content creation.

3.3.1.19.2 Mid-Level Access (Managers and Approvers)

- Inherit all capabilities of content editors at low level.
- Review, approve and publish drafts from staff.
- Restore and republish archived pages (seasonal or recurring content).

3.3.1.19.3 High-Level Access (Administrative Users)

- Manage user roles and permissions.
- Edit or delete any content across the site.
- Modify and organize site navigation and menus.
- Embed widgets, custom HTML, or scripts without CMS overrides.
- Create and manage new page templates using HTML, CSS and JavaScript. Ideally, able to use Figma to bring in new page wireframes.

Please demonstrate how intuitive it is to add or modify CMS user permissions both by creating new user roles -> assign roles specific permissions -> assigning roles to users, and by simply adding or removing a specific permission from a specific user.

3.3.1.20 Content Scheduling with Calendar Interface

We want the CMS to offer content scheduling with a calendar-based interface to simplify publishing workflows. Timed posts, delayed publishing, and automatic expiration. We also want to be able to schedule prompts for content managers to be alerted when a page or bit of content should be reviewed and updated.

3.3.1.21 Visual Version Control

We want the CMS to include built-in revision history with tracking for all content. We also want visual version control to allow users to preview and restore previous versions of designs without developer assistance.

3.3.1.22 Content Locked While Editing, With Timeout and Forced Unlock

We want the CMS to provide a predictable system for preventing multiple CMS users from editing the same content at the same time, with a timeout notification if the CMS user making edits to a page has been inactive for a predetermined amount of time, after which, edits in progress should be saved but not published as a new version of the page. A visual indicator should show other CMS users when a page is locked for editing, or has unpublished versions which require review. The highest level access users such as our Webmaster, should be able to force unlock a page at which point the user which had locked the page should get a notification that their changes had been saved as a new version but that a system admin had unlocked the page so they could make edits.

3.3.1.23 Audit logs and change tracking

We want the CMS to enable audit logs and the ability to track changes to content within a user-friendly interface for compliance and transparency. We need to be able to see who made what changes and when those were implemented.

3.3.1.24 Testing Content

We want the CMS to support testing across different environments (for example: staging and production)

3.3.1.25 Ability to Change Page Names

We want the CMS to demonstrate the capability for high-level access users to easily change the name of a page after it is created, and for the new page name and URL to be reflected site-wide, with the option to keep the prior page name as an alias for the page in order to prevent broken links.

3.3.1.26 Global Content Syndication

We want the CMS to allow content to be updated once and for that to be reflected nearly immediately across all digital experiences syndicating content from the CMS.

3.3.1.27 Buttons, Links, Call-To-Action (CTA)

We want the CMS to allow users to create and manage CTAs, buttons, without developer involvement, including linking them across pages. We also want our staff Webmaster to be able to create new icon buttons and deploy them across websites and other interactive experiences such as mobile apps without developer involvement.

3.3.1.28 Previewing content across breakpoints

We want the CMS to allow content creators to preview how their pages will look at various screen widths (breakpoints) such as desktop, tablet, mobile.

3.3.1.29 Content Indexing

We want the CMS to index all content within it for easy search and navigation by content teams, whether published or not, and by factors including image resolution and size ratio, date uploaded, date modified, date published, author, last edited by, key words, and categorization, etc.

3.3.1.30 SEO and searchability of public-facing content

We want the CMS to index public-facing content for SEO and searchability. We want our content to be referenced by search engines and other AI tools so that prompts of tools such as ChatGPT are able to return factual (not hallucinated) information pulled from our most recent versions of published content. We want search tools on our website(s) to return the most relevant content within the top 3 results consistently, prioritizing most current/recently updated content.

3.3.1.31 Content Organization and Taxonomy Structure

We want the CMS to support content organization with folder and taxonomy structures for efficient management. We want expandable and collapsible folder trees. CMS users should be able to view a full page tree listing all pages along with relevant metadata such as the date page was created, last modified, last edited by, publish status, etc.

3.3.1.32 Automatic Generation of SEO tags

We want the CMS to be capable of automatically generating SEO tags such as title, meta description, and canonical URLs, based on how CMS users enter content at time of upload and at any time content is updated. We also want the content team to be able to review and edit any automatically generated SEO tags easily.

3.3.1.33 Custom Meta Tags

We want the CMS to support the creation of custom meta tags for specialized SEO or tracking needs.

3.3.1.34 Sitemap Planning & Wireframing

We prefer a CMS platform which supports the ability to visualize a desired state of content before development, such as sitemap planning and wireframing. Our Webmaster would like to be able to use a tool such as Figma for designing new wireframes to be added to our website(s) and other digital experiences built on the CMS.

3.3.1.35 Accessibility Best Practices

We want a CMS platform which includes features to ensure accessibility best practices, such as not allowing image uploads without alt text, and automated alt text suggestions.

3.3.1.36 Uniform Metadata Timestamps

The CMS platform must use uniform timestamp metadata (YYYY/MM/DD-HH/MM/SS) for all pages, files, and other assets, so they can be organized by earliest/latest. This is a point of frustration with our current CMS.

3.3.1.37 Digital Asset Management (DAM)

We want the CMS to include endemic digital asset management features for images, video, and documents within the CMS. We want extensive document management with file directories for each department. CMS should provide ability to sort and filter assets by any metadata, search by name, keywords, or tags, and allow ability to organize multiple files into a folder at a time. We expect intuitive creation of folders and subfolders. We expect the ability to be able to easily view how many files are within folders, how many subfolders are within folders, and total number of files and folders. If a CMS administrator should ever need to download any folders of assets, downloaded content should retain the organizational structure of files in the asset manager, meaning files should be found inside subfolders where they were nested in the CMS. We would like for the CMS to enable enforcement of asset management best practices for low level CMS users, such as forcing naming conventions, forcing files to be uploaded to the appropriate folder, etc. This would minimize cases of low-level users uploading files into the wrong folder, failing to follow file naming conventions, or creating duplicate folders in parallel locations.

3.3.1.38 Image Management

We want the CMS to allow the library/storage location for images to be separate from text documents. We want the City's Webmaster to have a higher degree of control and approval over images being uploaded into the CMS, to ensure quality. Image files and

folders need to be well organized and files should be searchable by various metadata including title key words, time & date uploaded, file type, image dimension, file size, and resolution. We would also like to be able to tag images with various categories to make image files even easier to locate. When an image is viewed in the library, we want to be able to see notation explaining every page and content component where the image is displayed. Such notations should link directly to that page or content component within the CMS, so the image can be edited, changed, or removed. Image storage must retain the original image orientation (not rotate by 90° as our current CMS does), and automatically be organized alphanumerically.

3.3.1.39 Content Delivery Network (CDN)

We want a CMS platform with distributed servers strategically located across the US to serve high-performance digital assets globally to reduce latency and ensure fast load times for dynamic content such as animated motion or video playback.

3.3.1.40 Image Resizing

We want a CMS platform which can optimize image performance, including viewport-based resizing and delivery, and the ability to indicate/change focal point on each image uploaded to the digital asset manager, whether the image has been published already or not.

3.3.1.41 Video upload and delivery

We prefer a CMS platform which supports video uploading and delivery across multiple channels, for embedding into the website(s) and other digital experiences built on the CMS, rather than embedding video from Vimeo or YouTube. We need to understand the limits of video length or file size for this capability, or if additional costs are included. For example, we want to be able to upload 30-90 second image-only videos to playback as silent video headers on some pages, but we also want to upload videos with audio up to 10 minutes long, into other pages, with the ability to set them with a toggle as either auto-roll on page load or click-to-play. We are also interested in uploading and hosting multi-hour recordings of city council meeting livestreams or other special event broadcasts, but capability of hosting these multi-hour livestream meeting recordings in the CMS platform is of lower priority, so long as we identify another solution for hosting video recordings of meetings (currently using Granicus).

3.3.1.42 Intuitive Embedding of Maps

We want our CMS to provide a way to both intuitively embed maps from ESRI ArcGIS and create custom views of Google maps for display on pages, depending on the mapping needs for the content page.

3.3.1.43 Staff Directory

We want our CMS to provide the ability to display a staff directory. Directories of staff should default to sorting by last name, but also provide other sorting/filtering options. Please demonstrate how easy it is to view and manage the staff directory, including the view a CMS user will see when editing the profile for a specific employee. This is a particular point of frustration with our current CMS. We expect intuitive creation of folders and subfolders in the staff directory.

3.3.1.44 Content Syndication

We want a CMS which allows content assets to be distributed across multiple content areas without duplication of upload to asset libraries, and for content areas to be able to be replicated/syndicated into multiple pages of the website, even to multiple websites and other digital experiences built on the same CMS. For example, news items should be added into the CMS once, and then can be displayed on the news page, home page, and – based on categories – be syndicated to the most relevant department landing pages. If an item categorized as Health Department news is added to the news blog, the content should be syndicated to the home page and Health Department page without any additional effort. Likewise, we want an image uploaded to the asset library to be able to be referenced and displayed in different ways on multiple pages.

3.3.1.45 Asset Organization & Navigation

The CMS must provide ways to organize digital assets using folders, tags and naming conventions, including mandatory fields required at time of upload. Navigation through asset folders should be intuitive with back buttons and bread crumbs. Our current CMS sends you back to the the top level folder when you select the back button from viewing the contents of nested subfolders. Provide file path for all assets uploaded into the CMS.

3.3.1.46 Asset Search

The CMS document/asset file storage (Replacing the "Document Center" module in CivicPlus) must provide metadata which can be viewed and sorted for all files in a folder. Searchable metadata should include but not be limited to, date/time uploaded, date/time last modified, file size, file type, keywords in the title, etc. We also want to be able to tag documents and assign them to categories and sub-types.

3.3.1.47 Batch Asset Uploads

We want a CMS which supports batch asset uploads via API for large-scale migrations. When file folders are uploaded into the CMS, all files, subfolders and parent folders should retain their structure through migration.

3.3.1.48 Batch Asset Actions

We want our CMS document/asset file storage (Replacing the "Document Center" module in CivicPlus) to allow batch actions for multiple files at the same time, such as moving files to a different folder, unpublishing, delete, or rename.

3.3.1.49 Search Result Optimization

All site databases should be automatically recrawled on a regular basis (minimum once per 24 hours) to keep search results at maximum optimization. Every page must also be crawled daily at minimum. The search tool on our websites should be more accurate and better than Google at finding the right result. Currently, users frequently turn to Google to find content on our website because it is a better search tool than our own search bar for our website. Our websites must have the ability to sort and filter public-facing search results by relevance, dynamic filtering, etc. We expect Boolean support and typo tolerance, showing brief exerpts with thumbnails or icons, metadata in results,

utilizing a mobile-friendly UI. Track search queries with dashboard and exportable reports to support continuous analytic/UX improvement by the Webmaster. Search results should return relevant documents in addition to content pages.

3.3.1.50 Editorial Workflows

We want a CMS which enables content creators to use assets directly in the editorial workflow, such as drag-and-drop into visual editor and automated placement via content rules.

3.3.1.51 System Extensibility

We want a CMS which supports system extensibility, including the ability to integrate with external platforms and for building custom features. Please explain how the proposed CMS solution can be extended to connect with custom-built systems or proprietary tools.

3.3.1.52 Integrations Already Developed and Available

We will prefer a CMS which offers integrations with software systems already in use by the City (see section 1 regarding the City's Current Technology Environment for list of softwares currently used across our organization) and/or with best-in-class solutions which you may propose as additional/replacements along with pricing to be compared against our current software costs. Please list all available third-party system integrations available for the CMS system you propose. (For example: marketing, analytics, citizen engagement/surveys, email/text alert systems, digital asset management, etc.)

3.3.1.53 Custom Integrations

We will prefer a CMS which has the ability to create custom integrations. Please provide examples of how custom integrations have been built using the proposed CMS, and explain the process and costs associated with developing such custom integrations.

3.3.1.54 Built-In Dashboards and Analytics Views

We will prefer a CMS which offers built-in dashboards and analytics views to help the Webmaster and content managers to visualize content performance, page visits, heat maps, click rates, as well as editorial workflow tracking.

3.3.1.55 Robust Documentation

We must have a CMS which offers robust documentation and resources for technical teams. Processes for troubleshooting the CMS should be easy to find and understand, up-to-date for latest versions, and specific for all issues encountered.

3.3.1.56 Open Source Tools

We prefer to use a CMS which offers open source tools which developers can use or extend as part of their builds for our website(s), mobile apps, and IoT experiences.

3.3.1.57 Tailored Interface

We prefer to use a CMS which is capable of tailoring the interface to reflect our branding, such as City logo or a custom UI theme so all users, whether staff or hired developers, clearly understand they are manipulating the backend of our content environment as opposed to other systems they may have access to.

3.3.1.58 Onboarding Support

We prefer to use a CMS which provides tailored onboarding support for the city staff who will be assigned CMS user roles, along with any developer teams hired by the city to help build websites, mobile apps, or other digital experiences on the CMS platform.

3.3.1.59 24/7/365 Global Support

We prefer to use a CMS which offers 24/7/365 global support in case of urgent issues involving the functioning of the CMS platform.

3.3.1.60 Dedicated Account Manager

We prefer the CMS platform to provide a dedicated account manager or customer success resource which can assist the City Webmaster as well as any web developer (consultant) hired by the City to assist in managing the websites, mobile apps, or other digital experiences reliant on the CMS.

3.3.1.61 Future CMS Platform Improvement

We prefer to use a CMS which offers a publicly-available or open product roadmap which explains new features and capabilities of the platform which are under development, as well as thorough communication and training about new features as they are implemented and made available. We also want to understand how the City and our website developer (Consultant) will be able to influence feature planning for continual improvement of the CMS.

3.3.1.62 Governance

We must understand how the CMS content workflows function, especially role-based approvals and publishing controls. We need to be able to create custom user roles and fine-grained permissions across CMS users and teams.

3.3.1.63 Webhooks

We prefer to use a CMS which supports webhooks to trigger external workflows when content is created, updated, or published.

3.3.1.64 Quality Assurance, Testing and Debugging

We want our CMS to provide ways for the web developer and Webmaster to identify and resolve bugs and formatting issues, or provide assurances that the platform will exhibit very few bugs and provide very quick resolution of bugs once identified and reported. For example, our current CMS regularly displays text overlaid on top of itself.

3.3.1.65 Security

The City desires to use a CMS platform which implements the latest and best security features. We want to understand the enterprise-grade security features available such as SSO, 2FA and static code scanning (SAST/SCA). The City currently uses Microsoft Authenticator and would prefer for our website 2FA to integrate as does CivicPlus currently. 2FA should be implemented for all CMS users.

3.3.1.66 Hidden Access to CMS Login

The link to sign into the CMS should be hidden from public view, not prominently visible from every page of the website as is the case with our current website.

3.3.1.67 Ability to Build Custom Workflows within the CMS

We must be able to implement custom workflows within the CMS. For example, the City Clerk currently uses a workflow within CivicPlus for compiling and publishing the Council Meeting Agendas to the Meeting Minutes & Agendas page of the website. This workflow currently involves certain staff who have been assigned workflow responsibilities to generate documents such as council bills, summaries, and exhibits with attachments. Once they submit drafts of these documents and attach relevant supporting documents, the process is automated to alert other staff who must review, edit, and approve the final versions, after which, the Clerk is able to attach the documents to the agenda in a particular order. The agendas are then added as pages to the website but are also printer-friendly PDFs where each agenda item has clickable links to the other documents related to the agenda item. If changing CMS platforms away from CivicPlus, we must be able to replicate this workflow to be the same - if not better - than current experience. Ideally, this can be performed natively within the CMS, but if not, the respondent should propose a software solution and include it in the project budget.

3.3.2 Tier 2 CMS Priorities

3.3.2.1 Custom Language Translation:

We want the ability to have pages translated by AI, but to have the capability to edit the translation of pages/content by entering a custom translation for meaning, rather than word-for-word as we can have human translators recommend better translations.

3.3.2.2 WCAG 2.0 AAA compliance where possible:

We prefer to have a CMS which is capable of helping us achieve WCAG 2.0 AAA level compliance.

3.3.2.3 Previewing Content to Non-CMS Users:

We prefer to have a CMS which is capable of sending a page preview to specific email addresses so that a non-CMS user could review and interact with a draft page and provide feedback prior to page publishing. (For when a screenshot doesn't convey the interactivity of the page, such as a fillable form.)

3.3.2.4 User Testing and A/B Testing Built In to Platform:

We prefer to have a CMS which has user testing tools built into the platform, to help us identify and implement changes to design and content to make the site easier to use.

3.3.3 Tier 3 CMS Priorities

3.4 Additional Technology Procurement

All bids must include proposed solutions for secure fillable forms with payments, mass alert/messaging system, public engagement tools, and digital asset management (document libraries), whether or not they be included as part of the CMS. Your proposal must including pricing required to meet the base bid, along with prices for any/all optional/recommended additions or replacements.

3.4.1 Tier 1 Priorities

3.4.1.1 Secure Fillable Forms with Payments

Ability to integrate authorize.net into secure payment fields on fillable forms which are also able to integrate with various city softwares (especially CentralSquare) so that payments taken for a Health Department program (for example) would keep personal data secure, while routing data about which account received payment to the CentralSquare accounting system. Not all fillable forms will require payments.

3.4.1.2 Mass Alert/Messaging System

CivicPlus currently provides a text and email message distribution platform within our current contract. If leaving the CivicPlus CMS, we will need a replacement system to be integrated into our new website. We want to be able to establish multiple categories of news alerts, and allow site users to sign up for both text and/or email alerts for each news category, and for them to be able to change their preference settings at any time. For example, one user may want City Council news sent to their email only, Parks news sent to them via text, and Emergency Alerts via both text and email. We want there to be a simple workflow whereby all news updates added as content to the website would be categorized and then a message would be distributed to the subscribers for that news category immediately following the posting of the news article to the website. We would prefer to have ability to develop both email and text distribution lists, along with push alerts and reverse 911 calls. It is possible that our current Constant Contact subscription could be expanded to include text messaging, but I do not believe their platform offers the reverse 911 or push alerts. Also, it would be most beneficial to have a system through which we could draw a polygon on a map and distribute targeted emergency messages through reverse 911 call, text message, push notification, and email for contacts currently within the polygon area based on cell signal, and contacts who have a registered permanent address within the area. Other communities nearby have used a subscription to the Smart911 app to achieve this set of capabilities. We are open to Smart911 or similar solution. However, we are not sure that Smart911 would work for helping us distribute non-emergency news category messages. It is possible that the best solution would be an integration with Constant Contact for distribution of non-emergency news-category based messages, while emergency alerts would need to be sent through Smart911. However, our preferred solution would handle both in a single platform, cleanly integrated into the website.

3.4.1.3 Public Engagement Tools

We need the ability to add polls, surveys, discussion boards, digital sticky-notes, (and other potential site visitor-generated content) to webpages about a project, initiative, or program in addition to more normal types of content such as text, images, links and downloadable documents. All public engagement tools should have moderation controls to ensure dialogue hosted on the city's website is appropriate and on topic. The webmaster should have control to moderate all user-generated content, and ability to assign moderation responsibilities to additional staff within relevant departments.

3.4.1.4 Publicly Searchable Archive of City Documents

If this cannot be included as part of the CMS, please provide a recommended solution for allowing the public to access a searchable archive of city documents. Search must be able to be filtered by a variety of metadata fields, also by keyword in the document title, and ideally, by searching the content of the PDF documents, possibly using AI to understand which document is most relevant to the search entered.
Filtering categories in the archive may include (but should not be limited to):

- Council Documents
    - Council Bills
    - Council Bill Summaries
    - Council Bill Exhibits
    - Council Resolutions
    - Council Presentations & Reports
    - Proclamations
- Publications
    - Print Newsletters
    - Annual State of the City Reports
    - Brochures
    - Flyers/Posters
- Policy Documents
    - Employee Handbook
    - Brand Standards
    - Department-level policies
- Financial Docs
    - Budgets
    - Annual Comprehensive Financial Reports
    - Popular Annual Financial Reports
    - Audits
    - Etc.
- Bid Opportunities (RFPs)
- Active Contracts
- Expired Contracts

We will need recommendations regarding the best way to populate these archives through phase 1 migration, and use of automation and/or temporary staffing to manually build out these archives moving backward in time one year of records at a time, in such a way that the documents can be highly searchable.

3.4.2 Tier 2 Priorities

The City would really like to have the following solutions integrated as part of the website project, but cost or implementation barrier considerations may cause us to opt out of adding these solutions onto the project. Please propose a solution for each and provide pricing with options so we can review as a menu to determine which we may

include into the phase 1 project scope. We are open to recommended additions and replacement solutions. Note: The City does not currently have any solution in these categories within our current technology environment (see Section 1.2.2).

3.4.2.1 Waste Wizard (software by Routeware)

The City desires to integrate the "Waste Wizard" (or similar) software tool from Routeware onto the Recycling page of the website. This software tool has not yet been acquired by the City, and should be budgeted for as part of this project. Please be sure to show optional pricing offered by Waste Wizard including annual recurring costs and any one-time costs. https://learn.routeware.com/waste-wizard-explainer Plan to assist us with procurement and integration into the website. We are open to alternative solutions you may recommend, which is why we've rated this as a Tier 2 priority.

3.4.2.2 Agenda & Minutes Management System:

In the case that a replacement workflow for how the City Clerk is currently able to build council meeting agendas and post meeting minutes is not possible natively within the CMS as it is with the current CivicPlus CMS, then your proposal MUST provide a solution for replacing this workflow. (See section 3.3.1.67.)

3.4.2.3 Records Request System:

At minimum, the City would like to create a fillable form with mandatory fields, through which anyone can submit an open records request to the City Clerk's office (including all fields required by the City Clerk). We are also interested to see proposals for comprehensive solutions for open records requests and management, by which, for example, a citizen could easily search and find documents for themselves if the document is already available within the document libraries associated with the website CMS, and ideally, if records are not available on the City website's document libraries, but the desired documents had been provided to anyone as part of a prior records request, they should be searchable - and then, if still unable to find the record they are seeking, the citizen would be able to submit a request to the Clerk.

3.4.2.4 Chatbot:

A polite and helpful automated chatbot trained on the content of the website (without any hallucinated answers), and ideally, able to crawl documents uploaded to the site to find answers within PDF documents. We also want the ability for staff to check answers, review past chat discussions, take over chat discussions manually if needed, and train the bot on better answers. We'd love to have an automated chat bot which not only provides a summary answer based on content available in our CMS, but to serve up a link to the exact webpage or document where the customer can read more detail for themselves.

3.4.2.5 Single Sign-On to CMS and related website management systems:

The City currently uses Microsoft Authenticator and login to the CivicPlus CMS is verified through the multi-factor authentication. We want the CMS and as many as possible, if not all, logins for our complete tech stack to run multi-factor authentication through Microsoft Authenticator.

3.4.3 Tier 3 Priorities:

3.4.3.1 Analytics dashboard to augment Google Analytics:

We'd like to have some kind of data analytics dashboard available in the CMS for the webmaster and maybe even the ability to customize which metrics are displayed depending on the CMS user. For example, the webmaster needs to see the top most visited pages this week with trendlines, but the Public Works staffer who adds projects to the Project Tracker portion of the site should see which project pages are visited most often, when each was last updated, and heat maps for where visitors are clicking on those pages.

3.4.3.2 Tables, Graphs & Charts:

We want the CMS to allow users to create and update tables, charts and graphs which will be accessible, rather than just uploading images for graphic elements such as pie or bar charts. Ideally, charts and graphs will be interactive with animated elements. These should be able to be added to any page of the website.

3.5 Website Design & Development

3.5.1 Tier 1 Priorities

3.5.1.1 Dedicated Web Development Team:

The City of Joplin needs to be able to rely on a dedicated web development team to assist us with:

- Transition to a new CMS
- Development of Information Architecture
- Involving the City's Webmaster in development and design of UI
- Ongoing development support for future iterations of websites, applications, etc.

3.5.1.2 Mobile-First, Responsive Design:

We want our website experience to be designed around mobile usability first, and for desktop as a secondary importance. However, we want the design to respond and adjust to all common screen widths. Various city staff will contribute content, but the City's Webmaster will make final design decisions using brand guidelines and design system.

3.5.1.3 Content Search:

The search experience on our website must reliably return the best result within the top

3 results. Search must be filterable and sortable by a variety of metadata factors.

3.5.1.4 Concise Menu Design:

Menu drop downs should be concise and not overwhelm with too many options.

3.5.1.5 Friendly URLs:

Every page of the website should have a friendly URL which does not include random letters or numbers. Documents should also have friendly URLs based on the title and date of the document.

3.5.1.6 Department Landing Pages:

Various departments, divisions, and other pages will need to have their own landing pages. See section 3.1.9 for a listing of anticipated landing pages which will require their own URL, menu, news, calendar events, content pages, contact information, and facilities.

3.5.1.7 Project Tracker Pages:

Similar to Nixa.com's project tracker, we want the ability to have a landing page where visitors can view a map of various projects occurring around the City, whether they be infrastructure projects (conducted by the City or a partner), significant commercial and residential projects by private developers, City facility projects, or Public-Private Partnership projects. Pins on the map should link to the page about that project. Each project should have its own page with detailed information, documents, and images about the project. We need the ability to assign responsibility for updating these pages to staff in Public Works and/or Planning & Development. The same page template may work for a directory of parks facilities, where a landing page will display a map of all our parks, and hovering over a pin will pop up a window with the name of the park, and clicking the pop-up will take you to a page with information, documents, and images about that park, along with a calendar of events scheduled for the park, and links to reserve facilities or make other park-related purchases.

3.5.1.8 Council Meeting Agenda Workflow:

Must establish workflow for building and posting city council meeting agendas to replace current workflow provided within the CivicPlus Web Central CMS.

3.5.1.9 Bid Document Workflow:

Must establish workflow for posting bid documents in a searchable library of the website, where there are categories of bids, and website visitors are able to subscribe to alerts for each category to be alerted when new bid documents are published. Current bid category subscribers will need to be migrated.

3.5.1.10 News Blog with Categories & Subscriptions:

The website must include a robust news blog with a variety of categories and the ability for visitors to subscribe to each news category and determine whether they want a notification by email, text, push alert, or by multiple methods, whenever a news item is published for the category they have subscribed to. We want the ability to determine the teaser text for each news item, and for alerts to indicate which category of news the alert is about. We also want the ability for high-level users to be able to turn any

news post into a banner across all pages of the website. News carousel on the home page should display all recent news from any category, and have the ability to pin featured news stories to the top, with a prominent link to view all news. In addition, each department landing page will need its own news section with content filtered only to those news stories relevant for that department. We need the ability to tag some news stories as being relevant to multiple categories/departments.

3.5.1.11 Alert Banners:

Ability to add an alert banner across all pages of the website, or to add an alert banner to a certain department landing page and its sub-pages.

3.5.1.12 Video Embeds on Pages:

Must be able to embed video on pages without the CMS user having to use HTML code to do so. Ideally, user would select a video web component and then paste in the address for a YouTube or Vimeo link in order to embed. Option to auto-play or click-to-play. Option to default each video to either mute or unmute. For example, a video on a landing page header should be muted and autoplay. A video explaining a program should be click-to-play and be unmuted.

3.5.1.13 Visual, Interactive Timelines:

Must be able to build timelines to display for pages such as community history, Fire Department history, timeline of past Mayors, etc. Each point on the timeline should be able to include images, headers, text, and links to pages with more detail.

3.5.1.14 Statistical Dashboards:

Must be able to present statistics on a variety of pages in a way which appears like a dashboard or infographic, but is accessible to screen readers, rather than uploading graphic images which are not accessible.

3.5.1.15 Email and Text Alerts:

Must be able to integrate email and text alerts with a variety of subscription categories. We want citizens to be able to change their subscription settings for each news category, opting into text, email or both for each category.

3.5.1.16 Navigational Breadcrumbs:

Website must display breadcrumbs as a way to navigate back through pages.

3.5.1.17 External Links Open In New Windows:

When users click any link to external pages or documents, they should open in a new window. Only navigation to pages of the City website should remain in the current browser window, with the ability to use the back button or breadcrumbs to go back to your previous page.

3.5.1.18 Multiple Images and Attachments to News Blog Posts:

News blog posts must be able to include multiple images and attachments. Currently, News Flash only allows us add a single image to a news item and no attachments.

3.5.1.19 Interactive Map Embeds:

Must be able to embed interactive maps on pages. Prefer to use data from our ArcGIS, but some pages may benefit more from embedded Google Maps.

3.5.1.20 Calendars:

Must be able to create multiple calendars on the site with multiple calendar categories. On the homepage of the website, we'd like to be able to toggle from a monthly calendar view with all upcoming events to filter down to certain categories of events. Would also like to be able to tab over to a list view of the next several upcoming events, with filtering capability, and the ability to tab over to a list view of the most recent past events. Each event listing on the calendar view or list views should link to a page about the event. In addition, some pages will also have pre-filtered calendar sections, with the option for either a month view or list view depending on which fits best for that particular page. For example, the City Council page should have a calendar just showing upcoming council meeting dates. The page for the Bike Park should have a calendar only showing events to be hosted at the Bike Park. The page for Ewert Park should have a calendar only showing events to be hosted at Ewert Park.

3.5.1.21 Directory of Services/Programs:

Website must include a directory of services and programs offered by the City and its partners. The listing much be searchable/filterable by key word, department or partner. Each city program or service should have page about that service, and each service provided by a partner should link out to that partner's website.

3.5.1.22 Embedded Fillable Forms:

We need to be able to embed multiple fillable forms on a single page, rather than linking to PDFs. Forms need to be able to include multiple large attachment files, trigger email notifications to specified staff. Forms should be able to be built with payment fields, conditional logic, and custom fields.

3.5.1.23 Staff Directory:

Must be able to keep a staff directory on the website, with ability for certain CMS users to be assigned responsibility for updating the directory listings only for their assigned department. Search results for staff who are listed in the directory should include all relevant information including name, email address and phone extension.

3.5.1.24 Directory of Partner Organizations:

Each partner organization, such as the Chamber of Commerce or School District, should have a name, a description of the organizational mission, phone number, email address, and a link to their website home page. This way, when an organizational listing is updated, links to the partners featured on any page of the site will automatically be updated. For example, the Fire Department and Building Division may both want to include a link to the County Building Department from their list of frequent partners, and should link to the same contact information. This would prevent one department from updating contact information for their partner, but other departments failing to do so.

3.5.1.25 Automated Communications With Triggers:

We want the ability to trigger messages based on request responsiveness and user-initiated process updates. When you submit a form, you automatically get an email confirming your submission with a copy of what you submitted. When you add a

comment to a discussion, you should get reply messages pushed to you.

3.5.1.26 WCAG 2.0 AA compliance minimum:

All content on our website must be compliant with WCAG 2.0 AA standards for accessibility at minimum, and AAA where possible.

3.5.1.27 Online Payments:

Payments on the website must integrate with CentralSquare's Naviline software. Payments need to be reconciled by Finance staff, and only certain finance staff should have ability to issue refunds or cancel transactions, with full auditing of transactions conducted through the website for any department or type of purchase or payment. Would like to offer a workflow for paying anything the City has invoiced/billed you or your business for.

3.5.1.28 Archive of Live-Streamed Meetings:

We need a page with an archive of council meeting live streams and a separate category for live-streamed press conferences or other meeting categories.

3.5.1.29 Archive of MarCom Videos:

We need a page with an archive of Marketing & Communications videos with categories for each video series such as: Mayor's Monthly Video Message, Show Me Joplin, and Around Joplin with Fryendz.

3.5.1.30 Citizen Engagement Tools:

Build and distribute surveys, allow comment sections for projects during their conceptual and planning phases, ability to host strategic planning discussions and digital sticky notes for submitting ideas. Integration with SeeClickFix or recommended replacement solution for citizens to take a picture of a pothole, pin it on the map where they saw it, and submit it to the appropriate department who can address it like a work order and automatically generate automated communications back to the submitter when the task is received, assigned, and completed.

3.5.1.31 Security Features:

SSL certification, FedRAMP authorized infrastructure, https:// in URL, daily offsite redundancy backups, automated backups patches and updates, data encryption, reliable cloud hosting.

3.5.2 Tier 2 Priorities:

3.5.2.1 Online Burn Permit Workflow:

Want to establish workflow for offering burn permits online, taking payments online with the goal of reducing paperwork for the Fire Department and stop having to accept paper checks as the only way to make payment.

3.5.2.2 Control of Breakpoints for All Layout Widths:

Want our staff Webmaster to be able to adjust breakpoints on the website(s) as needed to ensure best possible layout of content for each screen size, without involvement of the website developer.

3.5.2.3 Ticket Sales Workflow:

Want to be able to conduct ticket sales for events such as the State of the Community event through the website, without having to send customers through the Parks & Rec portal to make payment. Where a customer could select how many tickets they want, and make payment, with the ability for our Finance Department to reconcile transactions daily. Ideally, this function would produce numbered tickets so we can verify that people are not printing multiple copies of the same ticket, allow us to set a limit on the number of tickets to be sold, and allow for us to track the accounting separately from other transactions such as parks, health and other departments accepting payments into their specific GL lines.

3.5.2.4 Data Dashboards:

We want each department landing page to have a customized data dashboard to show key metrics. Police may want to show crime stats and calls for service from last month. Finance may want to show tax revenue and monthly expenditure numbers or a graph of revenue and expenses for the last 12 months. Public Works may want to show expenditures per project, stats for number of pot holes filled, a map of where maintenance is occurring, a map of ADA sidewalk projects, etc.

3.5.2.5 Geo-Fenced Messaging:

We want the ability to trigger messages based on geo-fencing. If you have the City's app downloaded to your phone, when your phone enters a geo-fenced area, you should get any alerts we have issued which are current for that area.

3.5.2.6 Transit Bus Live Locations:

We want the ability for someone standing at a bus stop to be able to easily access a page on the Transit Division portion of the website, where, without logging in or creating a user, they can see live the locations of busses or ETA for when the next bus will arrive at their stop. Integration with Asset Management software or Transit software required.

3.5.2.7 Chat Bot:

We would like to have a customer service chatbot on our website which can use the content of the site to provide accurate information to website visitors, and link them to the page they need to get to for making a payment or filling a form.

3.5.2.8 Figma Integration:

We will prefer a website solution which includes Figma integration for page design and wireframing new content. This would allow the City's webmaster to design new content components, page layouts or page templates, and facilitate future website redesigns.

3.5.2.9 FontAwesome Integration:

We will prefer a website solution which includes integration with FontAwesome and other design system implementation tools for collaborative interface design.

3.5.3 Tier 3 Priorities:

3.5.3.1 Auto-Recommended Content:

Would be nice if the website could serve up "you may also be interested in" content recommendations at the bottom of pages, with buttons linking to related content pages or documents.

3.5.3.2 Embed Weather Map and Weather Radio Widgets:

Want to be able to embed weather map and live stream of weather radio onto an emergency management page of the website.

3.5.3.3 Advanced Bid Software Integration:

Would like to integrate or include bid posting tools beyond just posting current open bids and the ability to search prior bid opportunities, to include the ability to accept bid proposals through our website in such a way that proposals for bids can be stored securely where they cannot be reviewed by any city staff until the time designated for bid opening by the City for each particular bid opportunity. (Similar to IonWave software product.)

3.5.3.4 Advanced Plan Progress Reporting Software Integration:

Would like to integrate or include transparency tools for displaying adopted strategic planning documents broken out by action plans and steps, with status/progress updates using as much automation as possible and including permissions controls so only authorized department heads would be able to draft updates, with approval required by the City Manager prior to publishing. (Similar to the Envisio software product which we have seen in a prior product demo).

3.5.3.5 Ability to Embed Public Access Streaming Channel:

Want the ability to embed a public access streaming channel where the public can watch council meetings live, and see playlists of programming content from the MarCom department.

3.5.3.6 Retail Sales Workflow:

This would probably not be implemented at initial website go-live, but it would be nice to have the capability to sell retail items through the website, and assign items to different GL lines as necessary to separate revenue for Parks from revenue for VisitJoplin, or the Marketing & Communications Department for example. The Bike Park website will certainly need the ability to sell retail items.

3.5.3.7 Single Account for Each User, Single Shopping Cart:

The ultimate fantasy would be to offer a single portal through which a user would log in to view all their accounts with various city departments, and could place various items into a single cart and make payment. For example, I'd like to log in, select that I want to pay my utility bill, I want to renew my business license, renew my dog tag, register my kid for fall soccer, buy a pool pass, buy museum tickets, buy tickets to the annual state of the community event, and pay for my fence permit all at the same time, with the money going to each separate department account. I'd like to be able to tab between the various departments or workflows, but put each thing into a single cart,

and not have to enter my contact information for each thing, because by logging in, each process should autofill my name, account number and contact info. However, considering how difficult it has been to set up systems for online building permits alone, we don't suspect this to be possible.

3.5.3.8 Future App Development & Ownership:

In the future, we want the consultant to assist us in developing use-cases for mobile apps and other digital experiences. The City should own any apps we recommend the public download and make them available as free downloads in app stores.

3.6 Content Migration

3.6.1 Pages:

While Joplinmo.org currently has 502 published content pages, we anticipate very few if any have content on them which can be migrated as-is for publishing on the new website. The vast majority of pages have outdated, poorly designed content, broken links, and will require heavy rewriting. We anticipate a massive reorganization of content, creating new content which we've never made available on our site before, and eliminating irrelevant content.

3.6.2 Images:

We do not plan to migrate any image libraries from the current site to the new website. While we may need to archive the current asset libraries, our Webmaster will need to compile the new image library to be uploaded into the new CMS and approve all images to be uploaded for the first phase launch of the site in 2026.

3.6.3 Documents:

The current CivicPlus site contains a variety of document libraries and directories across what CivicPlus refers to as "modules". Each is described below along with our assessment of how best to approach the transition to a new CMS and website. **Migration of document libraries is considered a Tier 1 priority.**

3.6.3.1 Agenda Center: 3300+ items in 30 categories.

Very important to migrate the archive of meeting agendas, preserving the current categories. Keep in mind, City Council agenda PDFs contain links to additional PDFs or other file types, and we need to ensure these links are not broken, or that the supplemental documents (such as presentations to council) become attached to the agenda document.

3.6.3.2 Archive Center: 5100+ items in 25 categories.

Archive center's search function does not work very well (drop downs are useless) but

the navigation at bottom of page functions for navigating through the archive. We do need to preserve this archive of documents, though further discussion will be needed to assess whether all categories should continue to be available to the public through the new website. Any documents or categories not made publicly available should be archived in some other way where the City Clerk, historians, or librarians could access and search them.

3.6.3.3 Bids Postings: 662+ items in 12 categories.

The Bid Posting module allows us to keep a searchable archive of bid documents, separated into categories (by department issuing the bid) where website visitors are able to subscribe to alerts for each category to be notified when new bid documents are posted. Subscriber contact information will also need to be migrated to the new website, the bid category with the most subscribers is currently Public Works, with 558 subscribers.

3.6.3.4 Calendar: 1365+ items in 13 categories.

This module is a mess which doesn't make sense to me. It seems that we mostly use this module for posting upcoming City Council meetings to the City Calendar. It is unclear to me whether past events on this calendar should be migrated as part of an archive.

3.6.3.5 Document Center: 4450+ items in 257 categories.

This is the primary asset library for the website content. We should preserve an archive of these assets, mostly PDFs, but not migrate them blindly. We will need to work with each department to review their documents for relevance and accuracy. We can then migrate the documents which are truly needed for the new website.

3.6.3.6 Facilities: 44 items in 4 categories.

This module includes names and addresses, plus fields for describing each city-owned facility. Unclear whether we would migrate this content or simply replicate it as appropriate.

3.6.3.7 FAQs: 394 items in 50 categories.

We should prepare to migrate these but ask departments to review them for relevance and accuracy before actually publishing them to the new website.

3.6.3.8 Forms: 43 items in 13 categories.

Forms should be reviewed and rebuilt, we do not want to migrate forms without discussing with relevant departments how to improve each form. I imagine some forms are no longer relevant.

3.6.3.9 Jobs: 23 items in 34 categories.

Whatever jobs are live on the current site in the weeks prior to going live with the redesigned site should be replicated/migrated, and we will need to train HR staff how to post jobs in the new CMS, so they can post jobs to both until the current site becomes defunct, this way, the replacement site will be completely current at go-live.

3.6.3.10 News Flash: 54 items in 13 categories.

This module is essentially a news blog with subcategories. All news blog posts which have not expired should be migrated to establish an archive of news. The MarCom department is responsible for adding news posts and we need to stop "expiring" our news articles so we can build up a searchable archive of news. However, some content which recurs annually should expire to prevent confusion and eliminate outdated search results.

3.6.3.11 Resource Directory: 571 items in 809 categories.

This module is another mess which I don't fully understand yet. There are 248 business listings, but I am unsure if these should exist on the new website. I do see value in offering a directory of licensed businesses, but it's unclear who on staff should maintain it, or whether we should potentially have a tool which allows business owners to update contact info for their listing. Unsure how else this module is actually used. This may be replaced by or potentially integrate with the new Business License portal module of the CentralSquare software which the Finance Department is currently implementing.

3.6.3.12 Staff Directory: 338 items in 37 categories.

This module is used by departments to make contact information for their staff visible to the public. I am unsure to what degree we should migrate the staff directory as is or rebuild by forcing departments to consider again which staff each wants listed on the public site. I am in favor of listing job titles or offices and offering distribution list email addresses rather than naming all mid and low-level staff. I'm supportive of only senior staff and key contacts being listed on the public directory. Especially now that we are building a more usable intranet site on Sharepoint with robust internal directory.

3.7 Deployment & Hosting

The new site should be hosted on a platform that is highly resilient and able to withstand typical disaster scenarios. The site should provide cybersecurity that mitigates the increasing security risks that local governments are facing more regularly.

The City's website (joplinmo.org) is currently hosted through CivicPlus, and CivicPlus currently manages our DNS settings for the site. If the winning bidder is any firm other than CivicPlus, the City would prefer to manage DNS settings using GoDaddy, and to have the site hosted in the cloud. The City has no preference on cloud hosting provider.

3.7.1 Tier 1 Priorities:

3.7.1.1 Reliable High-Speed Hosting

Service-Level Agreement from the hosting vendor should include provisions for reliability and speed of access.

3.7.1.2 Hosting Support

Hosting vendor should provide technical support 24/7/365.

3.7.1.3 Multiple Domain Hosting

Provide multiple domain hosting and sub-domains with secured logins.

3.7.1.4 SSL Encryption

Provide 128-bit and 256-bit encryption over Secure Socket Layer for displaying specific web pages and or information transmitted to and from the website by City staff.

3.7.1.5 Redundancy and Disaster Recovery

Server redundancy and disaster recovery options if desired by the City. (Please show pricing for these services separately if additional cost).

3.7.1.6 Performance Monitoring and Reporting

Standard performance monitoring, usage statistics and reporting.

3.7.1.7 Issue Escalation

Provide an escalation path to get issues resolved within defined Service-level Agreement.

3.7.2 Tier 2 Priorities: (none identified)

3.7.3 Tier 3 Priorities: (none identified)

3.8 Training & Documentation

3.8.1 Tier 1 Priorities:

3.8.1.1 Site Transition and Go-Live

The consultant must provide a specific, step-by-step transition plan from the current website to the new website well in advance of "go-live" for the new site. This should include content preparation checklists, testing of functions, training of CMS users, and advice regarding key messages and how to educate the public about the new website to assist the Marketing & Communications Department in successfully launching the site with the public to minimize confusion, and maximize seamless adoption of the new site and all the functions it will be replacing from the old site.

3.8.1.2 Training

The consultant must provide robust training for the Webmaster as well as the initial set of staff CMS users, appropriate to their roles and permissions. Training may be provided in person, via live and recorded video conference calls, or pre-recorded videos. Manuals and written documentation will not count towards meeting the training requirement.

The city's Webmaster must be provided a robust "train-the-trainer" as this role will take on responsibility going forward for training new CMS users. In the occasion that the City's webmaster is not available for any reason to train their replacement or other CMS users, the consultant must be available on short notice to provide robust training at any time for as long as the City continues using the website platform and tools implemented through this project. Preference for step-by-step or course of training throughout the build phase of the website rather than a single data dump which could overwhelm staff.

3.8.1.3 Documentation

The consultant must compile and provide documentation for how to troubleshoot all aspects of the website and integrated systems. This should include the provision of CMS documentation as well as for other SAAS and related systems integrated into the website(s). Searchable online libraries for understanding the CMS and website tools are preferred over printed documentation. These libraries must be useful for our Webmaster in diagnosing and troubleshooting issues, and all instructions must be thorough and up-to-date, reflecting the most recent software updates and platform changes. Issues which will require support from the CMS platform vendor or the website design consultant should be clearly outlined prior to go-live, so our Webmaster understands the range of issues they will be able to troubleshoot alone, and which will require outside support.

3.8.2 Tier 2 Priorities:

3.8.2.1 How-to-videos

A library of short videos showing our CMS users how to accomplish the most common tasks they will frequently be responsible for would be very helpful and while not a deal-breaker, will be scored favorably.

3.8.3 Tier 3 Priorities:

3.8.3.1 Support Community

Online communities for CMS system users are a welcome bonus but are not considered essential. If the CMS platform does offer such a community, training should be provided to the City webmaster on how to navigate and get the most out of such resources.

3.9 Ongoing Maintenance & Support

3.9.1 Tier 1 Priorities:

3.9.1.1 Dedicated Account Manager:

The website developer (consultant) must provide a dedicated account manager or customer success resource to be the primary point of contact for the City's Webmaster throughout the design, build, implementation, ongoing maintenance and future software integrations with the websites included within this project.

3.9.1.2 Web Development/Consulting Support:

The website developer must be available 24/7/365 to assist in managing and resolving

technical issues with the website(s), mobile apps, and IoT experiences they have developed or helped the City acquire. The City Webmaster must be able to contact support via email and phone and be able to speak with US-based human support. Additional option for support through online chat is also preferred but considered secondary to availability by phone and email. Support provided should be comprehensive, and liaison support should be provided for any systems not directly managed by the developer. For example, the City's Webmaster should be able to rely on the developer support team (consultant) to contact and manage support requests directly with the CMS or other systems in our tech stack, on the City's behalf. The consultant's support personnel must be capable of effective support liaisons with these 3rd-parties to resolve issues within a reasonable period of time based on the priority, severity and urgency of the issue.

3.9.1.3 Budgeting for Future Additional Website Feature and Digital Experience Development:

The website developer must propose annual ongoing costs to include all maintenance, support, and a budget for hours of labor available to develop and implement additional phases of the website project in future budget years for new modules, widgets, etc. for new features and capabilities or additional digital experiences.

3.9.2 Tier 2 Priorities: (none identified)

3.9.3 Tier 3 Priorities: (none identified)

4 Evaluation of Proposals

4.1 Qualifications of Respondents

Respondents should provide all evidence of relevant experience and qualifications as outlined in section 2.2.1. to provide confidence in your firm's ability to provide comprehensive website design, development, and technology implementation services to include solutions consulting regarding all aspects of this RFP.

4.2 Scoring of Proposals

Scoring will emphasize related experience, portfolio of prior enterprise website projects, management, organization, availability of key staff, skill, financial, and other necessary resources to perform the work or provide the services required in a timely manner.

4.2.1 Company Profile: (10 Points)

Respondents must provide an explanation of their firm's areas of expertise, core competencies, and relevant experience. History and trajectory of the firm should be explained in brief.

Respondents must provide a listing of all personnel assigned to this project. If the Respondent needs to hire additional staff to fulfill this engagement, please briefly elaborate with a tentative plan of action. If the Respondent needs to partner with other firms such as a CMS platform or other service providers, please explain the nature of such partnership and key staff representing such project partners. Include company profiles for each partner firm or service provider.

Include an explanation of each person's area of responsibility for this project, years of related experience, geographic location, and the resume or CV for each professional assigned to this project. Please attach an organizational chart that includes any associated decision-makers who will or may have a role in the proposal or project management process. The City has an interest in hiring a firm with sufficient depth and breadth of staff to provide confidence that the firm will be capable of fulfilling their responsibilities in spite of staff turnover.

4.2.2 Experience & References: (10 Points)

Respondent must provide three (3) examples of directly relatable experience corresponding to the services requested by the City. Please include the name, title, address, telephone number, and email for each client contact. Examples proving the ability to coordinate multiple enterprise-level website projects should be included and will be considered in the scoring. Scoring will also emphasize the firm's experience and results related to similar type projects. Please note any awards or recognitions earned for prior website projects which were of a similar nature.

4.2.3 Approach Strategy: (10 Points)

Please describe in detail the proposed methodology for this project. Scoring will emphasize the project approach, proven implementation, and/or management strategies by the team, including timeline, training and support resources.

4.2.4 Proposal to Fulfill All Tier 1 Priorities: (20 Points)

Please provide notes alongside the Scope of Work Tier 1 Priorities list, indicating how your proposal will or will not be able to fulfill each listed.

4.2.5 Proposal to Fulfill All Tier 2 Priorities: (15 Points)

Please provide notes alongside the Scope of Work Tier 2 Priorities list, indicating how your proposal will or will not be able to fulfill each listed.

4.2.6 Proposal to Fulfill All Tier 3 Priorities: (10 Points)

Please provide notes alongside the Scope of Work Tier 3 Priorities list, indicating how your proposal will or will not be able to fulfill each listed.

4.2.7 Proposed Project Budget: (25 Points)

Please provide a complete itemized project budget including everything required to meet the minimum requirements (Tier 1 priorities), and indicate optional pricing for each additional item or option available to meet all Tier 2 and Tier 3 priorities. Please also provide pricing options for any additional or replacement solutions which you recommend.

If you are not able to provide pricing for 3rd party SaaS or other technologies which will need to be purchased as part of the project to meet any priority within any of the three tiers, please indicate why you are not able to provide a cost estimate for each.

Clearly indicate 1-time costs versus annual recurring costs.

Provide cost estimates for the development of any integrations for which we have indicated an interest, or which you believe will be necessary or recommended, whether or not the integration is already deployable.

Additionally, please provide a pricing sheet showing hourly costs for each type of service this project may require from your firm, in the case that additional hours of work should be required beyond what you anticipate for the project budget.

Proposal must also include a proposed annual budget for ongoing CMS and SaaS fees, hosting, maintenance, support, and a budget for additional website or other digital experience improvements and development. Specify hourly rates for each type of labor and a proposed amount of labor hours to be included in the annual recurring fees, indicating the amount of annual uplift.

Costs will be scored fairly for all bids received. In order to score fairly, we will base the cost score on the total costs required for implementation of all Tier 1 priorities in your 1st year project budget. The lowest bid will receive 25 points and the highest bid will receive 0 points. All other bids will be scored based on a formula calculating a ratio of difference between the high and low bids.

5 Sample Services Contract

STANDARD AGREEMENT
FOR CONSULTING SERVICES

THIS AGREEMENT is made and entered into this _____ day of _____, 2023, by and between the City of Joplin, Missouri, a Missouri Municipal Corporation, hereinafter referred to as "City," and _____ hereinafter referred to as "Consultant," and with City and Consultant being referred to collectively as "the Parties."

WITNESSETH:

WHEREAS, City desires to retain a Website Development Consulting Firm for the purposes of comprehensive website design, development and technology implementation services for the City of Joplin, as described in City's Request for Proposal, attached hereto and incorporated by reference as Exhibit A; and

WHEREAS, Consultant desires to provide comprehensive website design, development, and technology implementation services pursuant to the terms of this agreement, as described in Consultant's Response to City's Request for Proposal, attached hereto and incorporated by reference as Exhibit B; and

WHEREAS, City has selected Consultant as the lowest and best bidder based on full consideration of all factors, preferences, and conditions deemed applicable by City.

NOW, THEREFORE, in exchange for valuable consideration each received from the other, the receipt and sufficiency of which are hereby acknowledged, the Parties do hereby agree as follows:

1. Scope of Work and Payment.

a. City agrees to engage Consultant for performance, and Consultant agrees to perform, the services described in Exhibits A and B within the time specified therein. Specifically, Consultant shall serve as City's website developer for an initial three-year period. The contract period shall begin on or about November 18, 2025, and is anticipated to end on October 31, 2028.

b. The services of Consultant shall commence only as authorized in writing by City and shall be undertaken and completed as promised by Consultant as described in Exhibits A and B.

c. City agrees to pay Consultant in accordance with the prices and terms set forth in Exhibits A and B for work authorized by City upon presentation of proper invoice and inspection by City of work completed by Consultant. Specifically, City agrees to pay Consultant $xx,xxx per annum and an amount not to exceed $xxx,xxx for one-time project costs.

d. All information, data, and reports as are existing, available, and necessary for the carrying out of the work, shall be furnished to Consultant without charge, and the Parties shall cooperate with each other in every way possible in carrying out the scope of services.

e. Consultant shall fully coordinate its activities in the performance of this contract with the activities of City.

f. Consultant represents that Consultant will secure the following at Consultant's own expense: all personnel required to perform the services called for under this contract by Consultant. Such personnel shall not be employees of or have any contractual relationship with City except as employees of Consultant. All the services required hereunder will be performed by Consultant or under Consultant's direct supervision and all personnel engaged in the work shall be fully qualified and shall be authorized under state and local law to perform such services. None of the work or services covered by this contract shall be subcontracted without the written approval of City.

2. Amendments. The covenants and obligations herein contained are the full and complete terms of this Agreement, and no alteration, amendments, or changes to such terms shall be binding unless first reduced to writing and executed with the same formality as this Agreement.

3. Assignment. This Agreement, including payment hereunder, shall not be sub-let, assigned, or otherwise disposed of, except with the prior written consent of the City.

4. Attorney's Fees and Expenses. If City files suit in order to enforce any term of this Agreement and is the prevailing party, Consultant shall be liable for City's reasonable attorney's fees and expenses. In no event shall City be liable for Consultant's reasonable attorney's fees and expenses.

5. Choice of Law and Venue. This Agreement has been made, and its validity, performance and effect shall be determined, in accordance with the laws of the State of Missouri and venue for litigation between the parties shall be solely and exclusively in Jasper County, Missouri.

6. Compliance with Laws. Consultant shall observe and comply with all Federal, State, and local laws and ordinances that affect those employed or engaged by it on the project, or the material or equipment used, or the conduct of the work, and shall procure all necessary licenses, permits, and insurance.

7. Confidentiality. Any reports, data, or similar information given to or prepared or assembled by the Consultant under this contract which the City requests to be kept as confidential shall not be made available to any individual or organization by the Consultant without prior written approval of the City.

8. Consequential Damages. In no event shall City be liable to Contractor for special, indirect, or consequential damages.

9. Contract Documents. The contract documents shall consist of the following: this Agreement, City's Request for Proposal, and Consultant's Response to City's Request for Proposal. In the event of conflict between the contract documents, this Agreement will prevail. In the event of conflict between City's Request for Proposal and Consultant's Response to City's Request for Proposal, City's Request for Proposal will prevail.

10. Counterparts. This Agreement may be signed in counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same instrument. Facsimile signatures shall be given the same force and effect as original signatures.

11. Entire Agreement. This Agreement (including any Exhibits) contains the entire understanding of the parties with respect to the subject matter hereof. It may not be altered or amended except by an agreement in writing signed by both parties.

12. Ethics. Consultant warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for Consultant, any fee, commission, gift, or contingent fee.

13. Fiduciary Duty. Consultant owes a fiduciary duty to City, including the duty of care and the duty of loyalty. Consultant shall act in the best interest of City.

14. Headings. The headings of paragraphs in this Agreement are for convenience only. The headings form no part of this Agreement and shall not affect its interpretation.

15. Indemnification. Consultant hereby assumes all risk of, and responsibility for, and agrees to indemnify and save harmless City, from and against any and all claims, demands, suits, actions, recoveries, judgments, costs, and expenses, including reasonable attorney's fees and expenses, therewith made, brought or obtained on account of the loss of life or property or injury or damage to the person or property of any person or persons whomsoever, whether such person or persons be Consultant, its agents or employees, or City, its agents or employees, or any third-person in any way connected with the parties hereto, which loss of life or property, or injury or damage to persons or property, shall be due to, or arise out of, result from, or be in any way connected with, this Agreement, except to the extent arising from or caused by the sole or gross negligence or willful misconduct of City, its agents or employees.

16. Independent Contractor. This Agreement does not create an employer-employee relationship between the parties. Consultant is an independent contractor and is not entitled to any benefits including health, dental, vision, disability, life, and unemployment insurance, worker's compensation coverage, and LAGERS. Consultant is an independent contractor and not an employee for all purposes including the application of the Fair Labor Standards Act Minimum Wage and Overtime Payments, Federal Insurance Contribution Act, Social Security Act, Federal Unemployment Tax Act, and the provisions of the Internal Revenue Code, Missouri Revenue and Taxation Laws, and Missouri's Worker Compensation Laws and Unemployment Insurance Laws.

17. Insurance. Intentionally omitted.

18. Intellectual Property. Any information, know-how, data, results, inventions, and any associated intellectual property, that is made, discovered, created, invented, or generated by Consultant in any activities or work under this Agreement shall be owned by City.

19. Non-Appropriation. Notwithstanding any provision herein to the contrary, City is obligated only to make the payments set forth in the attached contract as may lawfully be made from funds budgeted and appropriated for that purpose during City's then current fiscal year at the discretion of City. If no funds are appropriated or otherwise made legally available to make the required payments for this Agreement during the next occurring fiscal year (an "Event of Nonappropriation"), this Agreement will terminate at the end of the then current fiscal year as if terminated expressly. The failure or inability of City to appropriate funds for this Agreement in any subsequent fiscal year shall not be deemed a breach of this Agreement by any party.

20. Notices. All notices required or permitted hereinunder and required to be in writing may be given by first class mail addressed to City and Consultant at the addresses as follows:

City of Joplin, Missouri	Consultant Firm
ATTN: MarCom	ATTN: -------
602 S. Main St.	Street Address
Joplin, MO 64801	City, State Zipcode

The date of delivery of any notice given by mail shall be the date falling on the second full day after the day of its mailing.

21. Records and Audits. The Consultant shall maintain accounts and records, including personnel, property, and financial records, adequate to identify and account for all costs pertaining to the Contract and such other records as may be deemed necessary by the City to assure proper accounting for all project funds. These records will be made available for audit purposes to the City or any authorized representative, and will be retained for three years after the expiration of this Contract.

22. Representations. The signatories hereto represent and warrant that they have read this Agreement, that they are fully authorized in the capacities shown, that they understand the terms of this Agreement, and that they are executing the same voluntarily and solely for the consideration described herein.

23. Severability. If any of the provisions of this Agreement shall be construed to be invalid or illegal, the legality or validity of the other provisions of this Agreement shall not be effected thereby. Any illegal or invalid provision of this Agreement shall be severable and any other provisions shall remain in full force and effect.

24. Termination. If, through any cause, Consultant shall fail to fulfill in a timely and proper manner Consultant's obligations under this contract, or if Consultant shall violate any of the covenants, agreements, or stipulations of this contract, City shall thereupon have the right to

terminate this contract by giving written notice to Consultant of such termination and specifying the effective date thereof, at least five (5) days before the effective day of such termination. City may, without cause, terminate this contract upon thirty (30) day's prior written notice. In either such event, all finished or unfinished documents, data, studies, reports, or other materials prepared by the Consultant shall, at the option of City, become its property. Consultant shall be entitled to receive just and equitable compensation for any satisfactory work completed. Notwithstanding the above, Consultant shall not be relieved of liability to City for damages sustained by City by virtue of any such breach of the contract by Consultant.

25. Third-Party Beneficiaries. This Agreement shall not confer any rights or remedies upon any person other than the parties and their respective successors and permitted assigns.

26. Unauthorized Aliens. That pursuant to Missouri Revised Statute Sections 285.525 through 285.555, if this contract exceeds the amount of $5,000.00 and Consultant is associated with a business entity, Consultant shall provide an acceptable notarized affidavit stating that the associated business entity is enrolled in and participates in a federal work authorization program with respect to the employees working in connection with the contracted services, and that said business entity does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. Additionally, Consultant must provide documentation for said business entity evidencing current enrollment in a federal work authorization program.

27. Waiver. Waiver of any provision of this Agreement or breach of this Agreement shall not thereafter be deemed to be a consent by the waiving party to any further waiver, modification or breach by the other party, whether new or continuing, of the same or any other covenant, condition or provision of this Agreement. Failure by one of the parties to this Agreement to assert its rights for any breach of this Agreement shall not be deemed a waiver of such rights.

IN WITNESS WHEREOF, the Parties have hereunto set their hands the date first above written.

CITY OF JOPLIN, MISSOURI

_____
Nicholas Edwards, City Manager

Consultant

_____
By: ----------
Its: authorized signatory

ATTEST:

_____
Holly Nagy, City Clerk