

EXHIBIT V
I.T. SERVICES AGREEMENT
WEB PUBLISHING SUITE

INTRODUCTION

County has authority to provide a Web Publishing Suite, a system to manage internet web sites. County makes its I.T. Service available to Public Bodies to assist them in developing new or updated web sites. County hosts the web sites to assist Public Bodies with enhancing communication with the general public via the Internet.

- 1) County will provide Public Body with the County's I.T. Service which includes the setup of the suite template, web access, web content management system, statistics and search setup, hosting and up to five (5) pages of content that fit within a suite template. For new web sites, this includes the creation of up to five (5) web pages with new content provided by Public Body. If an existing web site is being converted, County will convert the first five (5) pages of content to fit the template.

County will not produce new content, video, custom photo galleries, or audio/podcasts.

Public Body is responsible for cost of purchasing or transferring domain name(s).

County will host the web site, but Public Body is responsible for the upkeep, maintenance and integrity of content and data stored on it.

To assist Public Body, the County's content managers may access the editing features from a remote location via web-based interface and secure login.

- 2) County will initially train two (2) Public Body Employees in the use of I.T. Service's content management system. County will provide the two Public Body Employees with standard libraries, lists, web parts, features, and functionality.
- 3) County will use reasonable efforts to provide Public Body with the licensing authority needed to use the content management system.
- 4) County will provide quarterly on-site or online training updates in content management system for up to two (2) Public Body Employees who act as web content managers for Public Body.
- 5) County will provide access to online support documents and resources. County will assist Public Body with registering a new, or transferring an existing, domain name through Network Solutions. A domain name cannot be transferred until the entire site can be housed under a single URL (unless there is a different domain for an existing web site).
- 6) County will not provide support or assistance for third-party web sites or tools Public Body places on its web site.
- 7) County will integrate web analytics into Public Body's web site.
- 8) County will advise Public Body of a time frame it expects to complete implementation of the I.T. Service.
- 9) Upon termination of the Agreement, County shall provide Public Body with a DVD containing the content entered by Public Body into County's suite template. County

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shall not provide a copy of its copyrighted suite template to Public Body for use after termination of the Agreement.

SUPPORT

County Information Technology (I.T.) Department will support the application for Public Body. Public Body will designate two representatives to act as primary and secondary Points of Contact with County.

SUPPORT SERVICES

County will provide the following Support Services:

Service Access

Oakland County will allow Public Body access to the I.T. Service via an internet browser. The URL for that site will be provided by County.

The URL to access the web site maintained by Public Body will be established on a case by case basis (i.e., <http://www.anywhereusa.com>).

SERVICE SUPPORT FEES

Initial Set Up and on-going fees are set out in Table 1 and 2. Public Body is responsible for fees for the services it requests and uses. County may choose to waive any fees for qualified law enforcement departments and for Public Bodies located within Oakland County. The cost for the first year of the on-going fees in the second table will be prorated based on the number of months the I.T. Service is provided.

Table 1: Initial Set Up Fee

Title	Description	Fees	Payment Terms
I.T. Service Setup	Includes setup of the I.T. Service, VPN access, web content management system, statistics and search setup, hosting and training for two web content managers	\$4,940 one-time fee	Payment due 60 days after receipt of invoice. Invoice will be sent upon completion of implementation

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Table 2: On-going Fees

Title	Description	Fees	Payment Terms
Support and Maintenance	Includes assistance with supported tools for two content managers. Also includes standard system maintenance.	\$2,280 per year.	Annual payment due 60 days after receipt of invoice.
Server Hosting Costs	Hardware/software used	\$415 per year	Annual payment due 60 days after receipt of invoice.
Internet Bandwidth	Connectivity	\$750 per year	Annual payment due 60 days after receipt of invoice.
Content Management	License for use	\$68 per Content Manager	Annual payment due 60 days after receipt of invoice.

Optional Services

- 1) Public Body may submit a written request for additional web site design assistance or other support services through the County Service Center. County will review the request and advise Public Body if County can provide the services. Fees are listed in Table 4.
- 2) At Public Body's request, County will train up to sixteen (16) Public Body employees how to migrate an existing web site into the new template structure. Topics include, among others, navigation, site restructuring, content, usability, graphics, and best practices. Training is in five (5) half-day (4 hour) sessions over 3 to 6 weeks. Fees are listed in Table 4.
- 3) County may offer training for additional Public Body employees at Public Body's request. Fees are listed in Table 4.
- 4) County may convert more than five web site pages at Public Body's request for an additional per page fee. Fees are listed in Table 4.
- 5) At Public Body's request, County may provide additional services such as content development, web site architecture, design, graphics, or video production. Fees are listed in Table 4.

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Table 4: Optional Fees

Title	Description	Fees	Payment Terms
Content Migration Workshop *Optional	Five-day, four-hour sessions comprise a single workshop for up to 16 students	\$4,500 per workshop	Payment due 60 days after receipt of invoice.
Page Development or Conversion *Optional	Web page development and/or conversion (beyond the first five pages)	\$190 per page	Payment due 60 days after receipt of invoice.
Content Management Training *Optional	Training for more than 2 students	\$125 per student per session	Payment due 60 days after receipt of invoice.
Additional Services *Optional	Services including but not limited to content development, web site architecture, design, graphics, and video.	\$95/hr.	Payment due 60 days after receipt of invoice.

Indicate below if Public Body chooses to have County provide any of the optional services:

Content Migration Workshop ☐ YES ☐ NO

Page Development or Conversion ☐ YES ☐ NO

Content Management Training ☐ YES ☐ NO

Additional Services ☐ YES ☐ NO

If 'yes' for Additional Services, briefly describe what those services are:

LICENSED USE AND ACCESS

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County grants to Public Body a nonexclusive license to use the County developed applications needed to receive this I.T. Service. This license cannot be provided to any other party without County's consent in writing.