CABARRUS COUNTY
BOARD OF COMMISSIONERS

WORK SESSION
MARCH 6, 2017
4:00 P.M.

1. CALL TO ORDER - CHAIRMAN

2. APPROVAL OF WORK SESSION AGENDA – CHAIRMAN

2.1   Including Changes to the Agenda   Pg. 260

4. DISCUSSION ITEMS FOR ACTION AT MARCH 20, 2017 MEETING

4.1   Human Resources – Springsted Compensation Study Review   Pg. 3

3. DISCUSSION ITEMS – NO ACTION

3.1   IT – Website Redesign   Pg. 4
3.2   Communications and Outreach – Branding Discussion   Pg. 261

4. DISCUSSION ITEMS FOR ACTION AT MARCH 20, 2017 MEETING (CONTINUED)

4.2   CCS - Capital Funding Request for Mobile Units and Bus Purchases   Pg. 137
4.3   CCS - Funding Request for Performance Learning Center Engineering, Architect and Administrative/Legal Fees   Pg. 140
4.4   CCS - Funding Request for the New High School Land and Legal/Administration   Pg. 143
4.5   KCS - Capital Funding Request for Bus Purchases   Pg. 146
4.6   KCS - Funding Request for Contingency to Cover a Change Order for the Kannapolis Middle School Construction Project   Pg. 149
4.7   County Attorney - Request for Refund of Portion of Excise Tax on Real Property Transfer   Pg. 153
4.8   Register of Deeds - Refund of Excise Stamps   Pg. 158
4.9   EMS - Non-Emergency Franchise Renewal for American TransMed - Hearing 6:30 P.M.   Pg. 162
4.10   Finance – Audit Contract for Fiscal Years Ending June 30, 2017, 2018 and 2019   Pg. 173
4.11   Finance - North Carolina Education Lottery Payment Applications for School Debt Service   Pg. 199

In accordance with ADA regulations, anyone in need of an accommodation to participate in the meeting should notify the ADA coordinator at 704-920-2100 at least forty-eight (48) hours prior to the meeting.

5. APPROVAL OF REGULAR MEETING AGENDA

6. ADJOURN

*In accordance with ADA regulations, anyone in need of an accommodation to participate in the meeting
should notify the ADA coordinator at 704-920-2100 at least forty-eight (48) hours prior to the meeting.*

Page 2

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Human Resources - Springsted Compensation Study Review

BRIEF SUMMARY:

John Anzivino, Senior Vice President, Springsted, Inc. will present findings on salary study data and review recommendations for FY17 study participants - Department of Human Services (DHS), Infrastructure & Asset Management (IAM) and the administrative job family positions. Recommendations for position reclassifications will be reviewed for inclusion in the FY18 budget.

REQUESTED ACTION:

Motion to adopt recommendations and include in FY2018 budget.

EXPECTED LENGTH OF PRESENTATION:

15 Minutes

SUBMITTED BY:

Lundee Covington, HR Director
Ashley Allen, HR Analyst

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items - No Action

SUBJECT:

IT - Website Redesign

BRIEF SUMMARY:

Report on website RFQ process.

REQUESTED ACTION:

Receive report.

EXPECTED LENGTH OF PRESENTATION:

15 Minutes

SUBMITTED BY:

Debbie Brannan, CIO

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS
- ☐ Poject Status Timeline
- ☐ CivicLIve RFQ Response
- ☐ SeamlessDocs RFQ Response

Website Redesign Project Status

1/20/2017
19 RFQ Responses Received

1/25/2017
RFQs graded based on technical requirements and narrowed the scope down to seven.   The ranking was based on a 0 – 3 score on 21 areas. The vendors that scored highest w invited were invited to give demonstrations.

1/26/2017
Kickoff with the County Manager's website committee and those employees that volunteered to assist with the website redesign. At this meeting we reviewed our website development history, statistics, analytics and taledk about our website goals and objectives.

1/30 – 2/3/2017
The County Manager's website committee sat through 7 website vendor demonstrations. Each member rated the vendor on their demonstration in three areas: user experience, content management system and website administration.

2/4/2017
The website committee's ratings were compiled and the vendors were ranked on the web committee's responses.

2/9/2017
The top two vendors CivicLive and Seamlessdocs recommended for County Manager review. CIO executive summary of each company is listed below and their RFQ's are attached. Both vendors offer unique opportunities for us to improve our website experience for our customers and content management for county staff.

CivicLive is a larger company that has a documented process for developing government websites. This company has a more structured process and provides proprietary modules for improving our website. Their process will take 6 to 8 months to complete.   While this option's price point in five times more than the smaller company, it is still well below the year 1 CIP budgeted amount, however I will need money in both FY17 and FY18 for the website development payments.

Seamless docs is the smaller, younger company that takes advantage of open source for a more agile development environment. The agile development allows for a quickest turn around for site development and migration. A four- week timeline was quoted and the CEO stands by this timeline. Their use of open source allows their website design to come in at lower price point without sacrificing on quality of design. Electronic forms and signatures are included in their proposal for redesign with a focus on making government a beautiful experience.

3/6/2017
Top two vendors scheduled to make presentation to County Manager.

Website Redesign Project Status

Seamless Docs

Mission: Governments are constantly solving universal problems individually. Our mission is to build beautiful and elegant solutions that are easy to procure and implement in order to enable better government. SeamlessDocs believes Government is Beautiful!

SeamlessDocs specializes in creating beautiful digital government experiences (GX). Founded in 2011, it all began with our next generation forms and eSignature engine, allowing users to sign and submit forms from anywhere on any device with attachments, payments, and the highest level of encryption available. We've worked with hundreds of governments, from townships of 5,000 to metros like Boston and Charlotte, to understand the way government WORKS. Built with government FOR government, our software-as-a-service platform helps municipalities of any size improve internal efficiency and increase citizen service with forms and UX solutions, tools for Business Licenses and Permitting, and much more.

SeamlessDocs is a venture backed technology company based out of NYC. It has a team of over 40 employees and backed by $12m in investments from Motorola, NY State Innovation Fund, the Govtech Fund as well as other high profile investors.

Price – **Year 1 $17,500** ($10,000 for website $10,000 for forms and electronic signature software, 25% includes discount on forms for bundled solution)
        Year 2 $20,000 (3% and 5% discounts available for 3 – 5 multi year contract)

Timeline – 4 Weeks (company stands behind this timeline)

Recent Project Examples (please view these sites on multiple platforms, desktop, phone, tablet)

https://www.newarknj.gov/

http://hobokennj.seamlessbeta.com/ (in beta)

http://townofryeny.seamlessbeta.com/ (in beta)

Design Approach

Specializes in Government Experience (GX), Paperless forms, design for simplified services first. Designs based on analytics of our current site and best practices from other government agencies. Creates and provides a style guide for the website. We can start with a basic style guide and alter it when the new branding is decided upon. This allows us to move forward with the website creation. We would only have to change the style guide with new branding and the changes would be made across the entire website.

Innovation

This company uses Code for America for innovation from other government focused developers and open source software to enable lower price point. Platform digitizes and automates existing forms and workflow processes with a cloud service that quickly transforms PDFs and printed forms into web services complete with e-signatures for improved e-government services and. Company saw a need for a website division to complement the forms software offering.

Website Redesign Project Status – 2/9/2017

CivicLive

Mission: we provide municipalities with the enterprise-grade web software solutions they need to succeed in an era where citizens are seeking more services and information from their local governments on the Internet.

CivicLive was founded in 2001. At CivicLive, we've perfected the art of blending usability and quality creative design because we know that citizens won't use your website unless it's intuitive to navigate and quickly offers them the information and services they're seeking. CivicLive is the trusted platform for interactive eGovernment websites. Each CivicLive website is designed with one goal in mind: to help our clients better serve their stakeholders, foster citizen engagement, and showcase their municipality as a vibrant place to visit, do business, and call home. Trusted by 1000+ government agencies across North America, our powerful CMS can also be bundled with CivicLive mobile apps and notification solutions, giving your staff and citizens a unified place for all communication.

CivicLive is a subsidiary of West Corporation a global provider of communication and network infrastructure services.

Price – Year 1 $96,000
   Year 2 $18,200 annual software as a service fee

Timeline – 6 Months

Recent Project Examples (please view these sites on multiple platforms, desktop, phone, tablet)

http://www.rockymountnc.gov/

http://co.laplata.co.us/

https://www.auroragov.org/

Design Approach

Four process design phases. First phase, design vision & analysis survey process research and gather requirements. Second phase, interactive wireframe design process to determine how the website information should be structured applying information gathered from the first phase. Third phase interactive wireframe design process, visualize how information should be displayed on the page. Fourth phase, interactive interface design process (this is the stage we would need the new branding), this phase adds color and depth to the wireframes to bring the site to life with consistent design theme and branding.

Innovation

Citizen Dashboard allows customers to register on the website to receive a personalized e-government experience.   Drag and drop workflow engine to easily map out and create custom workflow processes for website related tasks, like content approval, review and edit of press releases and citizen requests are routed to correct staff.

West Interactive Services Corporation

100 Enterprise Way, Suite 300A
Scotts Valley, CA 95066

9735 Landmark Parkway, Suite 100
St. Louis, MO 63127

1027 S. Main Street, Suite 503
Joplin, MO 64801

175 Bloor Street East, South Tower, Suite 900
Toronto, ON M4W 3R8

www.cabarruscounty.us Website Redesign

Project Proposal

PREPARED FOR:

Deborah A. Brannan
CIO

Cabarrus County
North Carolina

PREPARED BY:

Johanna Vellenga
Proposal Developer

t: 1.877.519.3851 ext. 727
e: jvellenga@west.com
f: 1.866.204.6147

civiclive
CONNECT · ENGAGE · SERVE

STANDARD LEGAL CLARIFICATIONS

Binding Agreement

West Interactive Services Corporation (CivicLive solutions) confirms that submission of this response does not constitute a binding agreement to provide the proposed solution. West reserves the right to negotiate any term or condition including: acceptance/rejection criteria, pricing, force majeure, guarantees, warranties, indemnities, limitations of liability, liquidated damages, set-off and hold-backs, insurance, and confidential information. Further, in any event, it is West's policy that any and all liability under a final negotiated contract pursuant to this proposal, not exceed a fixed dollar amount.

Liability Limitation

West's liability for all claims and damages arising from this contract including any warranty liabilities will be limited, and liability for all indirect and consequential damages will be excluded.

Regulatory Approvals

This Proposal is subject to the comments and qualifications contained herein, as well as all regulatory approvals applicable to transactions of this kind. Certain regulatory requirements may have to be met prior to entering into a definitive agreement including but not limited to: (i) including mandatory terms and conditions in any definitive agreement; and (ii) filing and receipt of any necessary tariffs or regulatory approvals.

DATE: January 18, 2017

ATTN: Cabarrus County

RE: Website Redesign

Dear Selection Committee,

West Interactive Services Corporation is pleased to present CivicLive's response to Cabarrus' RFP for Website Redesign.

At West Interactive Services Corporation, our goal with CivicLive solutions has always been to ensure municipalities are able to quickly and easily connect with their communities in many languages and on any device. We are focused on delivering innovative technology supported by an award-winning service and support team. Our platforms, features, and functions have continued to evolve and set the standard for the industry. Similarly, our commitment to being highly responsive and proactive in supporting our customers has pushed the overall market forward.

Highlights of our Proposal include:

- A highly adaptable and intuitive CMS and website solution to address the County's new website requirements
- Ground-up fully custom responsive design of the County's website backed by our **100% Design Guarantee**
- A wide variety of citizen-focused modules, including a Citizen Request System, Blogs, Video Streaming Support, Social Groups, Calendars, News Engine, and more
- On-Page Social Publishing that allows you to automatically post updates and notifications
- Accessibility compliance with W3C and ADA guidelines at multiple levels
- Full implementation services, including full content migration services, **at no additional cost**
- Top-notch professional services, including unlimited 24/7/365 support, **at no additional cost**
- High-availability hosting with unlimited bandwidth and storage, so your site is free to grow alongside your County

We share your vision for turning your County website into a center of self-service and information with a citizen focus. Our proposal outlines how a partnership with the CivicLive team will help Cabarrus provide a useful online experience to your citizens. We have prepared this proposal to address the project requirements as outlined in your RFP, and have provided a breakdown of project costs at the conclusion of our Proposal. Our proposal will remain valid for at least 90 days following its opening. West Interactive Services Corporation is free of any Conflict of Interest relating to the preparation of our proposal or the performance of the contractual obligations laid out in the RFP.

West Interactive Services Corporation | CivicLive Solutions | 100 Enterprise Way, Suite 300A | Scotts Valley, CA 95066 | 1-877-519-3851 | civiclive.com Attachment number 2 \n

3-1   Page 10

We encourage you to schedule a demo with us to personally see the benefits our comprehensive solution can offer Cabarrus County, from interactive web design on any device to more streamlined content management for your web administrators and content authors. Your primary point of contact during the proposal process is Johanna Vellenga, who can be reached at jvellenga@west.com or 1-877-519-3851 ext. 727.

We believe Cabarrus' website will benefit from our powerful, user-friendly content management system and cutting-edge design services – both of which will help your County connect better with your citizens and increase electronic availability of County information. We are thankful for having this opportunity to work with Cabarrus County, and look forward to forthcoming updates in your vendor evaluation process.

Sincerely,

Nate Brogan | Senior Vice President

West Interactive Services Corporation
www.civiclive.com

West Interactive Services Corporation | CivicLive Solutions | 100 Enterprise Way, Suite 300A | Scotts Valley, CA 95066 | 1-877-519-3851 | civiclive.com number 2 \n

3-1   Page 11

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Presenting CivicLive!

We are the eGovernment web specialists that Cabarrus County can trust to redesign www.cabarruscounty.us so that it serves your community using our powerful web software, and markets Cabarrus as a vibrant place to visit, do business, and call home.

In response to your Website Redesign RFQ, We have prepared this project proposal to showcase our industry-leading CivicLive eGovernment web solution that we believe will meet your project's immediate goals and provide long-term value to your County. Learn more about this winning combination in the following sections of this executive summary.

CREATIVE, TECHNICAL & PROFESSIONAL SERVICES

CivicLive solutions are offered by a team of skilled creative and technical professionals who use a proven Project Implementation Methodology called SmartWork to meet your project's goals. Highlights of our Professional Services include:

Professional Project Management

Working with us means benefitting from a dedicated Project Manager who isn't just your friendly point-of-contact with us, but also an experienced software technical professional that leads our team and your team through our proven SmartWork Project Implementation Methodology.

Web Design Services with a 100% Satisfaction Guarantee

A website's design matters – *a lot.* That's why our Designing phase is completely iterative and allows your team to provide actionable feedback every step of the way. In fact, we value good web design so much that we offer a *100% Satisfaction Guarantee* with our design deliverables, along with a *free redesign* every four years to keep your website current. This means www.cabarruscounty.us will look and feel exactly the way your County wants it to!

Mobile-Optimization

Our Web Design services also include Responsive Design – a versatile mobile-optimization solution that is platform-agnostic and very usable on smartphones and tablets. We can also provide custom Smartphone apps for your County if you want.

Training Sessions

We've included Training Sessions to get your users confident and ready to use the CivicLive SitePublish CMS to its fullest potential. Our training services also include providing your County staff with a wealth of learning resources such as user manuals and videos for SitePublish, project-specific support documentation, and the option to provide additional training webinars if desired.

Attachment number 2 \n

1

LEADING-EDGE EGOVERNMENT SOFTWARE

The backbone of our eGovernment solution is our powerful, easy-to-use SitePublish Web Content Management System. We've built our CMS from the ground up to include an unbeatable range of tools and functionality specifically-designed for government application, such as:

Intuitive Content Management Tools

SitePublish makes routine content management a breeze with In-Context, WYSIWYG, and Drag-and-Drop editing tools that can empower even the least-technical County staff to become engaged content editors who help maintain your eGovernment website.

Citizen Engagement Solution

Your citizens will be able to get more information from your County, request more services from your departments, and participate more with your County in a digital community thanks to our ever-expanding range of citizen engagement modules.

Government Productivity & Transparency Modules

Dozens of SitePublish modules and resources such as Meetings Media Managers, Social Groups, a Customizable Workflow Engine and more will turn your staff into an efficient team that uses the Internet as a tool that simplifies their jobs.

SOFTWARE-AS-A-SERVICE LONG-TERM SUPPORT

A partnership with the CivicLive team goes beyond the redesign of your website. It means that you are never left on your own. We offer all our clients a lasting alliance that includes 24/7 Technical Support Services, Website Hosting Services, Software Maintenance and Upgrades, and an unlimited-user Software License.

Our long-term partnerships are designed to reduce your over-worked IT department and save your County money by bundling crucial services into one low annual fee. Best of all, we don't charge for our support or hosting services in the first contract year!

CONCLUSION

We hope that this Project Proposal demonstrates the capabilities of the CivicLive eGovernment website solution and our commitment to excellence which will ensure the best possible outcome for your Website Redesign project. If you have any questions about what we're offering, or would like us to present our solution to your team in more detail, please do not hesitate to contact me.

Johanna Vellenga | CivicLive Proposal Developer
Phone: 1.877.519.3851 ext. 727 | Email: jvellenga@west.com

CIVICLIVE QUALIFICATIONS

CivicLive solutions are offered by West Interactive Services Corporation, a California based company and an independent subsidiary of West Corporation. Backed by West Corporation and its $3 billion market capitalization, the company is very profitable, stable, and committed to the long-term development of CivicLive solutions. Since our start with websites in 2001, the CivicLive platform has expanded to become the recognized and respected choice for eGovernment solutions for North American towns, cities, counties, regional municipalities, agencies, and state/provincial governments.

> *Using the Internet to serve citizens better is our top priority. We want municipal government websites to be the instinctive first choice for community engagement, not an afterthought.*
>
> **John Carbrey**
> CivicLive CTO

OUR MISSION:

Provide municipalities with the enterprise-grade web software solutions they need to succeed in an era where citizens are seeking more services and information from their local governments on the Internet.

Our innovative approach to design and software development has garnered the praise of the technological community and earned CivicLive solutions many technology and business accolades and awards. We continue to refine our solutions and services in order to build eGovernment websites that will set new standards for years to come. We are staffed by more than 325 full-time professionals in five major offices focused on serving the Website / CMS, Mobile, and Notification needs of towns, cities, counties, regional municipalities, agencies, schools and state/provincial governments. Specific allocations by group is confidential; however the company can confirm that over 150 full-time employees are in customer facing roles with expertise on our enterprise-grade web software solutions. And, more than 60 technical staff are devoted to new product development and enhancements.

Benefits of Partnering with CivicLive

Over 1,000 government institutions trust CivicLive's web software solutions to serve and engage with their communities. For each eGovernment project we undertake, our team brings 15 years of experience working with governments. In other words, we've perfected the tools and techniques to make your Website Redesign project a success.

- **WE UNDERSTAND MUNICIPALITIES** and help create true eGovernment experiences for citizens using Citizen Engagement and CMS tools purpose-built for a County like yours.
- **WE HELP GOVERNMENTS** make the best of their investment in websites as marketing tools by providing leading-edge creative web design services.
- **WE SET YOUR WEBSITE FREE** by offering no limits on hosting services, unlimited website hierarchies, and easy 3rd party app integration via APIs and Web Services.
- **WE'LL HELP YOU COMPLY** with public sector legal standards by offering unlimited records retention and security standards that have passed the Department of Defence's stringent standards.
- **WE STAY BUDGET FRIENDLY** with flexible SaaS solutions and streamlined project-management capabilities that save your County money.

Attachment number 2 \n

Design Philosophy

100% DESIGN GUARANTEE

Because CivicLive's sites are custom built, we will ensure that your site meets or exceeds all of your design requirements during the development phase. We will also provide mock-ups and user interface testing opportunities during development, ensuring at every step that you are happy with the site's look and feel and that your website is set apart from other municipal websites in the region.

During the process, we take time in understanding the client, the municipality and their people, both the residents, the people who work for the municipality, and the people who would potentially like to know more about the municipality.

We do not design from a template. Each design is unique to each client we work with. That is each wireframe, mockup and final website will be unique. We offer 100% Design Guarantee; after all – we will never rest until the client is happy with their design, ensuring that our process will set your site apart from both other municipal websites in the region and in our portfolio.

Every new client that signs with CivicLive is taken as a challenge for the designers. It is an opportunity for us to challenge our design and development capabilities. We always want to include the latest design trends and technologies in new designs. That is why we can proudly say that every website we've launched was uniquely designed and built.

When we design the website, we do not only design the homepage - all subsequent page designs are as important. These are the pages that the website users are looking for after all. We make sure that every page of the website is styled and designed for the content that is being showcased/displayed. During development, we take into consideration the amount of customization that a client would like to see on each template. Our templates are flexible enough to allow minimal customization for certain users or maximum customization for web admins.

Please refer to our Design Phase (page 46ff) for more information on our commitment to immersive website design.

Please refer to further on in our proposal for information on our customer support services and security offerings (pages 39-43).

The following section features some of our invaluable CivicLive clients and the work we did for them.

City of Aurora

📍 **www.auroragov.org**

📍 Colorado   👥 ~345,000

WEBSITE LAUNCHED IN: 2016

THE CLIENT

City of Aurora, the third largest city in Colorado, engaged the CivicLive team to design and implement a citizen-centered interactive website. CivicLive Analysts worked closely with the City to ensure Aurora's new website enables their citizens to make reports, track requests, view videos of important events, access staff directories, view GIS maps and much more.

HOW CIVICLIVE HELPED

✓ Created a unique, interactive website design that has won an Interactive Media Award and Graphic Design USA Design Award

✓ Designed specialized Departmental subpages & custom navigational buttons to showcase the City's distinct brand

✓ Developed an intuitive, analytics-driven navigation framework that is understandable to users on all levels

✓ Worked closely with Aurora's IT team to integrate with their ADFS authentication system

> "Our staff loves the new CMS for keeping the content fresh and up-to-date. We'd like to send a special shout out to the migration team – they did a great job. We appreciate the hard work from CivicLive and we look forward to a long lasting relationship."
>
> **J.D. Main**
> IT Dept.

City of Sierra Madre

📍 **cityofsierramadre.com**

📍 California   👥 ~11,000

WEBSITE LAUNCHED IN: 2015

THE CLIENT

City of Sierra Madre wanted to revamp its old website to improve information and service delivery to its local residents. We partnered with the City to deliver a website that would not only better connect residents with their government but also showcase the cozy atmosphere of the city that they proudly maintain.

HOW CIVICLIVE HELPED

✓ A fully responsive website design that highlights the most important information and features on all devices and screen sizes

✓ Always-on navigation with structured mega menu and static quick links on the homepage and subpages for easy navigation

✓ "How do I" section to provide site visitors with quick access to the information they need

✓ Customized widget on every subpage to highlight critical information

City of Elk Grove

🏠 **www.elkgrovecity.org**

📍 California   👥 ~161,000

WEBSITE LAUNCHED IN: 2015

THE CLIENT

The City of Elk Grove needed two websites in a short amount of time: one for their official city website, and one for their police department. The CivicLive team worked closely with the City of Elk Grove staff to understand and address their needs under the tight timeline. We provided a refreshed design of the two sites, incorporated helpful components for Elk Grove residents (such as a Recycling Centre search feature), and implemented an interactive map of current city projects.

HOW CIVICLIVE HELPED

✓ Design refresh of two sites (Official City site and Police Department)

✓ Seamless integration of interactive maps using GIS (geographic information system) technology

✓ Recycling Center Search Feature enabling residents to search for the nearest recycling plant (with the option to filter results by materials and services provided)

✓ Unique, vibrant landing pages designed for city subdomains such as Public Works, Transit, and Animal Control

City of Rocky Mount

🏠 **www.rockymountnc.gov**

📍 North Carolina   👥 57,000
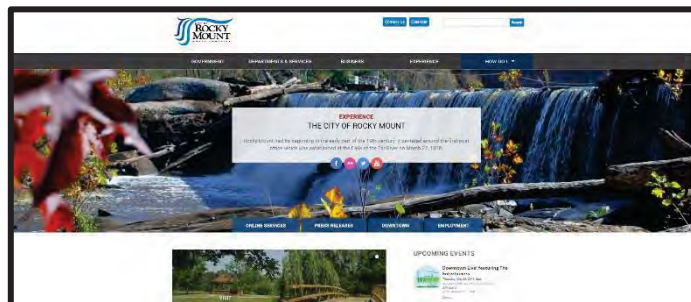
WEBSITE LAUNCHED IN: 2016

THE CLIENT

The City of Rocky Mount wanted a website redesign to better engage with their community. Rocky Mount worked with CivicLive to create a modern, clean, and responsive website that would showcase their city's charm, draw new visitors, and foster a closer relationship between the City and its residents.

HOW CIVICLIVE HELPED

✓ Created a fully customized, easy-to-navigate, responsive design that makes important content easily accessible to site visitors (Winner of Silver W^3 Award)

✓ Optimized the organization of content with a well-planned information architecture, giving the new website a sleek and streamlined look and feel

✓ Provided customizable forms with a WYSIWYG-based interface enabling form designers to include checkboxes, dropdown buttons and text fields

✓ Simplified content publishing with SitePublish's content scheduling and approval features, letting city staff easily update the website

> " *Thanks to CivicLive's team, we finally have a modern, clean, and accessible website that we wanted to better engage with our residents. Our new website design feels sleek and streamlined, content is organized more tidily than ever before, and the speed and helpfulness of the support team has been impressive.*"
>
> **Travis Joyner**
> Web Services Coordinator

CIVICLIVE
CONNECT · ENGAGE · SERVE

City of Farmington

⌂ **www.ci.farmington.mn.us**

📍 Minnesota   👥 ~23,000

WEBSITE LAUNCHED IN: 2016

THE CLIENT

The City of Farmington selected CivicLive solutions to achieve its desire for a new website that would "enhance user experience, handle the growing needs of staff, while meeting high standards for design quality and visual appeal." The CivicLive team delivered on this vision with an award-winning mobile-friendly website that has garnered praises from not only Farmington's residents but also from the members of Academy of Interactive and Visual Arts, who recognized the site with a Silver Award in government websites.

HOW CIVICLIVE HELPED

✓ Designed and implemented an award-winning responsive website and a mobile app to let residents access more interactive content and services online

✓ Featured subscription options on the website, letting site visitors sign up for city newsletters and emergency alerts

✓ Added social-sharing tools that allowing site visitors to readily share news, photos and other important information with friends and family

✓ Set up a meticulous content approval process with user-specific permissions to give different departmental staff ability to update content on assigned sections of the website

City of Lone Tree

⌂ **www.cityoflonetree.com**

📍 Colorado   👥 ~14,000

WEBSITE LAUNCHED IN: 2016

THE CLIENT

Located south of Denver, the City of Lone Tree is recognized as "a regional hub for economic growth, cultural and recreational amenities, and diverse retail options." The thriving City selected CivicLive solutions to transform its existing website to match its established identity, and provide residents, visitors and businesses easier access to all the attractions and amenities the city has to offer.

HOW CIVICLIVE HELPED

✓ Designed a sleek web interface with bold images, quick links, search box and mega-menus that visually guides City's various audiences (residents, businesses, visitors, etc.) to relevant information

✓ Implemented our citizen request system which lets users submit requests and interact with the City in order to resolve them

✓ Integrated with the City's interactive web mapping application to help residents, businesses and developers find city amenities, plan activities, track parcels, and more

✓ Simplified content management for City's web administrators and non-technical content authors with in-line editing functionality, sophisticated multi-level content approvals, date-controlled capabilities to publish and un-publish content, and 24/7 access to support

References

We are pleased to offer the following references for our CivicLive solutions and services, and invite your proposal evaluation committee to reach out to them:

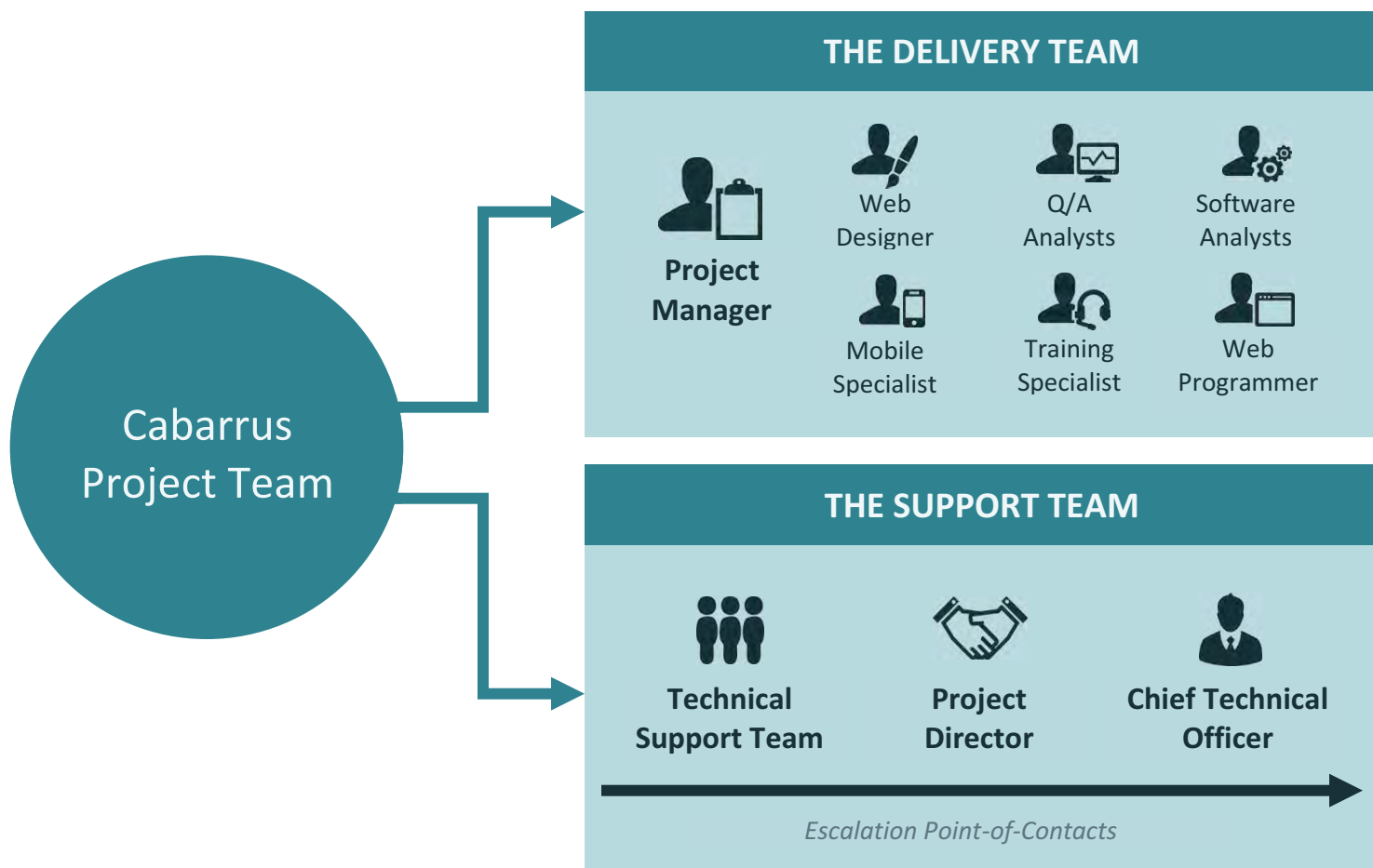| Project	Contact Information
City of Rocky Mount, North Carolina **CITY WEBSITE DESIGN & DEVELOPMENT** www.rockymountnc.gov 331 S. Franklin St., Rocky Mount, NC 27802	**Travis Joyner, Web Services Coordinator** 252-972-1206 travis.joyner@rockymountnc.gov
City of Aurora, Colorado **CITY WEBSITE DESIGN & DEVELOPMENT** https://www.auroragov.org/ 15151 E. Alameda Parkway, Aurora, CO 80012	**James Main, IT/Project Manager** 303-739-7736 jmain@auroragov.org
La Plata County, Colorado **COUNTY WEBSITE DESIGN & DEVELOPMENT** http://co.laplata.co.us 1101 East 2nd Avenue, Durango, CO 81301	**Susan Hakanson, Administrative Analyst** 970-382-6212 susan.hakanson@co.laplata.co.us

"In order to respect the privacy of our clients, the content of this page is proprietary and deemed confidential. It is not meant to be distributed to any third party without the written consent of CivicLive team."

CIVIClive
CONNECT • ENGAGE • SERVE

PROJECT TEAM QUALIFICATIONS

In this section, we introduce the CivicLive solutions delivery team, provide an in-depth look at the project management methodology we use to develop and implement your eGovernment website, and offer an estimated project timeline based on your RFQ's initial Scope of Work.

Our Team & Your Team

The success of your Website Redesign project is assured thanks to our multi-disciplinary team of technical specialists assigned to completing it, and to the commitment your County's Project Team staff will make to ensure that all necessary information and communications are exchanged promptly.

Cabarrus Project Team

THE DELIVERY TEAM

Project Manager | Web Designer | Q/A Analysts | Software Analysts

Mobile Specialist | Training Specialist | Web Programmer

THE SUPPORT TEAM

Technical Support Team | Project Director | Chief Technical Officer

Escalation Point-of-Contacts

THE CIVICLIVE DELIVERY TEAM

The CivicLive solutions Delivery Team is a talented group of technical professionals that perform all of the tasks in our SmartWork Project Implementation Methodology. These tasks include project management, website design and implementation, CMS configuration, training, and quality assurance.

MATTHEW O'DONNELL

CivicLive Project Management Lead

🎓 Bachelors of Engineering in Electronic and Computer Systems, Honours

⭐ **KEY TECHNICAL SKILLS**
ASP.NET, Solution Design, HTML, CSS, JavaScript, API Integration Solutions

💬 **PROFILE**

Matthew is an experienced Project Manager, known for his detail oriented approach, thorough knowledge, and ability to focus on the needs of the customer to deliver high calibre projects. Since joining the CivicLive team in 2009, Matthew has successfully led implementation and project management services for countless CivicLive clients. He currently leads our talented Project Management team and will be in charge of partnering you with the right Project Manager for your project.

Matthew will be the initial point of contact between your County's Website Project Team and the CivicLive Delivery Team as we begin Website Redesign – and will continue to work behind the scenes with your project manager to ensure your project's success.

ATOM SMITH

Design Team Manager

🎓 Graphic Design & 3D Animation; Business Administration & Management Diploma

⭐ **KEY TECHNICAL SKILLS**
HTML, CSS3, JavaScript, Adobe Creative Suite, Responsive Web Design

💬 **PROFILE**

Atom is our Design Manager with over 10 years of experience in digital design, program delivery and people management. Atom's unique combination of creativity and analytical skills have helped him build successful marketing programs and digital platforms for his clients.

With strong leadership and input into the creative design of your Website Redesign project, Atom will guide our design team to create a look and feel for www.cabarruscounty.us that will drive user engagement and enhance your County's branding and identity.

CIVICLIVE
CONNECT • ENGAGE • SERVE

BRITTANY HANNON

Usability & Mobile Optimization Specialist

Web Design, Development & Maintenance; Graphic Design Advanced Diploma

KEY TECHNICAL SKILLS
HTML, CSS, jQuery, Responsive Design, Usability Testing

PROFILE

Brittany is a creative and technical specialist whose HTML and JavaScript web design skills have given her a reputation as a usability expert. She fulfills the crucial Usability & Mobility Optimization Designer role on the CivicLive team, focusing on turning design mock-ups and wireframes into a usable, cross-platform-compatible website through technical design implementation processes.

Brittany uses industry best-practices to test sites for usability, accessibility and functionality, as well as tracking adherence to privacy and protection guidelines. Brittany's keen eye for color and composition continually raises the bar of graphic and web design for our clients.

GRACE LIU

QA Analyst

Bachelor of Science, Computer Engineering

KEY TECHNICAL SKILLS
C#, HTML5, ASP.NET, Usability Testing

PROFILE

Having been an invaluable CivicLive Quality Assurance team member for nearly eight years, Grace now leads the QA team and provides final approval on every version release of the SitePublish CMS software that will be used extensively in our eGovernment solution.

JUDY WANG

Development Manager

Masters of Science, Computer Engineering

KEY TECHNICAL SKILLS
C#, ASP.NET, Technical Design

PROFILE

Judy has over fifteen years of software development and analysis experience. She is an expert in analyzing, designing and developing enterprise multi-tier Web applications.

As a member of the CivicLive team for over eight years, Judy has led a team of developers whose work is deployed through the ever-expanding selection of SitePublish CMS modules.

AMY SPENCE

Training Services Manager

Bachelor of Business Administration, with a minor in Information Technology

KEY TECHNICAL SKILLS
HTML5, ASP.NET, Usability Testing

PROFILE

Amy is the CivicLive training program manager with nearly 20 years of relevant experience in training, onboarding and supporting customers. Since joining the team in 2002, Amy has led hands-on training program delivery for many high-profile public agencies. She is instrumental in developing, customizing and delivering onsite and online training programs and documentation for our SitePublish CMS. Amy currently oversees the talented team of CivicLive trainers, one of whom will be assigned to your project. Under Amy's guidance and in consultation with your project manager, Cabarrus' dedicated trainer will plan and direct the training sessions that we've included with our proposal to teach your staff how to use our SitePublish CMS and become effective website administrators and content managers.

THE CIVICLIVE LONG-TERM SUPPORT TEAM

Once your Website Redesign project's core scope is complete and your website(s) are live, your staff members are introduced to your Long-Term Support Team, a team of professionals who will be your go-to contacts throughout the duration of your contract term for everything from user support-related issues to future eGovernment projects your County wants the CivicLive team to complete.

TREVOR MACKAY

Technical Support Team Lead

Bachelor of Arts,
English w/ Philosophy Minor

KEY TECHNICAL SKILLS
Instructional Documentation Development, SitePublish CMS Troubleshooting, HTML, JavaScript

PROFILE

Trevor MacKay is CivicLive's Technical Support Team Lead, coordinating a team of support specialists who solve immediate technical and user-experience-related issues for our clients as well as offer longer-term user engagement.

In addition to being available for live technical support via telephone, email and live chat, Trevor also leads CivicLive's end user supporting documentation initiative, personally developing webinars, instructional videos, blog posts and manuals that help end users learn more about the ever-increasing capabilities of our software.

PADRAIG O'SHEA

Project Director

Hon. Bachelor of Science,
Computer Engineering

KEY TECHNICAL SKILLS
Technical Design, C#, API Development & Integration Solutions, HTML, JavaScript, CSS

PROFILE

As CivicLive's Project Director, Padraig provides overall product development strategy for our eGovernment solutions from a product roadmap perspective as well as a client-specific solutions perspective.

Your County will be communicating with Padraig throughout the initial relationship-building stages to get your Website Redesign project off the ground, and may also work with him again on future projects that require his expertise. Padraig is also the second tier contact person for any support escalations that are not immediately resolved by the CivicLive Technical Support Specialists team.

RECOMMENDED CABARRUS PROJECT TEAM RESOURCES

In order to make the Website Redesign project a success at every level, we recommend the following staffing commitments from Cabarrus stakeholders and staff.

Although these recommendations have been separated by roles, it is common to have the same individual fill multiple roles on the County Project Teams.

1 PROJECT MANAGER

A Project Manager will serve as the main point of contact during the life of your contract. They will act as the liaison and prime partner for CivicLive's Project Manager. Although not mandatory, we highly recommend that your Project Manager be an individual with some degree of technical qualifications or experience, such as a County IT Professional.

1-4 PROJECT IMPLEMENTATION TEAM

The Project Implementation Team are staff members involved in the planning and management of your site's implementation. Ideally, this team is – or will become – your County's Web Governance Committee – and will provide guidance on how your County's long-term web content strategy will impact your new website's design and functionality during every stage of our SmartWork Implementation Methodology, especially the Envisioning and Planning phases. These staff members will also be the core team that provides the vast majority of the feedback during the many client-side review periods that occur during our SmartWork Implementation's various phases.

1-5 CONTENT AUTHORS

At least one content author - someone who will post material to the website regularly - should attend training to gain mastery over SitePublish's many intuitive content creation and editing tools.

MEDIA & DIGITAL ASSETS

After initial project launch, we recommend that your Project Team gather logos, photos, videos, documents, and other pertinent files that may be stored offline. This will facilitate the migration of that content to SitePublish, which will in turn streamline the quality assurance process.

PROJECT DESIGN & IMPLEMENTATION

CivicLive's eGovernment solution is designed to overcome your current website's woes and address your County's needs with a host of resources and functionality.

This innovative solution offers dozens of modules and tools tailored to address staff users and key end user groups' requirements through our robust SitePublish web CMS. We're also providing the necessary framework for making your website accessible on mobile devices with a range of proven mobile-optimization methods, and proposing a compelling, cost-effective partnership focused on maintaining your website over the long-term.

We've created the right solution for meeting your Website Redesign project's immediate goals, *and* offered a roadmap for hassle-free website maintenance over the long-term.

Tools That Make Content Management Easy for Staff

SitePublish is designed to put the power of managing eGovernment websites into the hands of non-technical staff.

SitePublish's browser-based tools enable easy content authoring and management, allowing your staff to create webpages with defined templates, author content with familiar editing tools, and post content to the internet within a structured review and approval process created by your Website Administrators. We can illustrate how these tools will work for your **County** staff during a demo presentation. Your team can enjoy SitePublish's content management experience with these great tools:

> *Either maintain your website's currency and accuracy, or shut it down. Bad information is worse than no information.*
>
> **Robert McArthur**
> eGovernment Project Director
> National Policy Research Council

Some tools that make content management easy for staff:

- Drag-and-Drop Page Editing
- Image Editor with automatic resizing
- In-Context Editing
- Rotating Banner Module
- Photo Galleries Module
- Advanced WYSIWYG Editor
- HTML5 and CSS3 Support
- All standard formatting options including indent and justification control
- Cut/Copy/Paste
- Edit in HTML mode
- Flash Manager for animations
- Font Manager

- Format Stripper
- Hyperlink control
- Image Manager
- Insert Symbol
- Module Manager
- Online Support Resources
- Human Readable URLs
- Content Scheduling
- Page Description and Keyword Editing
- Global Content Widget
- Foreground and Background Color Dropdowns
- Paste from Word with Formatting and Fonts
- Paste HTML
- Paste Plain Text
- Preview
- Print
- Spellcheck
- Undo/Redo

- Site-wide File Manager
- Page-level Document Container
- One-Click Social Media Sharing
- Media Manager w/ Streaming Video
- Multiple Advanced Elements per Page
- Page wizards with multiple templates
- Page Checkout
- Page Checkout Administrator Override
- Page Link
- Paragraph Control
- Paste from Word with Format Cleaning
- Broken Link Reports
- Quick Links
- Style & CSS Manager
- Table Wizard
- Template-Based Layout

DRAG-AND-DROP PAGE DESIGNER

Place any of SitePublish's numerous widgets simply by dragging the widget you want from SitePublish's drag-and-drop interface on to the section of the page where you want that content or tool to appear. This easy-to-use element places advanced page editing right into the hands of even the most non-technical user!

IN-CONTEXT PAGE EDITING

SitePublish offers a web service-enabled In-Context Editing tool, a feature few competitors can match. With this feature, authors can edit the content for a webpage right from the page itself. There is no need to go to a backend system, you can simply use WYSIWYG (What You See Is What You Get) content editing tools to start editing the page's text right where that text appears on the page. All updates are done in real time, with no publishing previews required - just click 'Publish' when you're satisfied and a publishing approval process begins, or the webpage updates simply go live.

WYSIWYG + HTML CONTENT EDITOR

Content creation and editing is powered by a What You See Is What You Get (WYSIWYG) Content Editor. This editor provides numerous tools from Word Processor-style formatting, spell checking, and multimedia management, making it simple to create and update a page's content. HTML-view is also supported from the Content Editor, allowing users with HTML knowledge to edit in a code-based view.

ON-PAGE SOCIAL MEDIA PUBLISHING

We've made it simple to unify your webpage's content updating processes with your active social media updating processes through SitePublish's On-Page Social Publishing tool. This feature allows your content managers to save time by automatically posting updates, notifications, summaries and links to new pages and new updates to page content so subscribers and social media followers can discover that fresh content faster than ever before.

IMAGE & MEDIA MANAGER

Since a webpage is more than just text, SitePublish also provides built-in, easy to use Image & Media Managers for simple multimedia content editing. Unlike many competitors, SitePublish can also support streaming media and podcasts to facilitate immersive multi-media experiences.

WEBPAGE LAYOUT & CSS EDITOR

We're offering creative design services that will get your new website looking and feeling that way you want it to, but we're also giving you the power to control these elements as well. SitePublish's Themes, Templates and CSS management tools allow site administrators to control the look-and-feel of a webpage and maintain consistency while also providing the flexiblity for subpage and department page layouts to be unique. In other words, your staff won't always need CivicLive's Design Team to do basic design changes if they want to participate in this type of content management themselves. They can choose to update these elements by selecting new layouts from a library, or creating their own entirely new webpage layout templates.

CHECKOUT & LOCK PAGES

SitePublish's Page Checkout and Page Lock tools ensure that when multiple staff need to modify a webpage no one overwrites another's work or accidentally removes important new information. Administrators can also override the lock, just in case someone forgets to unlock a page before completing their tasks.

CUSTOMIZE CONTENT PUBLISHING APPROVAL PROCESSES

In order to maintain high-quality and consistent published web content, SitePublish features a Content Approval manager. Publishing Approval Processes support any number of checks, revisions and multiple levels of sign-off to be custom-designed by Administrators. They ensure that content is always approved by the correct user before it gets published and is visible to your whole community. This tool also supports notifications and status reports for all approvals to ensure that the approval process is handled in a timely manner, no matter how complex it may be.

WEBPAGE CONTENT SCHEDULING

SitePublish also provides Content Scheduling tools that make it easy to plan ahead and be prepared for important page updates. These tools allow you to release information on a given date, remove a webpage from the public view on a given date, auto-archive a page and send stale-content reminders and reports to easily track which pages need to be updated. Content Scheduling tools work in conjunction with SitePublish's Automatic Archiving and Page Hiding functionality, which streamlines archiving processes and makes it easy to maintain information stored on webpages for as long as your County wants.

NEWS & ALERTS CONTENT ENGINE

SitePublish helps enhance your County's online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats. The News and Alerts Engine is a powerful tool that allows you to publish news or announcements in one central location and have them appear everywhere on the site where you want that content to be. This tool makes it easy to create highly-visible emergency alerts and notifications, and to keep your community up-to-date on all your current news.

The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your newsfeeds and receive notifications when new content is published. SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.

ON-PAGE ACCESSIBILITY CHECKER & REPORTING

Meeting W3C, WCAG, and Section 508 guidelines is always a priority for government websites, so SitePublish includes an Accessibility Checker to ensure your page meets legal requirements for accessibility on an ongoing basis. SitePublish can also run out-of-the-box reports such as a broken link validator, content update and usage reports, and page error verification reports.

💡 TIPS FROM THE WCAG

SitePublish's Accessibility Checker will help you to maintain your County website's adherence to some essential Web Content Accessibility Guidelines, such as:

- Provide text alternatives for non-text content.
- Provide captions and other alternatives for multimedia.
- Create content that can be presented in different ways, including by assistive technologies, without losing meaning.
- Make it easier for users to see and hear content.

PHOTO ALBUMS

Post an unlimited number of photos in photo galleries that support commenting on images, slideshow functionality, as well as approval processes for uploads and comments to maintain security and communications standards.

GLOBAL CONTENT WIDGET

SitePublish's Global Content Widget solves an age-old problem: having to publish the same type of information in multiple places at once. Your content managers will overcome this hurdle simply by dragging a global content widget on to a webpage where general content, that is relevant in many places, can be published. Whenever content is updated in that widget, the updates are applied to every page where the widget appears, saving valuable time and ensuring consistent content quality and timely delivery.

CLOUD-BASED DOCUMENT & MEDIA MANAGER

Upload thousands of document and multimedia files your County uses into SitePublish's centralized Document & Media Libraries to facilitate the creation of a completely digital archive and resource centre for staff and citizens.

Using this tool, administrators, councillors, department heads and even citizens can work together to build, share and access an ever-expanding library of resources that will help County groups and communities accomplish their goals and stay engaged.

This tool also supports Version Control and Permissions, which ensure that only the desired version of a file is the one being used, and that it is only being used by the people who have the requisite permissions to work on it or download it.

Attachment number 2 \n

WEBPAGE VERSION CONTROL MANAGEMENT

SitePublish's Version Control Manager enables side-by-side comparison of every version of content history, a particularly useful tool for comparing an existing content version with the latest one before it gets published. With this tool it is easy for authors, stakeholders and administrators to check the content history and see what has been changed. With automatic rollback support to any historical version, switching back to any earlier version is simple.

DOCUMENT VERSION HISTORY TRACKING & PERMISSIONS MANAGEMENT

Permissions and version histories for all documents and media stored in SitePublish's Document Repository can be tracked and managed by Administrators, allowing them to set exactly who has what access to which documents and media, and to view the history of how those resources have been handled and modified since being uploaded to your website. The document management system fully integrates with CivicLive's Customizable Workflow Engine – allowing documents to go through approvals, be emailed to the correct recipients or output to other applications to speed document processing.

AUDIT TRAILS

To help meet security and reporting requirements, SitePublish provides full Audit Trails. Administrators can use this tool to track users that have accessed and modified content, as well as timestamping access. With this system, your Administrators know who changed content or replaced a document version, and when they did it.

ENTERPRISE-GRADE PERMISSIONS MANAGEMENT

SitePublish also provides the security and access control that a government website needs. Powerful User Permissions allow control over who can view, create, edit or delete site content. Your Administrators can give specific users the ability to access and modify the webpages or subsections that are most relevant to their role within your County government.

USER ACCESS & PERMISSIONS MANAGEMENT

To make the best of your County's Website management team resources, SitePublish offers Delegated Authoring Capabilities, enabling Administrators to set every user's permissions for content management to embed and use advanced components such as calendars, FAQs and forms without being site-wide Administrators for the entire Website. This feature can save over-worked administrators hundreds of hours a year, and build distributed content authoring and management structure that is perfectly aligned with your County's web governance structure.

TAXONOMY & METADATA EDITING

What good is a library of document and multimedia resources if they can't be properly organized and discovered with ease? Thanks to CivicLive's Taxonomy and Metadata Editor, organizing and categorizing your website resources becomes effortless. This tool enables users to tag information and documents and create hierarchies that make searching for and navigating to specific resources easy and intuitive.

QUICK LINKS EDITOR

Quick Links are a versatile navigation tool that can be deployed on homepages and subpages while also enhancing the look and feel of a website. SitePublish allows content managers to design, create, edit or remove quick links through a widget that can be added to webpages.

UNLIMITED SUBSITE MANAGEMENT

We may be implementing SitePublish for one website right now, but our CMS can be used by your County to manage all of the websites you operate for years to come. Site Management tools can be used to administrate multiple complementary sites such as tourism, police, fire, economic development, and any other websites your County agencies and departments maintain independently from www.cabarruscounty.us.

A Mobile-Optimized eGovernment Solution

With over half of website traffic now coming from mobile devices, the message to governments is clear: your citizens want information accessible on the go.

That's why each CivicLive powered website comes with **responsive design**. We want your County to be able to optimize service delivery and drive citizen engagement by offering web-based services where your stakeholders will use them the most: on their mobile phones, tablets, and other portable devices.

CivicLive's proven mobile-optimization solutions are:

RESPONSIVE WEB DESIGN

CUSTOM ANDROID & iOS SMARTPHONE APPS

Whether navigating through full webpages optimized for an end-user's specific device, or quickly navigating between specialized application sections, your end-users will get the information, resources, and access to municipal services that they want on whichever device they're using at that time.

RESPONSIVE DESIGN

Responsive Design maintains a consistent look and feel for your website across all platforms, keeping navigation familiar to end-users. Furthermore, services and functionality can be securely accessed from their mobile browsers at once, without the need to switch between multiple mobile apps that your County may have developed in the past. With a CivicLive responsive-design website, the web services your citizens need are all there, just like with their desktop experience.

YOUR WEBSITE

YOUR WEBSITE

YOUR WEBSITE

DID YOU KNOW?

Responsive Design is included with our proposal!

YOUR WEBSITE

YOUR WEBSITE

Responsive Design is included with every CivicLive website implementation and is the simplest, most effective means for making your website function optimally on any screen size and any platform. Depending on your project requirements, responsive design may be the only form of mobile-optimization your website needs.

CIVICLIVE
CONNECT · ENGAGE · SERVE

CIVICLIVE SMARTPHONE APP

Smartphone technology is notable for its emphasis on specially-designed applications that create intuitive interfaces for performing thousands of different tasks with varying degrees of complexity on one touch-enabled mobile device. Hundreds of eGovernment apps have been developed for use with municipal governments, often focusing on one small task or feature. However, are these apps right for you? How well do they integrate with your County's web technology and web governance plans?

Our approach to the CivicLive Android and iOS smartphone app is simple: it provides quick, easy access to the eGovernment services we provide on your website via an intuitive app interface designed to match your new CivicLive-designed website.
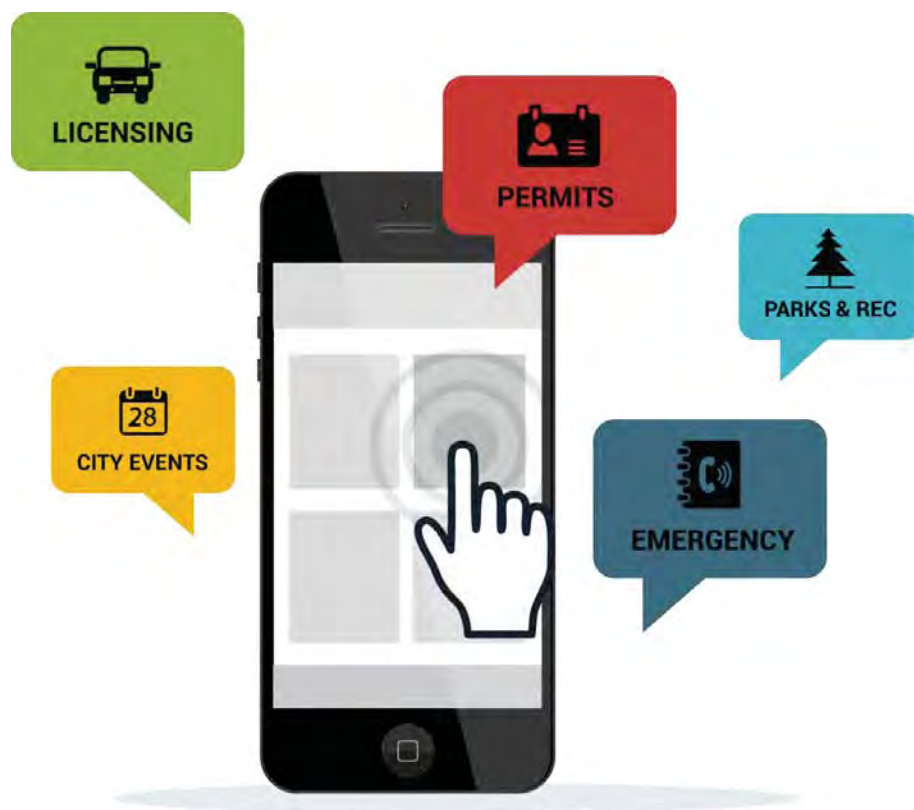
This takes the onus off of technology and web administration staff in your government to maintain multiple systems and platforms, each with varying update frequencies, specialized functions and resources, allowing for a more efficient, consistent and accurate internal content and information management.

With our smartphone app as part of your CivicLive eGovernment solution, your end-users can enjoy seamless integration and access to consistent information and data on all their devices, empowering them to get the best possible experience from your government in terms of service and citizen engagement.

Citizen Engagement Solutions

Effective government websites go beyond delivering information online: they create a gateway for citizens to get access to the resources and services they need and want.

People are becoming used to easy self-service options for everything from shopping for clothes to buying cars – and the proliferation of services and technology that has evolved from this phenomenon is a proof that it works. So, it only makes sense for your government to provide this level of convenience in your citizens' lives.
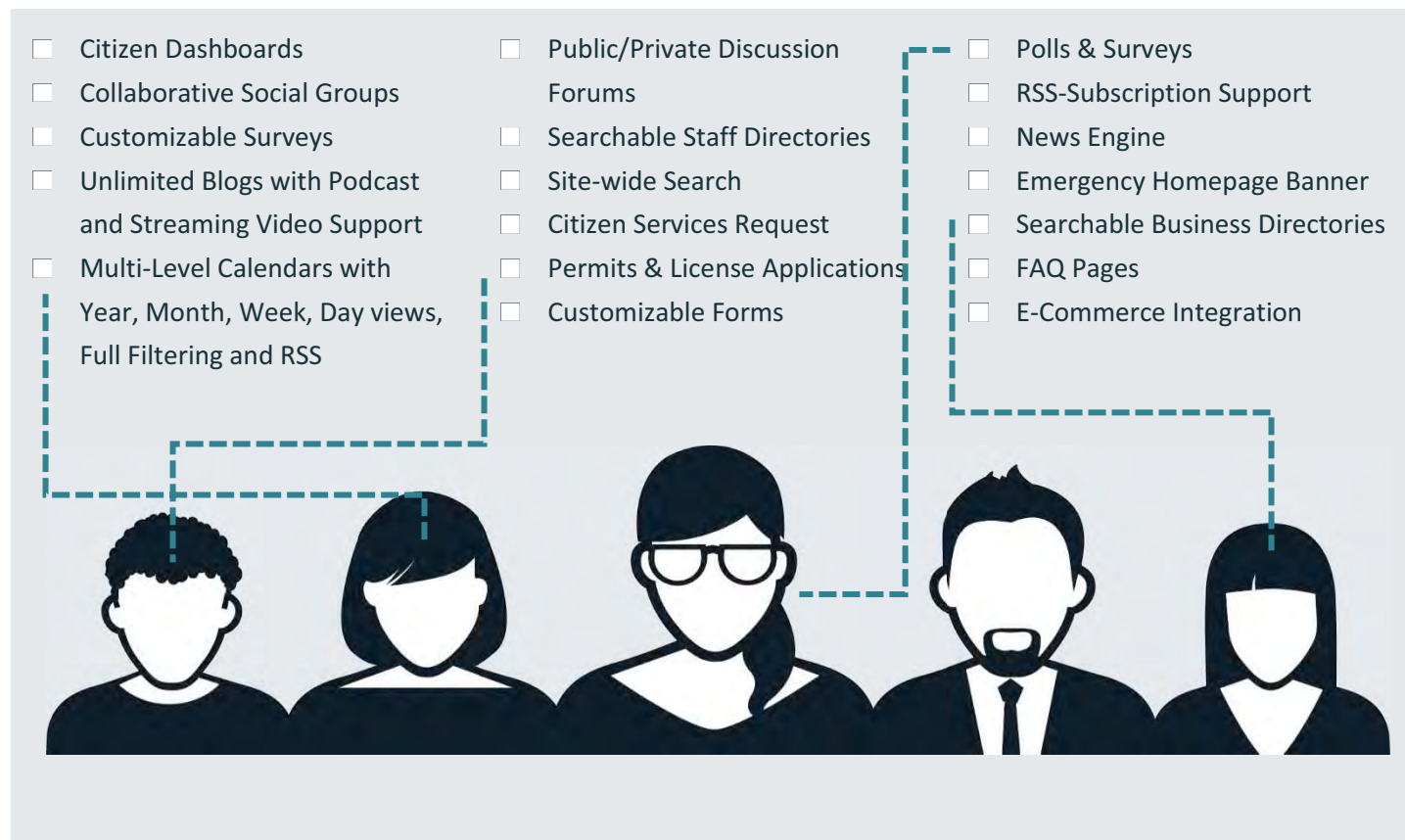
> *It's surprising how poor many government Websites are to this day. They're poorly organized, and most eGovernment applications are still very agency-centric, rather than focusing on what would make sense to the citizen."*
>
> **Rob Atkinson**
> President of the Information Technology and Innovation Foundation

Examples of our Citizen Engagement Modules:

- ☐ Citizen Dashboards
- ☐ Collaborative Social Groups
- ☐ Customizable Surveys
- ☐ Unlimited Blogs with Podcast and Streaming Video Support
- ☐ Multi-Level Calendars with Year, Month, Week, Day views, Full Filtering and RSS

- ☐ Public/Private Discussion Forums
- ☐ Searchable Staff Directories
- ☐ Site-wide Search
- ☐ Citizen Services Request
- ☐ Permits & License Applications
- ☐ Customizable Forms

- ☐ Polls & Surveys
- ☐ RSS-Subscription Support
- ☐ News Engine
- ☐ Emergency Homepage Banner
- ☐ Searchable Business Directories
- ☐ FAQ Pages
- ☐ E-Commerce Integration

CIVIClive
CONNECT • ENGAGE • SERVE

CITIZEN DASHBOARDS

True eGovernment practices empower citizens and other stakeholders. That's why we have created the CivicLive Citizen Dashboards. With these dashboards, everyone in your community can register on the website and receive a personalized eGovernment experience and a one-stop source for all the information a specific citizen may want from your website. On one page, a citizen can:

Receive Alerts and Emergency Notifications from your County	**Track Requests they've made using our Citizen Requests Manager**
See updates in Social Groups they're part of	**View new events in categories they've subscribed to on the County's main calendar**
Subscribe to newsletters and manage the ones they've already subscribed to	

CITIZEN REQUEST SYSTEM

The CivicLive platform includes a versatile Citizen Request System that can be used to simplify the process of discovering and requesting government services right from your website. This system can be used to fulfill a myriad of different roles, including (but not limited to):

✔ Reporting Potholes
✔ Applying for Parking Permits
✔ Applying for Pet, Hunting & Fishing Licenses
✔ Reporting Graffiti & Vandalism
✔ Requesting Oversized Garbage Pickup
✔ Requesting Business Registration Certificate
✔ Reporting Animal Control Issues
✔ Reserving Public Parks Facilities & Applying for Campground Permits

Once requests are submitted, the Citizen Request System routes them to the correct department or person using our powerful Workflow Engine. Citizens can also track their requests from their Citizen Dashboard to make sure it is handled correctly, consistently and in a timely fashion.

E-COMMERCE INTEGRATION

County services aren't always free. That's why the CivicLive platform offers E-Commerce Integration, allowing your County to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.

SOCIAL GROUPS

Give your community the power to engage with your government in a focused group environment using our Social Groups module.

Social Groups utilize numerous SitePublish modules in a public or private group context to create professional networks, build a knowledge base for specific groups, and foster collaboration on documents and other resources shared on the web.

Now you can give committees, action groups and citizen groups their own place on the web without having to worry about the security of other social networks, or the confidentiality of that specific group's tasks and resources.

POLLS AND SURVEYS

Polls and Surveys let your government get feedback and gather community reactions on any kind of specific topic where granular, individual citizen data is desired. These tools also include real-time results and detailed reporting so your administrators can track and measure engagement.

PRIVATE, MODERATED AND/OR PUBLIC DISCUSSION FORUMS

Start the conversation with SitePublish's Forums modules – the perfect place for private (or public) online discussions, conversations and debates on specific topics.

Includes security and moderation capabilities to help build safe and constructive dialogue.

MULTI-LEVEL CALENDAR

SitePublish's Calendar module supports multiple integrated calendars, allowing a County to separate calendars by topic, and also merge calendars for stakeholder convenience. For example, a mayoral aide could post an event to every calendar in the system, while a meeting could be posted only to a specific calendar. The calendar exports iCal files to Outlook to maintain consistency, and supports RSS subscription, allowing users to subscribe to events they want to be updated on.

BLOGS AND PODCASTS

Make your government's online connection to your citizens more personal by using SitePublish's Blogs & Podcasts module for staff, political figures and other notable people who work with your government. With this module, County representatives can create a web blog that they can update on their own accord, enhance its content richness with podcasts and videos, and use moderated or open commenting from other users.

STAFF DIRECTORY & PROFILE PAGES

The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time.

SEARCHABLE LOCAL BUSINESS DIRECTORY

Just like key County staff can have personal profiles and be searchable in a Staff Directory, so can local businesses. We can create a Searchable Business Directory for businesses operating in your County that can display search results by customizable filters such as business categories.

EVENT MANAGEMENT & EVENT REGISTRATION

Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar.

Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific forms.

UNIFIED WEBSITE SEARCH TOOL

CivicLive SitePublish provides full built-in Search capabilities with a Unified Search Tool.

The search modules provide simple and complex searches, ranking and results control, metadata search, and full Google Integration if desired.

LIVE VIDEO STREAMING SUPPORT

If your County can access its community via mediums such as television and radio for live broadcasts, why not add the Internet to that list as well? With the CivicLive Video Streaming Integration framework, your County's website will become a primary place to live stream videos of council meetings, announcements, County events, and more.

By integrating with well-established 3rd party video streaming providers with robust video management and unlimited storage space, your County can easily utilize your website as an essential video sharing destination.

Productivity & Transparency Tools

One of the greatest benefits of choosing the CivicLive eGovernment solution is that it doesn't just offer new ways to engage citizens and make website content management easy for your staff, it also provides new ways for your staff to improve how their primary roles in your government work as well.

**Our Productivity, Transparency & Accessibility Management Tools include:**

- Advanced Drag-and-Drop Workflow Manager
- Meeting Agenda, Minutes and Media Manager
- Structured Content Publishing Approvals
- Granular User Permissions
- Group-based Permissions
- Activity Logs
- Full Audit Trails designed to meet legal requirements for government sites
- Full Content Reporting
- Integrated Analytics and Reporting
- Dynamic XML Sitemap

- Intranet Management
- Scheduled and Automatic Archiving
- 'I Want To…' Navigation
- Mega-Drop-Down Menu Navigation
- Automatic Breadcrumb Navigation
- Accessibility Checker
- Text-Only Page Creation
- Printer-Friendly Pages
- RFP Posting
- Job Posting
- SSL Support
- Multiple Independent Website, Subsite and Microsite Management

ADVANCED DRAG-AND-DROP WORKFLOW ENGINE

Making sure your eGovernment solution works smoothly requires a governance structure that makes effective use of your department staff, department managers, and higher-level administrators.
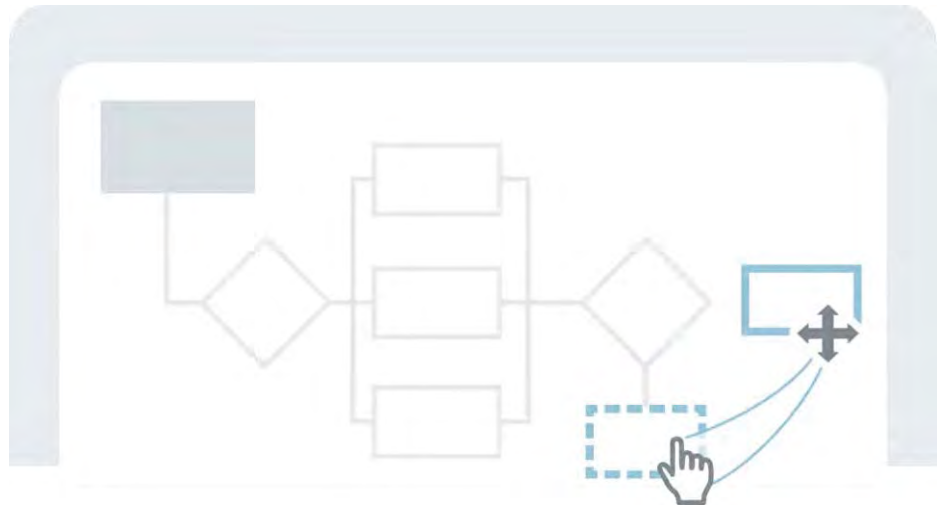
To enable effective web governance structures for important website-related tasks, we offer an intuitive drag-and-drop Workflow Engine that allows your staff to easily map out custom processes and staff duties related to just about everything you need your website to do, such as:

- Manage **content development approval** before content gets published anywhere on the website

- Review and edit **press releases and news stories** before they are published

- **Simplify bidding and bid submissions** to publicly tendered RFPs

- Make sure **citizen requests, reports and applications** are routed to the right staff and managed effectively

- Process **job applications** for job postings published in our Job Postings module

MEETING MINUTES & AGENDAS

Nothing makes fostering transparency easier than offering community members immediate access to critical government documents and records. Since most County governments uphold transparency by thoroughly documenting council meetings, we have created a Meeting Minutes & Agendas module within CivicLive SitePublish, specifically-designed for sharing meetings-related content such as agendas, meeting minutes, and audio/videos recordings.

INTRANET & PRIVATE STAFF COLLABORATION GROUPS

Depending on your County staff needs, some form of private web space for inter-departmental collaboration and resource sharing will need to be created.

- For smaller endeavors or specific projects, CivicLive's Social Groups module can be configured to be private and restricted so that only certain staff users can access that group's content and resources.
- For larger endeavors, an entire Intranet site can be created with customized access and content management permissions restrictions.

All of SitePublish's useful modules such as Calendars, Document & Media Libraries, Blogs, and Surveys/Polls/Votes can also be used on Intranets as well.

PUBLIC

INTERNAL

CIVICLIVE
CONNECT • ENGAGE • SERVE
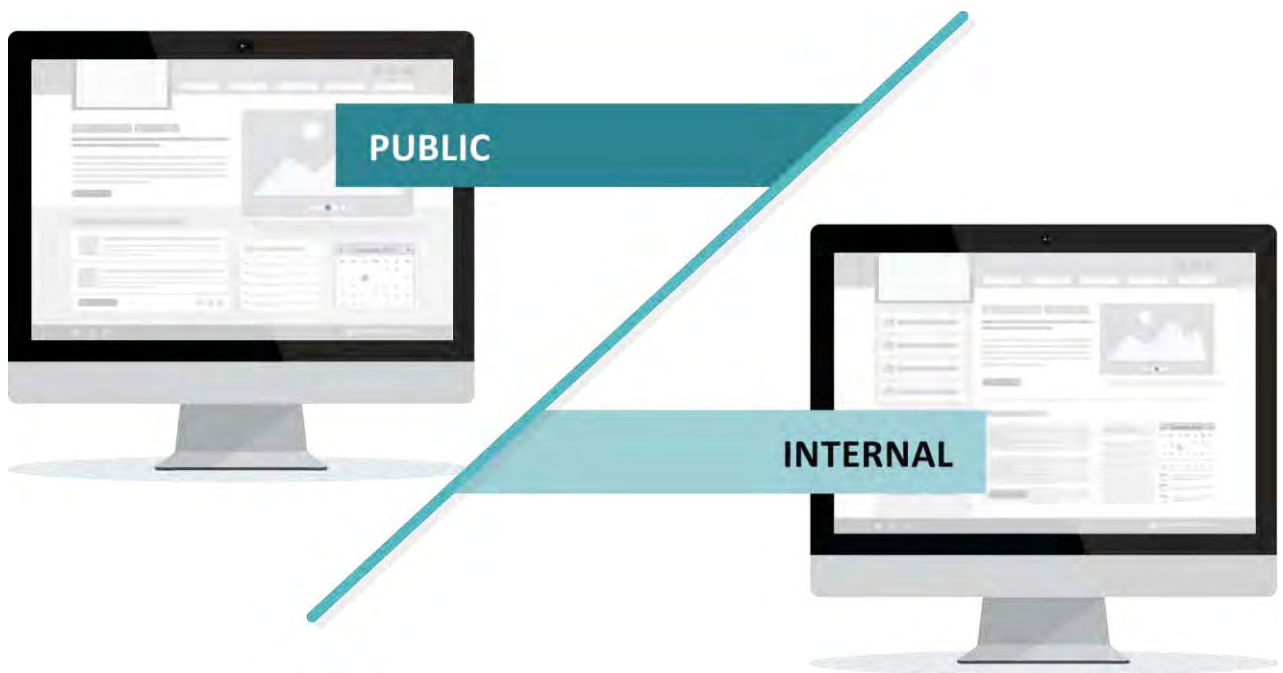
SINGLE SIGN-ON SUPPORT

CivicLive SitePublish supports the latest SAML SSO standards that provide easy integration to identity providers such as ADFS. Identity providers allow for managing user authentication across multiple 3rd party products. This means that users will only have to log in once to have access to multiple applications.

BID POSTING & SUBMISSIONS

Manage publicly-tendered RFPs, RFIs and RFQs from their initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users.

If your County wants to encourage fully paperless bid submission processes, a workflow can be created that ensures bids are routed to the right staff members responsible for evaluating proposals.

JOB POSTING & APPLICATIONS

Instead of relying on third party applications that create barriers to filling the jobs your County has available right now, simply post those jobs on SitePublish's integrated Job Posting and Applications module.

This tool also allows candidates to register as users on your website and submit resumes as attachments to an application form. Just like with our Bid Posting & Submissions module, job applications can also be processed electronicaly via submission review workflows.

ARCHIVING & RECORDS RETENTION

As part of our commitment to fostering government transparency and information accessibility, CivicLive eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives.

Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your County has for them.

Attachment number 2 \n

Integration with 3rd Party Software

With the CivicLive platform, we want your website to offer a limitless range of functionality, either by solely using our software, or by integrating with preferred external systems.

In order to help your website reach its potential, SitePublish includes a robust set of web services, rich XML support for input and output, and APIs for easy interoperability.

Some examples of how CivicLive web solutions integrate with 3rd party software and applications:

- APIs & Web Services
- Google Search Integration
- Google Translate Integration
- Social Media Feed Integration
- Social Media Sharing [like, tweet, +1, etc.]
- Interactive Links Integration
- E-Pub Reader Integration
- Flickr & Google Photos Integration

- ArcGIS Integration
- Google Analytics Support
- PCI-Compliant Online Payment Processing Integration
- YouTube and Vimeo Player Support
- RSS
- SQL Server
- LDAP
- SSO
- ADFS

GOOGLE ANALYTICS

Google Analytics can be integrated into your brand new CivicLive-powered website to provide staff with the ability to track and analyze web traffic throughout the site. This integration will provide reporting capabilities such as page hits, user statistics, top searches and best performing pages.

LDAP & SLDAP SUPPORT

SitePublish supports the ability to integrate with an existing directory of user credentials so users may log in to SitePublish with the centralized logins. LDAP removes the need for additional credential management, simplifying any security processes your County may have in place for maintaining a high number of staff credentials.

PROVIDE REAL-TIME, CROSS-PLATFORM INFORMATION UPDATES WITH SOCIAL MEDIA FEED INTEGRATION

Your County most likely already provides time-sensitive updates to followers on social media communities such as Twitter and Facebook – so why not share these content updates on your website with prominently-integrated social media feeds on your homepage?

VISUALIZE CRITICAL DATA WITH GIS TOOLS

Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for County services. Real estate, business registries, zoning and many more areas of County's services can be mapped, viewed and tracked. Additionally, the mapping systems can integrate with other modules to allow you to track and map requests, complaints, and more.

Support, Hosting & Maintenance

We are proposing a Software-as-a-Service (SaaS) solution as our response to your Website Redesign project's long-term requirements.

With a SaaS solution, your County administrators will enjoy:

✓ Unlimited, 24x7x365 access to the friendly CivicLive Technical Support team for any service- or usability-related needs
✓ The freedom to have as many users as your County needs
✓ Hassle-free software maintenance for our SitePublish CMS
✓ Reliable, enterprise-grade website hosting & data protection services

> " *[CivicLive team's] replies are always pertinent and expedient. I appreciate the service they are providing and I believe it is a real asset to our community. Thank you for providing us with excellent service, staff and products.*
>
> **Judy Pennell**
> HFHS IT

TECHNICAL SUPPORT SERVICES

Technical Support Services provisioned with our SaaS solution are as follows:

A TOLL-FREE SUPPORT HOTLINE

Your users can contact the 24/7 CivicLive Technical Support Team directly using our toll-free telephone number. This number is first directed to your dedicated Support Specialist, and then to an alternate team member if they are not available.

EMAIL SUPPORT

Submitting support inquiries via email to your dedicated Support Specialist is a great way to outline more complex support issues that may need a Development or Design Ticket for the specific request.

LIVE ONLINE CHAT

Users can also get access to fast, over-the-web help from a Technical Support Specialist. Live Chat help is particularly beneficial for in-context usability assistance, i.e. getting an answer to a software usability-related question that arises at that exact time.

A STRUCTURED ESCALATION PROCESS

We offer a structured procedure for any technical support-related issues that are escalated past the point of our Technical Support Specialist's capabilities. This escalation procedure involves first deferring to the CivicLive Project Director, and then, if necessary, to our Chief Technical Officer.

TECHNICAL SUPPORT TICKET TRACKING

For support issues that aren't resolved over the phone or within 24 hours, our Technical Support Specialists keep your County staff up-to-date by creating and managing Support Tickets. Email updates

on support progress are sent to your designated staff contact person from initial definition to resolution, ensuring effective communication and documentation of the support issue exists for reference.

ACCESS TO CUSTOMERNET – OUR CLIENT INTRANET

Your system administrators can be given access to CivicLive's private customer intranet, CustomerNet. CustomerNet serves as a collaborative web space where your staff can participate in discussions related to tips and tricks on using our software, accessing user manuals and videos, read up on CivicLive news, and more.

UNLIMITED-USER SOFTWARE LICENSE

We don't want to limit any County's website management experience and processes by restricting the number of staff users who can assume web management roles using our SitePublish CMS software. That's why the CivicLive Software-as-a-Service solution includes an unlimited-user software license that is bundled together along with technical support and software maintenance services into one low annual services fee.

In other words, the Cabarrus' web governance team will never feel pressured to limit the number of users on SitePublish; any member of your County's staff can contribute to your new eGovernment strategy!

SOFTWARE MAINTENANCE & UPGRADES

We invest considerable resources into the long-term maintenance and development of our CivicLive SitePublish CMS software. We give every client access to our software maintenance and upgrade services in order to ensure the SitePublish CMS your County uses is always the latest and best version of our software.

Benefits of our Software Maintenance and Upgrades include:

✓   Getting access to the latest eGovernment tools and modules we develop for SitePublish
✓   Ensuring that software is always up-to-date with our latest security standards
✓   Software upgrades are handled by the CivicLive team, which means your IT team never has to worry about spending time on installing updates themselves

DEDICATED ACCOUNT MANAGEMENT

Once implementation is complete and your site has gone live, you will be introduced to your dedicated Account Manager, who will take on the role of caring for you as a member of the CivicLive family. Our Account Management philosophy is based on friendliness, courtesy, and quick service. Serving as your primary point of contact throughout your contract term, your Account Manager ensures Cabarrus' long-term success by tracking your website's goals, sharing industry best practices, and keeping you informed of new CivicLive product enhancements that you may benefit from.

⦿ WEB HOSTING SERVICES & INFRASTRUCTURE

Your citizens want secure access to your County's website at all times, and a great way to make that happen is by eliminating potential technical difficulties that could occur on local server and network environments. That's why we encourage every County to choose our SaaS solution. Hosting your website at our state-of-the-art datacenter eliminates virtually every hardware, network connection and security risk that may impact your website and your users. Take a look at some quick facts about our datacenter:

CIVICLIVE DATACENTER SNAPSHOT	
TOTAL BUILDING AREA	85,000 square feet total space.
RAISED FLOOR AREA	25,000 square feet of raised floor over four separate computer areas 14,000 square feet of raised floor over administration & support areas.
DATA CENTER AREA	25,000 square feet of two foot (2') raised tile floor.
DESIGN CRITERIA	Purpose design/built data center based on 99.9% system availability. Former banking and e-commerce hub for major national Bank. In operation for over five years.
HYDRO CONNECTIONS	Twin incoming main feeders at 13,800 volts/4000 amps, each with multiple diverse routing from hydro grid.
POWER BACK-UP	Three standby generators (two at 1.5 megawatts, one at 1.35 megawatts for a total of 4.35 megawatts total standby power). Over 30,000 liters of diesel fuel on hand, capable of running the building at full capacity for over 72 hours. Two fully independent UPS systems totaling 2,700 kVA, with hot tie capability.
FIRE SUPPRESSION	• VESDA (Very Early Smoke Detection Apparatus) supporting an INERGEN gas fire suppression system. • Interlocked dry pre-action sprinkler systems both above and below the raised floor. • Computer room areas have an independent two-hour fire rating, separate from the remaining building structure.
SECURITY	• Facility entrance and security areas are protected with bulletproof glass, NATO rated for small-bore missiles. • All exterior walls are custom reinforced. • 24 X 7 manned security. • Intrusion detection systems. • Card access control for multiple secure zones. • An array of video monitoring and image capture systems both inside and outside the building. • Remotely-operated truck bay capable of full-sized tractor-trailer within a secure environment.
FACILITY MONITORING	Invensys direct digital building monitoring system encompassing over 2,000 individual monitored devices (heating, cooling, water, air conditioning & ventilation).

DATA PROTECTION SERVICES

Since data and user security, privacy and access are primary concerns for every County's IT team, we ensure that the following security measures are built right into our hosting infrastructure:

MONITORING & BACKUP

Our Managed Backup service provides tape backup to prevent loss of data due to accident, hardware failure or environmental disasters. The backup solution typically results in one full database backup plus five incremental backups each week based on our backup schedule.

We will perform tape validation and maintain an activity log for each backup to ensure successful completion. Our system design automatically detects problems at any stage of backup ensuring a very high level of data security and availability.

Monitoring ensures that your County's data is safe and always secure. Backup reports deliver a variety of logged statistics that include the backup cycle, success or failure and the amount of data backed up.

FIREWALL & PRIVACY

Our firewalls are designed to restrict the type of traffic and originating IP addresses that can access Cabarrus' servers. This service is based on our shared firewall infrastructure. However, we can also provision a dedicated environment, where our Implementation Analyst will work with your team to define security rules in order to deliver a customized firewall security policy that meets your specific security and privacy criteria.

DISASTER RECOVERY

Our client databases are backed-up daily and stored in an offsite location separate from our primary datacenter. In a disaster situation, the main location will fail-over to an alternate cloud server with a recovery time objective of 72 hours to the previous nightly back-up.

DATABASE & NETWORK REDUNDANCIES

Redundancy is managed at power, firewall, network connectivity, server configuration, web server and database server levels.

POWER

We provide redundancy in four different levels of the overall hosting configuration. These include redundancy at the incoming power supply, uninterruptible power supply, standby power generators, rack power, web server, and database server levels.

CIVIClive
CONNECT • ENGAGE • SERVE

SECURITY APPROACH

Our team employs a layered defense system to protect its hosting environment against malicious attacks, while maintaining open and reliable access to end users.

At the core of our security program is the Security and Architecture Team. They remain vigilant and aware of the rapidly evolving security environment by continually tracking and testing new products, tools, and software patches that become available to counter threats or vulnerabilities. Although the Security and Architecture Team comprises the core of CivicLive security, day-to-day operational support of Cabarrus' systems, including handling of Cabarrus-specific security issues, is provided by a designated CivicLive Customer Support Team. Collaboration and communication between Security and Customer Support Teams ensures that Cabarrus' deployment is protected with comprehensive security measures.

We employ engineered secure builds for every supported platform (operating system and applications) delivering enhanced security, manageability, and availability. Hardened server hardware configurations are standard and provide yet another level of security. The server build, when used in conjunction with other security features and services, provides a solid defense against intrusions and malicious attacks.

SECURE DESIGN AND CONFIGURATION

Our web solutions are designed in a multi-tier architecture that offers security within and between each network tier. Tiers are often classified as Access Layer, De-Militarized Zone (DMZ) Layer, Application Layer, and Data Layer.

The SmartWork Project Implementation Methodology

The CivicLive team uses a proven 8-phase project implementation methodology called SmartWork to take your eGovernment project from conceptualization planning to a complete implementation that ends with a live website.

SmartWork's 8 phases are each designed to address specific project milestones. Via our Project Manager, your County Project Team gets to interact with a number of our technical specialists throughout the SmartWork implementation.
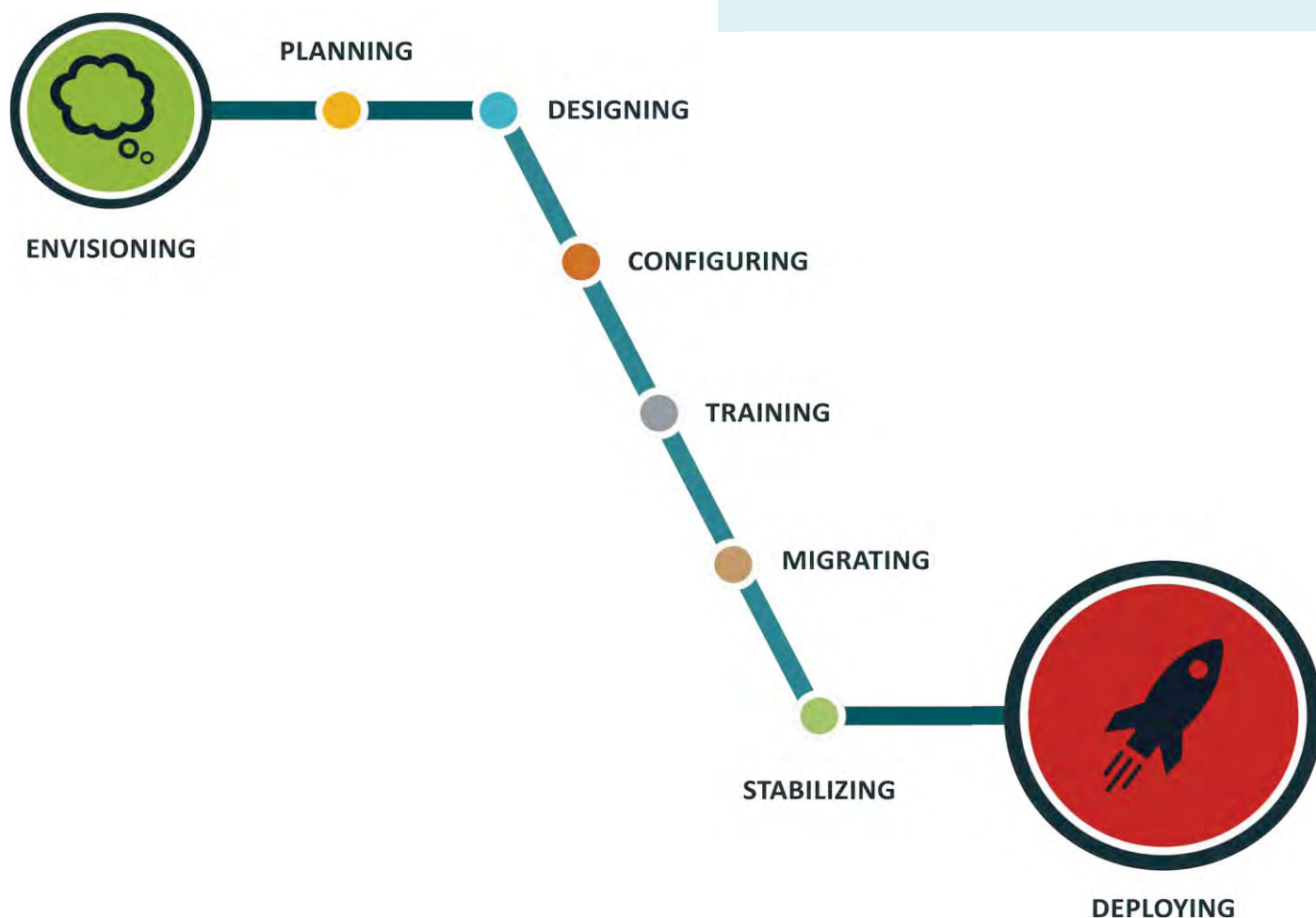
Learn more about SmartWork's 8 phases, key project milestones, and the numerous project deliverables in the following section.

> *"For someone that is not so tech-savvy, I was able to follow the lead of the folks at CivicLive to help create our site. We were asked for our input, what we wanted, how we wanted it to look, and it's like they used the images in my mind. I appreciate the weekly one-on-one calls with our implementation analyst. He explained the system and web creation tools to me in a way that made sense. With his approach, I was less intimidated. I felt comfortable with the process, and even enjoyed it. The trainer, Thomas, did such an excellent job with me and with our staff. When he left, we felt confident that we'd be able to transfer content and create content. Thanks, CivicLive!"*
>
> **Natalee Flynn**
> Clearfield City PR Coordinator

ENVISIONING — PLANNING — DESIGNING — CONFIGURING — TRAINING — MIGRATING — STABILIZING — DEPLOYING

CIVIClive
CONNECT • ENGAGE • SERVE

THE ENVISIONING PHASE

The Envisioning phase kicks-off your Website Redesign project and is designed to create a dialogue between your project team and our Project Manager about what the goals and constraints of the project are. The purpose of the Envisioning Phase is to engage and build a shared project vision among all key stakeholders.

Our kick-off meetings culminate in an understanding between Cabarrus team members and CivicLive team members of the project's key goals. After the project kick-off meeting, our Project Manager creates a project roadmap in a Vision Scope Document which is used to begin the more technical project planning that occurs in the next phase.

The Envisioning Phase typically only lasts for one or two days; a meeting day, and a day for our Project Manager to finalize the *Vision Scope Document* - the first Website Redesign project deliverable you receives from the CivicLive team.

THE PLANNING PHASE

This phase is dedicated to detailed website analysis and requirements gathering about how our solution will address specific aspects of your Website Redesign project. We will guide your County's project staff in creating community surveys, organizing brainstorming sessions, reviewing website analytics & user experience, and holding focus groups to engage your stakeholders and gain insights for research-driven decision making. Together, we'll look at your site to determine what works and what doesn't, and then outline how your new CivicLive-powered website should function for you and your users.

In this crucial phase, everything from the most general creative elements to the most specific technical details will be outlined, and will include project elements like:

- CivicLive Team and Cabarrus team roles & responsibilities by SmartWork phase
- SitePublish configuration functional specifications
- Website analytics analysis report
- A staff/community needs and objectives survey document
- Information architecture planning exercise
- Web content strategy training
- Web content development, optimization and migration plan
- Stabilizing & user acceptance testing plan
- Long-term software update & maintenance Plan

The Planning phase closes with the project's first milestone and second deliverable: the creation and sign-off of the *Master Project Plan and Project Charter* – critical documents that will be used by both teams as the project progresses.

THE DESIGNING PHASE

Citizen engagement, usability and effective web presence-building all depend on quality web design work. That's why we place so much emphasis on the Designing phase of our project. We want to ensure your Website Redesign project results in the most tangible success indicator – a beautiful, usable website!

We want to make sure our design work is exactly what your County staff, citizens and other stakeholders want, which is why we've broken down the Designing phases into four processes that begin with a Design Vision & Analysis surveying process, and ends with our Design Team implementing the design elements in our SitePublish CMS.

THE DESIGN VISION & REQUIREMENTS-GATHERING PROCESS

We begin the Designing phase with a process focused on determining the unique needs of your community and gathering relevant requirements that will shape your website's look and feel.

This process is focused on developing a plan for addressing the following five critical elements of eGovernment web design:

- ✔ Usability
- ✔ Simplified Access to Information
- ✔ Consistent, Beautiful Look-and-Feel
- ✔ Search Engine Optimization
- ✔ Web Accessibility

Everything we plan, design and build in the Designing phase will consider those five tenets. And, in order to get started on the right path, the Design Vision and Requirements-Gathering Process gets our Delivery Team and the Cabarrus Project Team thinking about – and planning out – design-related deliverables with these aspects in mind.

This Design Vision and Requirements-Gathering Process can include the following tasks and deliverables:

- ■ **An open or closed survey of Cabarrus staff website design input.**
  These surveys can be web-based or in-person survey style interviews, and can be broken down by Cabarrus departments if desired.
- ■ **Use Cases and Stakeholder Usability Scenario documents** with planned solutions for improving those scenarios through design-related elements.
- ■ **Review your existing website's analytics and heat map activity** to understand user experience and behavior
- ■ **A Community Website Design forum and/or survey** to get in-person feedback on desired functionality and design suggestions from external stakeholders such as citizens.

You have only
10 seconds
to get your **users' attention** before they leave your site

CIVICLIVE
CONNECT · ENGAGE · SERVE

THE ITERATIVE INFORMATION ARCHITECTURE DESIGN PROCESS

A good Information Architecture (IA) – *how the information is structured* – ensures a website's information is structured logically and is easy to navigate.

Building the best possible Information Architecture will not just offer immediate usability improvements – it'll help Cabarrus staff maintain and expand the website's content for years to come. Our Iterative Information Architecture process is our Designing phase's first collaborative step and involves our Design Team, our Project Manager, and your County project team. Together, this group applies the planning and analysis conducted in the Design Vision & Usability process to a site map that will outline how information is defined, structured and linked to across the whole website in terms of page hierarchies. This process focuses on organizing webpages and other web resources in a structure that is aligned with users' needs, your County's organizational requirements, and search engine optimization.

> *The new city website now reflects the true character of Redmond, and the navigation is easier, quickly getting to where you want to go, often with just one click."*
>
> **John Marchione**
> Mayor of Redmond, Washington

The Information Architecture process ends with the first major milestone of the Designing phase: *the Finalized Website Information Architecture*.

THE ITERATIVE WIREFRAME DESIGN PROCESS

Wireframing is an iterative design process that examines page-level information architecture, as opposed to the site-wide information architecture that was planned in the previous process.

Wireframing is an industry-standard web design process that is great for giving your County staff the chance to see how much information is best displayed on the homepage and various types of subpage templates. Wireframing is a highly interactive iterative process, and is our Designing phase's first opportunity for your staff to visualize (and participate in!) the usability and accessibility improvements the CivicLive team will make to your website.

The Wireframing process culminates with the following critical deliverable: *the Finalized Wireframes*.

THE ITERATIVE INTERFACE DESIGN PROCESS

In this stage, our Design Team adds color and depth to the website's design wireframes to bring the site to life and ensure that it will build a strong, positive image for your County.

We want it to become an effective web marketing asset just as much as it will become an eGovernment web services asset to your community, which is why this completely iterative process only ends when your project team is completely satisfied with the work we've done.

This is where we create the website's Look and Feel.

We believe that the look and aesthetic of a website contributes a lot to its success. www.cabarruscounty.us's look-and-feel will convey the image and appeal of Cabarrus. A strong design theme will also aid with site navigation and entice users to return in the future.

Here are some examples of design elements we address during this process:

PROPER LOGOS & UNIFYING HEADERS/FOOTERS

Consistent use of the County's logo and headers to merge appropriately with the homepage and all subpages.

STANDARD NAVIGATION & SEARCH

Standard, simple, easy-to-use navigation features such as breadcrumb hyperlinks will tell users where they are, where they've been and where they can go, while a helpful, accurate search option will be on every page to provide an alternative content discovery option.

DIFFERENT TYPES OF NAVIGATION ELEMENTS

A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.

TONE & COLORATION

Contrasting tones will be used between text and background images to reduce eyestrain, while the background shall be comprised of muted tones that are subtle and never overpowering.

CONSISTENT DESIGN THEME & BRANDING

Consistent look and feel throughout the site will prevent users from getting overwhelmed and lost within the site. This is facilitated through the use of Subpage Template design(s).

CIVIClive
CONNECT • ENGAGE • SERVE

THE TECHNICAL IMPLEMENTATION & PAGE TEMPLATE CREATION PROCESS

Once the interface design, wireframes and information architecture have been approved by your project team, we will begin applying those design deliverables to a selection of responsive-designed webpage templates in SitePublish. These pages are what the CivicLive Analyst will use for configuring the numerous SitePublish eGovernment modules your County website will feature in the Developing phase.

Our team also uses this final stage of the Designing phase to address numerous user accessibility requirements – many of which are mandatory for public sector websites – and search engine optimization requirements. Addressing these requirements at the page template level allows us to make sure that Cabarrus staff don't have to worry about managing them, although our Training phase will give them the knowledge to do so.

USING HTML, JAVASCRIPT, AND CASCADING STYLE SHEETS (CSS)

Style sheets are the primary method we use to ensure a consistent look and feel throughout the website. The design team utilizes HTML, JavaScript and CSS to give the user the best possible online experience and improve the look-and-feel of a site as it is viewed across multiple browsers and devices.

PAGE-LEVEL SEARCH ENGINE OPTIMIZATION CONFIGURATION MAKES THE WEBSITE SEARCHABLE

While great search engine optimization (SEO) is maintained with content management best practices, the foundation of SEO is in the page-level details. Making the site authoritative, available and readable to both humans and search engines is a key process that includes content & source code optimization, navigation and internal links optimization; meta-tag creation/adjustments, and XML sitemap creation – all of which your users can be trained on in order to effectively manage SEO over the long term.

CROSS-BROWSER COMPATIBILITY TESTING

CivicLive's team conducts rigorous cross-browser compatibility and consistency testing using both traditional PCs and Macs as well as mobile devices such as smartphones and tablets. Our industry-standard range of supported and tested web browsers includes:

- ✔ Internet Explorer ver. 9+
- ✔ Apple Safari 5.1+
- ✔ Opera 12.1+
- ✔ Google Chrome ver. 26+
- ✔ Mozilla Firefox 16+

Potential tourists and investors who cannot find the information they need will not convert into revenue sources.

NETWORK & CONNECTION ACCESSIBILITY

We can design your CivicLive website to accommodate varying network connection speeds that users in your County may have. Our Design Team can employ smaller file sizes for images and other multimedia, and conduct page load time testing to ensure webpages load within desired limitations on slower Internet connections.

ADA AND W3C GUIDELINES AND STANDARDS COMPLIANCE FOR USERS WITH SPECIAL NEEDS

We are committed to maintaining eGovernment website accessibility for all users, which is why the websites we build are designed to conform to W3C and ADA guidelines at multiple levels. During the technical implementation & page template creation process, the CivicLive Design Team will use numerous accessibility-building resources and options that will help your user groups, such as:

✓ **Visually-Impaired Users**

Text-only page versions can be created that allow screen reader applications to easily create an audio playback of the webpage's content, ensuring visually-impaired users don't miss desired content on your website, and allowing for easy site navigation.

✓ **Users with Reduced Eyesight**

We provide page template elements such as larger and legible headers and text, and text size increase/decrease buttons to assist users with reduced eyesight.

✓ **Hearing-Impaired Users**

For hearing-impaired users, we can embed transcripts of spoken audio clips and video players that provide a subtitle option.

✓ **Users with Alternative Preferred Languages**

We can leverage many language tools to offer users access to your website's information in their preferred language, such as:

- Using a **Google Translate** dropdown menu as part of all of your webpage templates so users always have the option to switch language on every page.
- **Landing pages** that prompt users to select their preferred language from a list, or press a button corresponding to their language that then serves each page the user navigates to in the correct language. These translation choices can also be bookmarkable so that users can bypass language choice pages and go straight to what they want the next time they're on the website.

The successful completion of the Designing phase results in the following critical project deliverables:

☐ Finalized Website Information Architecture

☐ Finalized Responsive Website Interface Design

☐ Finalized Website Design Wireframes

☐ Finalized Responsive Webpage Templates

CIVIC**live**
CONNECT · ENGAGE · SERVE

Attachment number 2 \n

⚙ THE CONFIGURING PHASE

The Configuring phase is where the CivicLive team fully configures your eGovernment software solution – a custom deployment of CivicLive SitePublish's many modules and tools that Cabarrus staff will use for everything from day-to-day content management to delivering online services to your community.

This phase houses the bulk of our technical implementation process and requires minimal input from Cabarrus staff. Our team of Analysts completes this phase using a simple 4-step approach that covers everything from setting up the technical staging environment to integrating external software applications.

1   PROVISIONING THE ENVIRONMENT

CivicLive Analysts create the server environment that is used from this phase right up to the end of the stabilizing phase.

2   SITEPUBLISH BASE INSTALLATION

A CivicLive Analyst installs the SitePublish CMS with out-of-the-box functionality on the environment and conducts a preliminary round of testing.

3   SITEPUBLISH TECHNICAL CONFIGURATION

Once SitePublish's out-of-the-box testing and installation process is complete, our Analysts begin configuring SitePublish modules based on the technical specifications outlined in the Planning phase.

4   3ᴿᴰ PARTY SOFTWARE & SOCIAL MEDIA INTEGRATION

Once the SitePublish modules are fully-configured, external applications that were part of your technical specifications (such as Language Translation tools, GIS tools, Social Media accounts and feeds, Analytics, and E-Commerce applications) are all integrated with SitePublish.

> **The deliverables of the Configuring phase are all software-related, and include:**
>
> ☐ Provisioned Environment
> ☐ Installed and Configured SitePublish CMS
> ☐ Integration of Any Desired 3rd Party Software

THE TRAINING PHASE

While our SitePublish CMS is incredibly easy to learn and use, we still want to ensure your staff have everything they need to effectively manage your County's website over the long-term, That's why we dedicate an entire phase of our project implementation methodology to training the staff that will use our software based on the type of roles they will fulfill.

Our training plan will include sessions that are tailored to the unique needs of your staff, many of which may fall under one of the four general training session types:

WEB ADMINISTRATOR TRAINING SESSION

Training for system administrators on the solution's backend. Focuses on imparting top-level technical knowledge of how SitePublish works. These users will become your highest-tier webmasters and primary points-of-contact for the CivicLive team throughout the lifetime of your partnership with us.

POWER USERS SESSION

Training for standard tool power users such as Content Managers. Focuses on detailed skills building to enable effective and efficient use of all of SitePublish's modules and tools.

DEVELOPER TRAINING SESSION

In-depth background training on SitePublish; suitable for staff who will enhance or develop the code base or extend the software in house. This training is only required for clients with IT Administrators who wish to conduct in-house custom development using our software or take advantage of web services and APIs to integrate with third party applications.

TRAIN-THE-TRAINER SESSION

Advanced training, focusing on promoting the skills and knowledge needed to train new users on the system. Participants in this course should have already taken the administrator or power user courses.

Our Training phase marks a critical milestone in the SmartWork Implementation Methodology, and ends with these two deliverables:

☐ Fully-trained Cabarrus staff ready to conduct Content Migration and User Acceptance Testing

☐ Training documents and multimedia such as user manuals and how-to videos for specific SitePublish modules

THE MIGRATING PHASE

The goal of our Migrating phase is to transfer your existing content from www.cabarruscounty.us to the corresponding webpage based on your CivicLive website's new information architecture. Content Migration is included in the CivicLive service offering and **carries no additional cost**.

Before beginning the migration process, the CivicLive team will guide Cabarrus' team in reviewing the content on County's existing website. Using web content best practices, we will assist your team in identifying which content should be migrated over to your new CivicLive site, and what should be reformatted or deleted entirely. We will work specifically with your content authors to define guidelines for writing for the web and support your team in developing a clear content strategy for engaging with key audiences. These guidelines will include:

- ✔ Reader scannability
- ✔ Editing web content
- ✔ Social sharing tools
- ✔ File naming
- ✔ Referencing links to external sites
- ✔ User-driven content
- ✔ Promotion of pages on the website
- ✔ Use of images
- ✔ Use of pdfs & hyperlinks

The Content Migration process is accomplished through two processes that typically occur simultaneously:

WEBPAGE CONTENT MIGRATION & OPTIMIZATION

The CivicLive Content Migration conduct manual page content migration; optimizing and transferring desired web content from your live website to pages where that content is needed based on the IA developed in the Designing phase.

AUTOMATED & MANUAL DOCUMENT MIGRATION

For high volume document and file migration, the CivicLive Project Manager may opt to implement an automated document migration process. However, this process can be handled manually by the CivicLive Content Migration Specialist and members of your project team for most projects.

> **The Migrating step in the CivicLive Implementation Process results in the following deliverables:**
>
> ☐ Internally-Launched Beta Website
> ☐ Cabarrus Staff-Approved Web Content

Our meticulous migration process ensures that your pages are formatted correctly and that someone's eyes are on every page. Once content migration is complete, a CivicLive Analyst reviews the completed migration against the site's information hierarchy, and will check for inaccessible documents or other errors that would affect site usability before giving your site administrators the go-ahead to conduct their own acceptance testing. By manually examining the webpages, our Analyst verifies the overall quality of the content and assures that formatting errors from your existing site are not carried over to your new CivicLive website. Additionally, the CivicLive Content Migration Specialist works in close collaboration with your team during our acceptance testing and validation stage to ensure migrated content meets your staff's expectations.

THE STABILIZING PHASE

We firmly believe that testing and QA is best done prior to a website's launch. This is why we dedicate an entire phase for two different critical types of testing:

CIVICLIVE QUALITY ASSURANCE (QA) PROCESS

The CivicLive Quality Assurance Specialists conduct our stringent QA process that is designed to discover problems before the site goes live to the public. These issues can range from content errors such as typos or blank pages to potential problems with code used on page templates. Examples of QA tasks include:

- ✔ Verifying Page Consistency
- ✔ Verification of all Website Links
- ✔ Testing to Ensure All Scripting Works
- ✔ Webpage Content Print Testing
- ✔ Final Cross-Browser Compatibility Testing

Key deliverables of the Stabilizing phase are:

- ☐ Fully QA'd Website Ready to Go Live
- ☐ QA Testing Documentation

CABARRUS STAFF USER ACCEPTANCE TESTING PERIOD

We also use the Stabilizing phase as a chance for your County staff to get familiar with their new eGovernment website, explore its content, and provide any final feedback that may affect the website before it goes live.

As part of our research-driven approach to user testing, we encourage the County to invite community members to participate in our proposed usability testing exercises, where participants matching the defined user personas are asked to navigate their new website to complete persona-specific tasks. The CivicLive team utilizes **heat maps** and **session recording** tools to review the users' interaction with County's new website.

Although we recommend setting a time limit on this testing period, it can last as long as your staff want it to in order to feel completely satisfied that the website meets their expectations.

🚀 THE DEPLOYING PHASE

In this final phase of our SmartWork Project Methodology, we launch your new CivicLive-powered www.cabarruscounty.us to the public. Our team performs any remaining knowledge transfer with Cabarrus staff and conducts a final quality assurance process as the website goes live in order to ensure the launch goes smoothly. At this time, Cabarrus staff will also be introduced to our top notch customer support team, and meet with their dedicated Account Manager who will support the long-term success of your new CivicLive site.

We can also provide post-deployment services such as tracking citizen engagement with analytics and conducting stakeholder satisfaction surveys if desired.

Key deliverables of the Deploying phase are:

☐ A Live Website!
☐ Introduction to the CivicLive Technical Support Team

Estimated SmartWork Project Timeline

The following table provides an estimated project timeline and highlights project milestones using our SmartWork Project Implementation Methodology.

Website Redesign Project Timeline	Est. Duration
THE ENVISIONING PHASE	1 Day
Project Kick-Off Meeting	
THE PLANNING PHASE	15 Days
Draft Master Project Plan & Charter	
Client Reviews Project Plan & Project Charter	
MILESTONE: Finalized Project Plan & Charter Documents	
THE DESIGNING PHASE	25 Days
Conduct Vision & Requirements-Gathering Process	
Conduct Iterative Information Architecture Process	
Conduct Iterative Wireframing Process	
Conduct Iterative Interface Design Process	
MILESTONE: Finalized Website Design	
Implement Responsive Webpage Templates in CMS	

CIVIClive
CONNECT • ENGAGE • SERVE

Website Redesign Project Timeline [cont'd]	Est. Duration
THE CONFIGURING PHASE	
Provision Staging Environment	
Install SitePublish on Staging Environment	
Configure SitePublish Modules	30 Days
Integrate 3rd Party Software	
MILESTONE: **Fully-Configured SitePublish CMS Technical Solution**	
THE TRAINING PHASE	
Conduct Training Sessions	3 Days
MILESTONE: **Fully-Trained Cabarrus Staff**	
THE MIGRATING PHASE	
Collaborative Web Content Migration	
Collaborative Document & File Migration	15 Days
MILESTONE: **Internal Beta Website Launch**	
THE STABILIZING PHASE	
CivicLive Quality Assurance [QA] Process	20 Days
Cabarrus Staff User Acceptance Testing [UAT] Period	
THE DEPLOYING PHASE	
FINAL MILESTONE: **Website Launch!**	1 Day

COST PROPOSAL

The following section outlines the One-Time and Annual fixed fee structure we've proposed to meet your Website Redesign project's requirements. Please contact us if you have any questions about our fixed fee-based pricing model for CivicLive web solutions.

One-Time Implementation Fee	$96,000.00

Our One-Time Implementation Fee covers costs associated with designing, developing and implementing your new website using our SmartWork Methodology. Key deliverables per SmartWork phase include:

Envisioning & Planning Phase Deliverables
- [ ] Onsite Kick-Off Meeting
- [ ] Finalized Project Plan
- [ ] Project Charter

Designing Phase Deliverables
- [ ] A Completely New Responsive Website Design for www.cabarruscounty.us with our 100% Design Satisfaction Guarantee

Configuring Phase Deliverables
- [ ] Complete SitePublish CMS Software Configuration
- [ ] Integration of 3rd Party Software

Training Phase Deliverables
- [ ] Completion of Onsite Training Sessions
- [ ] User Manuals, Videos, and Access to Online Resources

Migrating Phase Deliverables
- [ ] Completion of Desired Website Content Migration

Stabilizing Phase Deliverables
- [ ] A Stable Internal Beta Launch of www.cabarruscounty.us
- [ ] Completed CivicLive QA and Cabarrus Staff User Acceptance Period

Deploying Phase Deliverables
- [ ] www.cabarruscounty.us Goes Live!
- [ ] Finalized Project Documents

Please Note: There are no additional hidden fees for meeting your project's current scope of work!

Annual Software-as-a-Service Fee	$18,200.00 *This fee is not charged in Contract Year #1!*

CivicLive's Annual Software-as-a-Service [SaaS] Fee Includes the following services:

- [ ] Enterprise-grade Data Protection and Unlimited-Bandwidth Website Hosting Services for www.cabarruscounty.us
- [ ] SitePublish CMS Software Version Upgrades & Maintenance
- [ ] Unlimited, 24x7x265 Access to Technical Support

- [ ] Unlimited-User SitePublish CMS Software License
- [ ] A Design Refresh of www.cabarruscounty.us at the End of Contract Year #4 [if desired]

PLEASE NOTE: There is no Annual SaaS Fee charged in Contract Year #1!

Optional Additional Services & Rates

Our proposed CivicLive solution includes a certain level of services such as design, training, content migration, and more. However, if additional work is required, we can provide quotes for this work using the following charts that rationalize services by either hourly rates or unit costs.

Hourly Rates for All Professional Services

Although our proposed Design, Development & Implementation costs include many hours of professional services, the following hourly rates are presented **in the event that additional work is requested after your website's launch**:

PROFESSIONAL SERVICES	HOURLY RATE
Programming	$175.00
Graphic Design	$140.00
Quality Assurance Analysis	$150.00
Project Management	$125.00
Marketing Services	$125.00
Content Optimization	$115.00
Usability Testing / Improvement	$125.00
Technical Support (for no-contract clients)	$115.00

Optional Additional Training Services

If your site administrators do not believe the proposed included training services will meet your needs, additional training can be provided at the following unit prices. Please note that additional training may be offered during service level negotiations:

TRAINING SERVICES	HOURLY RATE
1 Webinar-Based Online Training Session [for up to 8 Staff Members per session]	$500.00
1 Onsite Training Session [for up to 10 staff members per session]	$1,500.00

Optional Add-On: Mass Notification Solution

FOR RAPID DELIVERY OF VOICE, TEXT, SOCIAL MEDIA & EMAIL MESSAGES

To keep your citizens informed and engaged on-the-go, we are pleased to offer you a highly reliable mass communication solution.

Whether you want to remind your residents of important dates, seek community feedback in a survey, call in volunteers, or get the word out quickly in an emergency, CivicLive Mass Notification Solution can help you reach your audience anytime, anywhere.

Built on a rock-solid infrastructure that delivers over **130 million** messages per month to citizens and staff members across North America

MUNICIPALITIES USE OUR MASS NOTIFICATION SOLUTION FOR:

- ✔ Event Invitations
- ✔ E-newsletters
- ✔ Customer Service feedback
- ✔ Opinion Polls and Surveys
- ✔ City/County Meeting Reminders
- ✔ Schedule changes/updates
- ✔ Public Safety Announcements
- ✔ Missing Person and Amber Alerts

- ✔ Utility and Service Interruption Notices
- ✔ Staffing and Volunteer Appeals
- ✔ Parking Ticket Reminders
- ✔ Public Information Hotlines
- ✔ First Responder Alerts
- ✔ Severe Weather Warnings
- ✔ Municipal Payment Reminders
- ✔ Interdepartmental Coordination

With the CivicLive Mass Notification Solution, there are no limits on how many messages you can send so you can truly engage with your citizens at the right time and in the right format. Unlimited messaging, massive capacity, robust reporting, prompt technical support and our proven track record are just some of the reasons why municipalities across trust our Notification Solution for their citizen engagement, staff notification and emergency communication needs.

PRICING FOR THE OPTIONAL MASS NOTIFICATION SOLUTION

OPTIONAL ADD-ON	Annual Mass Notification Solution Fee	$28,200.00

With the CivicLive Mass Notification Solution, you will receive:

- ☐ Unlimited Voice, SMS text and email
- ☐ Social media publishing (Facebook/Twitter)
- ☐ Surveys through phone and web with unlimited questions
- ☐ Configurable RSS widget to post messages automatically
- ☐ Instant translation to 50+ languages with reverse translation quality assurance

- ☐ Recipient portal mobile app; manage preferences & review prior messages
- ☐ Unlimited self-updating groups/lists (dynamically change based on source data)
- ☐ Dashboard offers at-a-glance views into overall messaging activity
- ☐ User Training, and Unlimited 24x7x365 Support

Please note that our robust notifications service is not included in our one-time website development and annual web hosting fees that are outlined on pg. 58.

CIVICLIVE
CONNECT • ENGAGE • SERVE

RFQ Response

Redesign Of The Cabarrus County Website

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Table of Contents

Introduction:

Cover Letter

Re: RFQ – Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 1: Cover Letter

Company Name: Bizodo Inc DBA SeamlessDocs
Address: 30 Vandam Street. 2nd Floor, New York, NY 10013
Contact: Ted Lord
Phone: 646-598-1114
Email: ted@seamlessdocs.com

To The Cabarrus County Proposal Evaluation Committee,

SeamlessDocs is honored and excited for the opportunity to present Cabarrus County with our qualifications to redesign and rebuild your municipal website. A web design is a serious undertaking, because in this day and age a government's website is the face of their agency. The vision you have is wonderful, and most importantly with our services, entirely possible.

We provide governments with powerful, interactive, citizen-focused municipal websites. The SeamlessDocs motto and inherent belief is that *Government is Beautiful*, and we hope to work further with you to spread that gospel.

Here at SeamlessDocs, we deliver revolutionary government solutions through our:

- ❏ **FOCUS:** We work exclusively with Local, State and Federal government, so we truly understand your needs and the way you work better than anyone.
- ❏ **DESIGN:** Your new website should educate and engage your citizens while embodying the spirit of Cabarrus County. We believe our beautiful, intuitive and functional design is exactly what you are looking for.
- ❏ **EXPERIENCE:** Our team is working with hundreds of governments nationwide in 45 states to improve their services and facilitate stronger communication between them and millions of citizens.
- ❏ **TECHNOLOGY:** Our world class tech team has worked at technology leaders like Google and Twitter, and have leveraged their deep knowledge to make our services the very best.
- ❏ **COMPETITIVE PRICING:** We keep your budget, bandwidth and taxpayers' dollars in mind. We also provide you with reasonable and flexible payment options for an unparalleled level of service.

Background:
SeamlessDocs was founded 5 years ago and is venture backed by the Govtech Fund, NY State Innovation Fund, 1776 VC, Urban.us as well as other institutional investors. We also participated in the Code for America Accelerator. CEO Jonathon Ende has also been awarded the prestigious NYC Venture Fellowship, is a NextCity Vanguard and was also awarded the GREAT Tech Award from Prince William of the UK and Mayor Bill de Blasio.

Section 1: Cover Letter

Authorized Company Representative and Signer:
Jonathon Ende is authorized to legally negotiate all aspects of the scope of services and provisions on behalf of the SeamlessDocs (Offeror) and obligate the Offeror into any agreement of services. In addition, Jonathon Ende is authorized to bind SeamlessDocs to the terms and conditions.

We attest to the fact that:
The company has reviewed and agreed to be bound by all RFQ terms and conditions which shall form the basis of any Contract resulting from this RFQ; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFQ. The prices quoted in the Proposal were established without collusion with other eligible Vendors and without effort to preclude the County or State of North Carolina from obtaining the best possible competitive price; and The Vendor has read and acknowledged all addendums.

Official (Primary) Point of Contact:
Name: Jonathon Ende
Title: CEO
Telephone: 917-342-2941
Email: je@seamlessdocs.com

Signature: _____

Section 2:
Vendor Qualifications

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 2
Part 1: Company Overview

Company Specs
Company Name: Bizodo Inc DBA SeamlessDocs
Founded: 2011
Offices: New York City (headquarters), San Francisco & Washington D.C.
Total employees: 35

Company Background
SeamlessDocs is a government focused SaaS company that provides holistic digital solutions. We first began providing our state of the art, comprehensive Form Solution to governments to help create a more beautiful citizen/staff interaction. To keep in line with that mission, as of 2016, we successfully shifted to the realm of government website redesign and CMS provider.

Our CEO has 10 years of website design experience, which translates directly to our new initiative. Additionally, the support we receive as a company from investors and advisors allows us to further our success exponentially. Some noteworthy achievements of our team include:

❏ Dan Tangherlini, former City Administrator to Washington DC, Administrator of the Treasury, the GSA, and founder of 18F quit his high profile hedge fund job to run SeamlessDocs Federal

❏ Prestigious VCs such as The Govtech Fund, 1776, and The State of New York Innovation Fund have invested over $12M to expedite SeamlessDocs' growth

❏ 1776 and Urban.us, the 2 TOP government innovation incubators, are not only investors but close advisors

❏ Close advisors include Rachel Haot, the former Chief Digital Officer of both New York City and New York State and Cass Sunstein, the most cited legal scholar in history who, as former director of OMB, was tasked by the president to reduce form inefficiencies

Our Philosophy
We design our websites with every end user in mind. As you will see in *Section* 4, we focus on intuitive, responsive navigational experiences for citizens and an extremely user-friendly CMS for non-technical staff members. No matter why you're visiting, it will be a beautiful experience.

What sets us apart from other companies is our unique understanding of the obstacles governments face and our work in helping hundreds of governments overcome them through implementing our Form Solution. We take what we learn, analyze it, and apply it moving forward. We want to set the standards for how government should operate.

In SeamlessDocs We Trust
Hundreds of Governments across the US

As you've read, the SeamlessDocs team works governments on the Local, State and Federal levels. The feedback that we get from each of our government partners helps us develop our services into a perfect solution that will benefit our current and future governments. The positive feedback we receive from our partners across the board is a testament to our passion in exceeding all expectations.

"We tried a vendor for over a year until we just gave up. SeamlessDocs delivered a FULL website that blew us away within 4 weeks!"
~Seth Wainer, *Chief Information Officer*
NEWARK, NJ

"Our users are always pleased with the convenience of using SeamlessDocs, and we, as a staff, are thrilled with all aspects of the process!"
~Mike Carson, *Administrative Assistant*
CEDAR HILLS, UT

Due to our dedication to the pursuit of government innovation, we have been honored by many prestigious government foundations. This speaks to our leadership in the GovTech space and a showcase to the quality of work we pledge to provide.

Section 2
Part 2: Partnership & Customer Support

Our Partnership

Every member of the SeamlessDocs team realizes that your municipal website is more than just a website. It is an important resource for the almost 200,000 constituents that depend on your for the services you provide. That is why we take the utmost care in creating a website that is accessible across all devices, easy to navigate, data driven, and built with government focused tools to increase citizen engagement and help the County build a better community.

There is one concept to this project that you voiced in your RFQ Proposal that stood out to us. It is something that our company takes very seriously. You stated:

"The County wishes to engage a Vendor who can serve as a partner throughout the duration of this project and provide ongoing hosting, maintenance, support, and design services."

We make it very clear to governments we work with that we are NOT a vendor. We are a partner. We will grow with you, continuously improve our services, and tackle future obstacles with you, not just the obstacles you currently face. When you partner with SeamlessDocs you will receive the below as part of your subscription:

- ❏ Your very own Success Manager
- ❏ Unlimited Training
- ❏ Unlimited Support
- ❏ Website Hosting & Maintenance
- ❏ Periodic Analytics Audit
- ❏ Ongoing Website Feedback & Updates

All of the above services will be covered in depth in *Section 4*. The service of a website provider does not end with the Design process and delivery of a live site. That's just the beginning of a long relationship that should work to continually better the services you offer your constituents. We take pride in our partnerships and urge you to reach out to any references we give.

seamlessdocs

Section 2
Part 3: Recent Work & References

Recent Work

Take a look below at some recent government website redesigns we were awarded. When taking a look at the Annual Fee, which we will go over in depth later in the proposal, keep in mind that we do not charge an initial design fee. The Annual Fees cover all design, consulting, hosting & maintenance, training, support, etc.

Municipality Name	Project	Annual Fee	Contact Name & Title	Contact email
Newark, NJ	Full Website, Form Solution & Custom tools: https://www.newarknj.gov/	$35,000	Seth Wainer, CIO	wainers@ci.newark.nj.us
Jersey City Innovation Office, NJ	Business License Portal & forms: http://jerseycity.seamlessbeta.com/	$5000	Brian Platt, Director of Innovation	bplatt@jcnj.org
Hoboken, NJ	Full Website and Form Solution: http://hobokennj.seamlessbeta.com/	$10,000	Juan Melli, Communication Manager	jmelli@hobokennj.gov
Town of Rye, NY	Full Website and Form Solution: http://townofryeny.seamlessbeta.com/	$10,000	Debbie Reisner, Chief of Staff	dreisner@townofryeny.com

For each of these projects, we delivered unique designs and services to local governments with a universal problem. They realized their online presence was lacking and that they couldn't provide their constituents with the services they deserved. This is where SeamlessDocs can help.

Whether it be a business license portal or a full website, form solution and suite of tools for Newark, NJ our team are experts in identifying weaknesses in government experiences and completely enhancing and transforming them.

seamless**docs**

Section 3:
Project Team Qualifications

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 3
Part 1: Company Overview

The Project Team

We have a team of staff that will be dedicated to designing, creating and launching a beautiful website for the County. Our CEO Jonathon Ende has personally taken charge of our Website Division, because he believes a government's website is one of the most important factors in how they communicate and provide services and information to citizens. He uses a decade of web design experience to help guide the team.

The key players who will be working with you directly comprise of:

Jonathon Ende
CEO

Taylor Engstrom
Marketing Director

Asher Rosenfeld
GX Coordinator

Ted Lord
Gov. Solutions Coordinator

Ted Lord will help through the RFQ contract process, kicking off the project, and transitioning into the design. However, once the project starts, Jonathon and Asher will be your main points of contact. They will act as your unlimited resources and the voice of our team as a whole.

As you will see in our Project Timeline section, they will focus on keeping transparency and working with County Staff on learning as much about the county as possible, collecting all necessary information, and listening to your feedback to create a website that personifies Clarksdale.

Continue to see their professional profiles.

Section 3
Part 1: Team Overview

Jonathon Ende: CEO

Past Experience:
Attended Emory University

CEO – SeamlessDocs
February 2011 – Present

Co Founder – The Alley
May 2012 – May 2015

Jonathon graduated from Emory University and immediately began pioneering solutions for the next generation economy.

Since founding SeamlessDocs in 2011 Jonathon has been recognized as a Govtech leader, honored by the GREAT Tech Awards (presented by Prince William and Mayor DeBlasio of NYC), the NextCity Vanguard Award, the Grand Prize Winner of $100K at TechWeek NYC and the winner of Code for America Technology Award for Government Innovation.

Jonathon has been appointed a NYC Venture Fellow by the NYEDC and the 92Y, and also became a member of the prestigious Entrepreneur Roundtable Accelerator, the Code for America Accelerator Program, and the Urban.Us, and 1776 govtech incubators.

Jonathon is excited to continue being a trailblazer within the Govtech community. He believes that interacting with your government can be a beautiful experience.

"SeamlessDocs was built on the idea that beautifully designed, technically powerful, easy-to-procure solutions can fundamentally change the way government works for the better."

Asher Rosenfeld:
GX Coordinator

"After working with governments to design strategically planned green spaces, I realized infrastructure is only one piece of the puzzle. Digital interactions are becoming increasingly more important, and often receive the least focus. "

Past Experience:
Attended Tufts University for a Bachelors in Civil Engineering
Attended Cornell University for a Master in Business Administration

GX (Government Experience) Coordinator-SeamlessDocs
November 2016 - Present

Market Development Manager – ZabCab
May 2016 - September 2016

Assistant Civil Engineer – The RBA Group
June 2013 - May 2015

Asher graduated from Tufts University in 2012 where he studied Civil Engineering. After working in construction he spent two years designing green spaces in conjunction with NYCEDC and The Department of Environmental Protection.

During his time working with government he gained experience in working with government and learned how to leverage city agencies to make an impact.

After starting a transportation company in his free time, Asher decided to attend Cornell Tech and get an MBA. He continued to focus on urban innovation and spent his time building products with engineers that impact the built environment.

He studied how technology can affect the way cities are developed, managed, and built. Asher believes that positive citizen-government interactions are crucial for innovation and learned website development to help facilitate this relationship.

Ted Lord: Govt. Solutions Coordinator

Past Experience:
Attended Providence College

Project Solutions Coordinator - SeamlessDocs
June 2016 - Present

Government Solutions Specialist - SeamlessDocs
March 2016 - June 2016

Client Service Representative - Viacom
July 2014 - March 2016

Ted Lord graduated from Providence College where he first interfaced with local government at the Rhode Island Capital.

He is deeply interested in relationship building and client service, and has served in a customer-facing role his whole career.

After working at media leader Viacom, he began working with the pioneers of paperless, cloud-based government at SeamlessDocs.

Every day he provides excellent client service by training customers on the SeamlessDocs made-for-government solution, project managing pressing digital initiatives, and being a friendly face for the hundreds of municipalities that trust SeamlessDocs as a partner.

"In my experience, governments try to solve universal problems individually. I try to show them that there are solutions that can help them all better serve their citizens."

Taylor Engstrom:
Marketing Director

"The SeamlessDocs brand is the idea that while Government is Beautiful already, intuitive and easy-to-use technologies can radically improve citizen experiences and overall satisfaction with civic processes"

Past Experience:
Attended Cornell University

Marketing Director - SeamlessDocs
June 2016 - Present

Inbound Marketing Lead - Curalate
November 2015 - June 2016

Market Developer - Curalate
February 2015 - October 2015

Taylor Engstrom attended Cornell University where he studied History and developed a deep interest in government and the way its processes can be improved.

He has worked as a Digital Marketer for his entire career and after stints at fellow technology startups Integral Ad Science (Ad-tech) and Curalate (Social commerce) found his way to SeamlessDocs.

At SeamlessDocs he heads up Marketing where he spends every day thinking about the ways SeamlessDocs can make Government Beautiful as well as how to better engage and celebrate its 260+ partners in local government.

Section 3
Part 2: Communication Strategy

Communicate

We have found that constant communication and transparency is key in ensuring a smooth website design from start to finish. Our team follows a timeline and communication plan that will be discussed in *Section 4* and presented to your team to adjust per the timeline your project staff has created. To keep communication open with your team, we utilize the below methods:

- ❏ Questionnaire: We send you a comprehensive initial design questionnaire. This allows your staff to collaborate and provide us with key insights to kickoff the project.
    - ❏ Existing design & branding
    - ❏ Department preferences
    - ❏ Ensure our goals align in every aspect
- ❏ Formal Consultations: At each deliverable stage of the project, we will set up consultation calls with your project team to go through what we have and ensure we are exceeding your expectations.
- ❏ Update Calls: We will have biweekly update calls with project managers on our progress and our weekly focuses.
- ❏ Ongoing Feedback Form: County staff will have access to an online form that can be continuously added to. They will be able to alert us to any suggestions or change requests.

Feedback

The success of our website design projects are dependent on the feedback we get from your staff in all 22 departments. We can design a beautiful website, but the only way the site will be a perfect fit for your needs and the unique needs of your citizens is if we use your feedback to create a website that embodies the county and everything your government stands for.

We go through multiple rounds of feedback. At every deliverable phase, we urge our partners to give as much feedback as possible. We want to work together with you

Section 3
Part 3: Past Projects

Teamwork

The entire team in this section has worked together to deliver state of the art website solutions to governments both larger and smaller than Cabarrus County. For example, we worked to create the websites you saw earlier in Section 2:

- ❏ Newark, NJ: https://www.newarknj.gov/
- ❏ Newark Water Department, NJ: http://newarkwater.seamlessbeta.com/
- ❏ Hoboken, NJ: http://hobokennj.seamlessbeta.com/
- ❏ Jersey City Innovation Office, NJ: http://jerseycity.seamlessbeta.com/
- ❏ Town of Rye, NY: http://townofryeny.seamlessbeta.com/

We are proud of the work we've done and I'm sure our partners will tell you the same!

Adversity

One project that we worked on that did not go as we, nor the client, had planned was the Business License Portal we built for the Jersey City Innovation Office. Their Administration and IT Staff initially wanted a full website for the entire city. Internal staff began to disagree with the decision for a full website, arguing that focus should be spent elsewhere, that their department pages were fine as is, etc.

The site-wide design was put on hold, but one office in particular wanted to move forward with a particular project that they deemed high priority. The Innovation Office had received numerous requests from both staff and citizens to completely automate the Business License process and create an interactive portal for citizens to access online applications.

We completely upended our design plans and worked with the Office of Innovation to create a custom Business License portal with over 40 automated applications. In terms of design, they wanted something straightforward, digestible, and similar to the design of their current website so it fit into the layout of their existing website.

Section 4:

Project Design & Implementation

Part 1: Design Website Redesign

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 5: Design

We want your website to represent the Cabarrus County and its rich history. We want the pride you have for your County and the passion you have for serving your citizens to show through on every page. When citizens open your new website, they will instantly realize it is an invaluable resource for them and a way for them to connect with you on an entirely different level.

Simplicity, Beauty and Creativity
Visiting your new website will be an easy and beautiful experience. We take your design wants and needs to heart in our heavily consultative approach. It is of the utmost importance that your citizens aren't overwhelmed by your website and feel at home when they visit it.
- ❏ We will integrate photos and videos relevant to Cabarrus County.
- ❏ Each department's page will reflect the feel and work that department does.
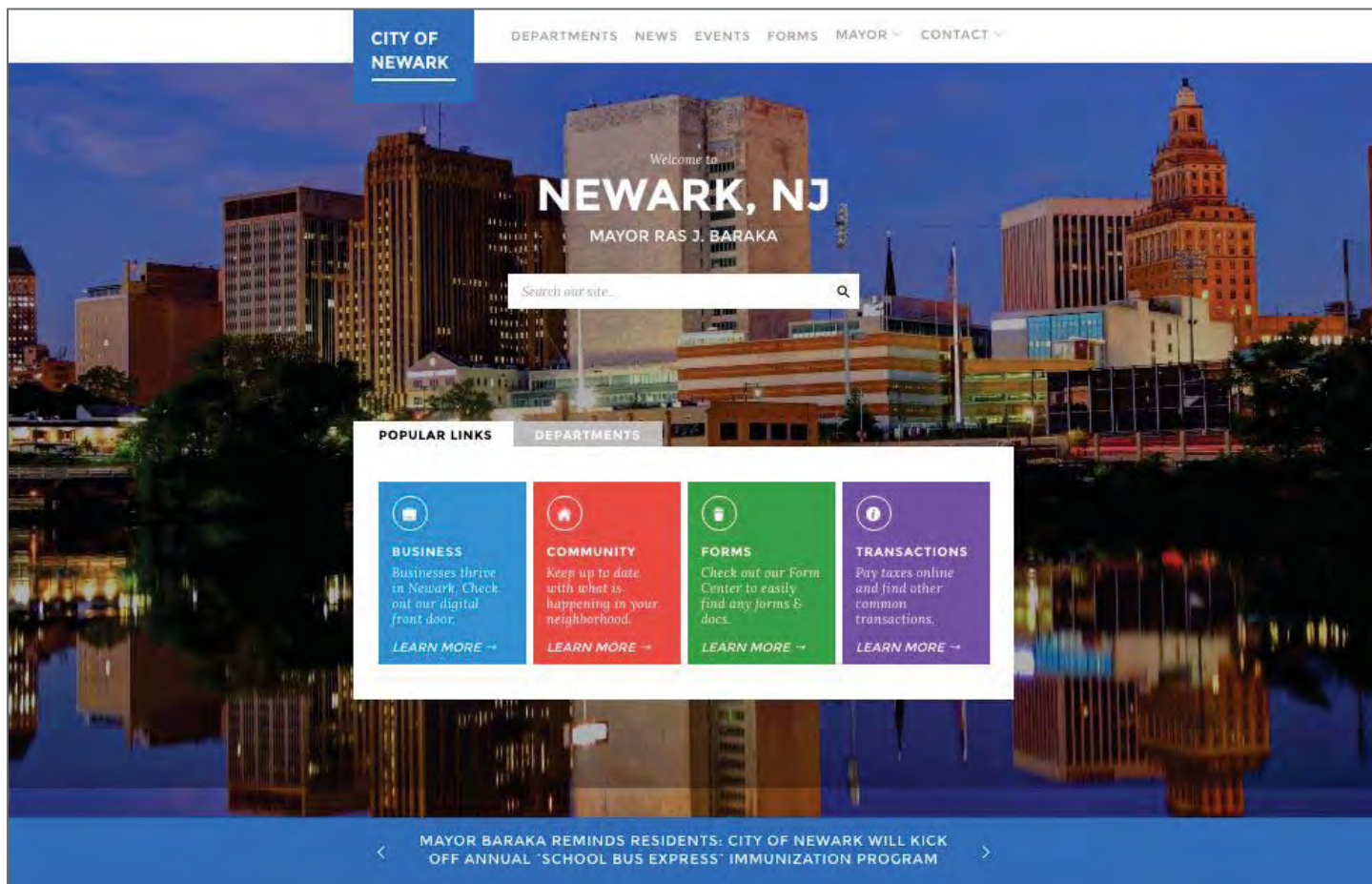
Standard Design
Consistency is key. We build our sites with advanced style guides, meaning any new content your staff adds in the future will always have a constant style that is in line with the beautiful design already in place. We will work closely with you to make that style guide. This creates a scalable solution with a consistent interface and makes working in your new CMS, which we will touch upon in the next section, easier and stress free.

Section 5: Design

Functional and Intuitive Navigation
We ensure that not only is the website easy to navigate, but that everything citizens are looking for will be the easiest things to find. Based upon analytics we make the most important links available to your constituents right on the home page. For example:

- ❏ We will integrate a powerful, fast search function
- ❏ Most visited pages will be easily accessible as soon as the *website* opens on a browser
- ❏ A Form Center is just a click away for users who need to quickly find a form
- ❏ We integrate easy-to-use drop down menus and tabs to aid in navigation
- ❏ We will create an intuitive custom information & Department architecture

Customizable Responsive Web Design
We design your website to be accessible and look beautiful no matter the method your users choose to visit the site.

- ❏ Sleek design carries over to any device (smartphone, tablet, laptop, desktop, etc.)
- ❏ Available on any browser (Chrome, Firefox, Safari, Internet Explorer, etc.)
- ❏ Our CMS gives your staff the ability to update the layout of your website for each individual device.
  - ❏ If you prefer the mobile layout of your site to be a simpler with less content to avoid overwhelming mobile users, you can easily remove sections and only provide the most important links that our analytics show users need.

Provide options for centralizing and/or accepting financial transactions.
Using our payment integration (SeamlessPay) we allow you to collect payments.

- ❏ Utilities
- ❏ Taxes
- ❏ Parking Tickets/Moving Violations, etc.

Compliant/Multi-language Translation
We make sure that 508 compliance and ADA compliance are factored into every facet of our design and functionality. We also give citizens the ability to translate the website to their native tongue at the click of a button by integrating the Google Translator Application.

Integrated eGovernment Tools
As you will see in the next CMS section, we provide a number of robust tools integrated right into your website that will help you provide and manage information while communicating with users.

Design Mockups
We will provide you with a series of design mockups.

- ❏ We will work with you on the desired color schemes, layout and overall feel.
  - ❏ Pictures and collages of your County will be incorporated into the layout
- ❏ You can pick and choose styles and designs
- ❏ We want your new website to reflect your County and embody your vision

Section 4:

Project Design & Implementation

Part 2: Continuous Improvement

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 4: Continuous Improvement

Moving Forward

Continuous improvement is the essence of the partnerships we loo to form with governments. We realize many companies will simple deliver a product an move on to their next "client".

As we have made clear, we are not a vendor and we do not consider the governments we work with "clients". A partnership is more than delivering a service. It is the constant improvement and refinement of the services we have delivered to ensure your website becomes an even more powerful resource as time goes on.

1. **Upgrades:** Our engineering team is constantly working to improve the speed, functionality, and design of our websites. They do so without affecting up-time, which is currently 99.9%
2. **Custom Builds:** We realize every government is different. If you need a custom tool built for your specific needs, just approach us and we will do it. We often include custom builds into your base price because it benefits our existing and future customers.
3. **Complimentary Redesign:** If you opt in for 3 or 5 year deals, we will work in complementary redesigns of your website to ensure your modern design is always up to date.
   a. 3 Year: Smaller scale re-design at 1.5 years
   b. 5 Year: Full redesign at 3 years
4. **Feedback:** We will continuously improve our services. We count on you to give us feedback to ensure that the direction we are going with our improvements works towards the goals of Cabarrus County.

Section 4:

Project Design & Implementation

Part 3: Content Management System

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 5: CMS Software

"The Governor" CMS
Our Content Management System

Our custom Content Management System, aptly named *The Governor (built on Webflow)*, is the easiest CMS you will find for your staff to use, yet the most powerful. We studied some of the best websites on the web and pack each of our sites with the most powerful, best in class features that address the needs of governments small and large.

Point and Click
We want to make editing content an extremely simple and easy process for your staff. Our CMS provides a WYSIWYG rich text editor for nontechnical users. You can edit any field on your entire website by simply double clicking and beginning to type. This is extremely valuable to staff members who are not as tech savvy, but have input and content applicable to their specific page on the site.
- ❏ **Spell check** is integrated into every field to aid staff editing/creating content

Content Creation
Creating a new page, section, department, blog post or article is as simple as filling out a form. The completed form will generate a brand new piece of content that follows our unique and beautiful style guide, so everything you post will look perfect instantly.
- ❏ Simply click "New Content" to begin creating a new page
- ❏ Quickly fill out a web form with all information you want shown and it will automatically generate the content!
  - ❏ Department, section, article or blog-post title
  - ❏ Date published
  - ❏ Author
  - ❏ Body of content
  - ❏ Etc.
- ❏ Approve changes to publish and your brand new content will appear on the site in the same, beautiful design style embedded into every page

Multiple User Management
Our multi-user management system allows you to have many different collaborators with access to edit your site.
- ❏ You are able to create as many user accounts as you feel is necessary
- ❏ Users are able to edit, add content and review all changes before publishing

Section 5: CMS Software

Permissions Controlled
We set permissions so that collaborators can only edit content they have permission to do.
- ❏ We allow you to create approvals for anything that you need published to the site to avoid any mistakes/incorrect postings.
- ❏ Set certain pages or aspects as off-limits for staff users
  - ❏ In this case, only a high-level admin user would be able to edit that restricted content

Publisher Queue
Your CMS will have a publisher queue that shows all changes you've made in your session. This allows you to check your work and enables administrative users to review all changes before publishing them to the live site.

Auto-Expiration/Archival
You can create a piece of content and set a date in which it will automatically expire and/or archive. Useful applications include:
- ❏ Job openings that expire after the due date of application submittal
- ❏ Event announcements that expire after the event occurs
- ❏ News articles that archive after being available for a desired amount of time

Content tagging
Our CMS promotes strategic tagging of content. Tagging enables one piece of content to live in multiple areas of the website.
- ❏ This function allows you to easily reference, interconnect and post content to multiple pages in a matter of seconds

Design Control
We give staff the ability to alter styles, colors or themes on various pages. Keep in mind, only the highest Administrative level user can make edits to design and style. Our team is always on call for the lifetime of your subscription, so if you would like a design change we are more than happy to do it for you. This is useful for:
- ❏ Differentiate the look of specific departments
- ❏ Have seasonal background.color/style themes
- ❏ Change aspects of the site based upon feedback from citizens and staff

Section 5: CMS Software

Friendly URLs
You are able to personally customize links on your website. To make a friendly URL, you simply click on the URL itself in the page editor, choose "change", and type. Just save your changes and you've created a friendly URL for that page.

Metatag development and search engine optimization
All of our web pages are tagged with the proper SEO optimizations and meta data as per best practices and SEO schema rules. Your new website will have a very strong presence and citizens will quickly and easily find it regardless of the browser or device they use.

Our CMS Tools
The functionality of our websites more than meets the Functional Requirements you laid out in your RFP. Take a look below at a more comprehensive list of available with our solution:

- Agenda Management
- Alerts & Emergency Notifications
- Archive Center
- Automatic Expirations
- Interactive Calendar
- Citizen Sourcing Tool
- Departmental Home Pages
- Directories, Listing for Staff & Businesses
- Facility Management
- Frequently Asked Questions
- Interactive Trash & Snow Removal Maps

- Integration with current systems the County has
- Licensing Solution
- Live Edit
- Live Streaming Video
- Language Translation via Google Translate
- News & Announcements
- News Releases
- Online Forms
- Online Job Postings and Applications
- Online Payments
- Printable Pages
- Quick Links
- Responsive Web Design

- Request Tracking
- RFP/RFQ/Bid Posting & Management
- Rotating Photos/banners
- RSS Feeds
- Scripting Capabilities
- Site Search
- Site Statistics via Google Analytics
- Sitemap & Breadcrumb navigation
- Social Media Interface

Continue to see a more visual representation of the most utilized tools our partners utilize on their current websites...

Section 5: CMS Software

Form Center

Cabarrus should consider a fully interactive Form Center on their new website. It gives your citizens the ability to locate and complete any form quickly and effortlessly.
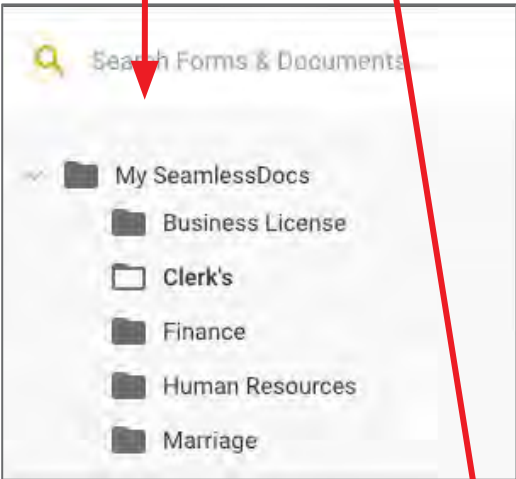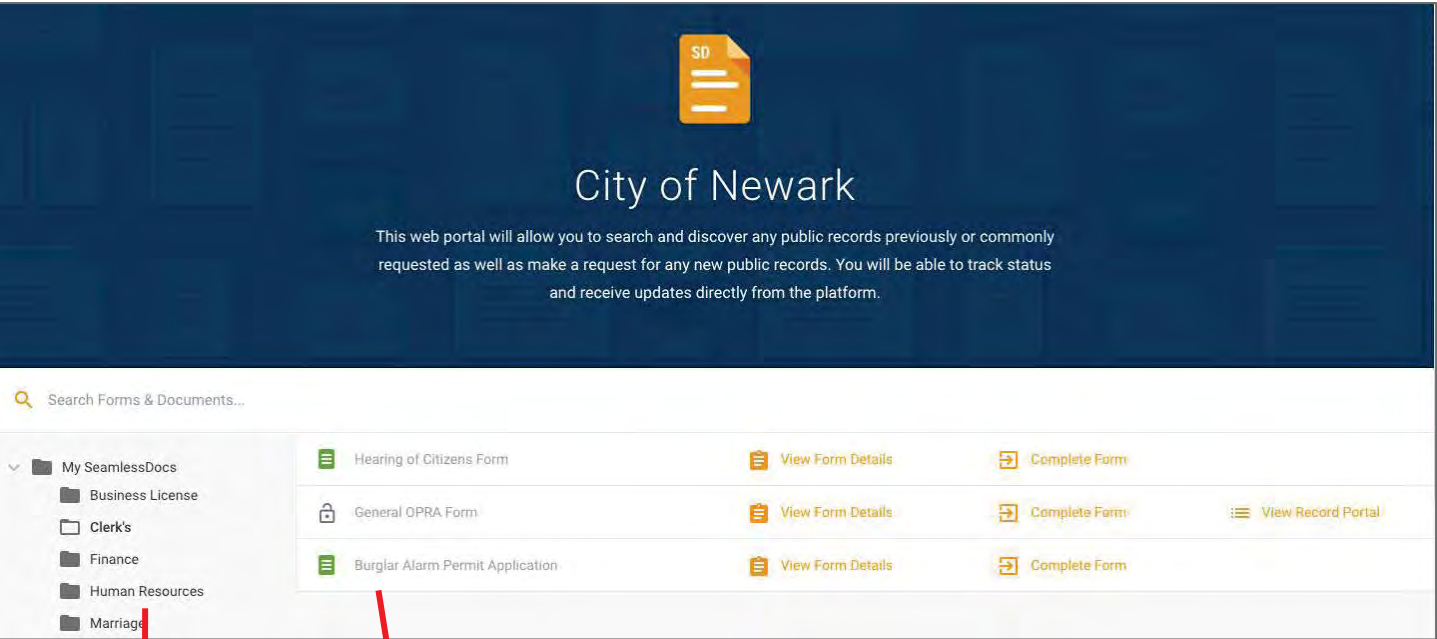
Benefits:

❏ You can organize your forms however you feel would be most appropriate. We give you guidance in what will work best for you and your citizens.

❏ Not only can you download and complete any form electronically, but you can also see details about each form (time to complete, required attachments, payments, etc.)
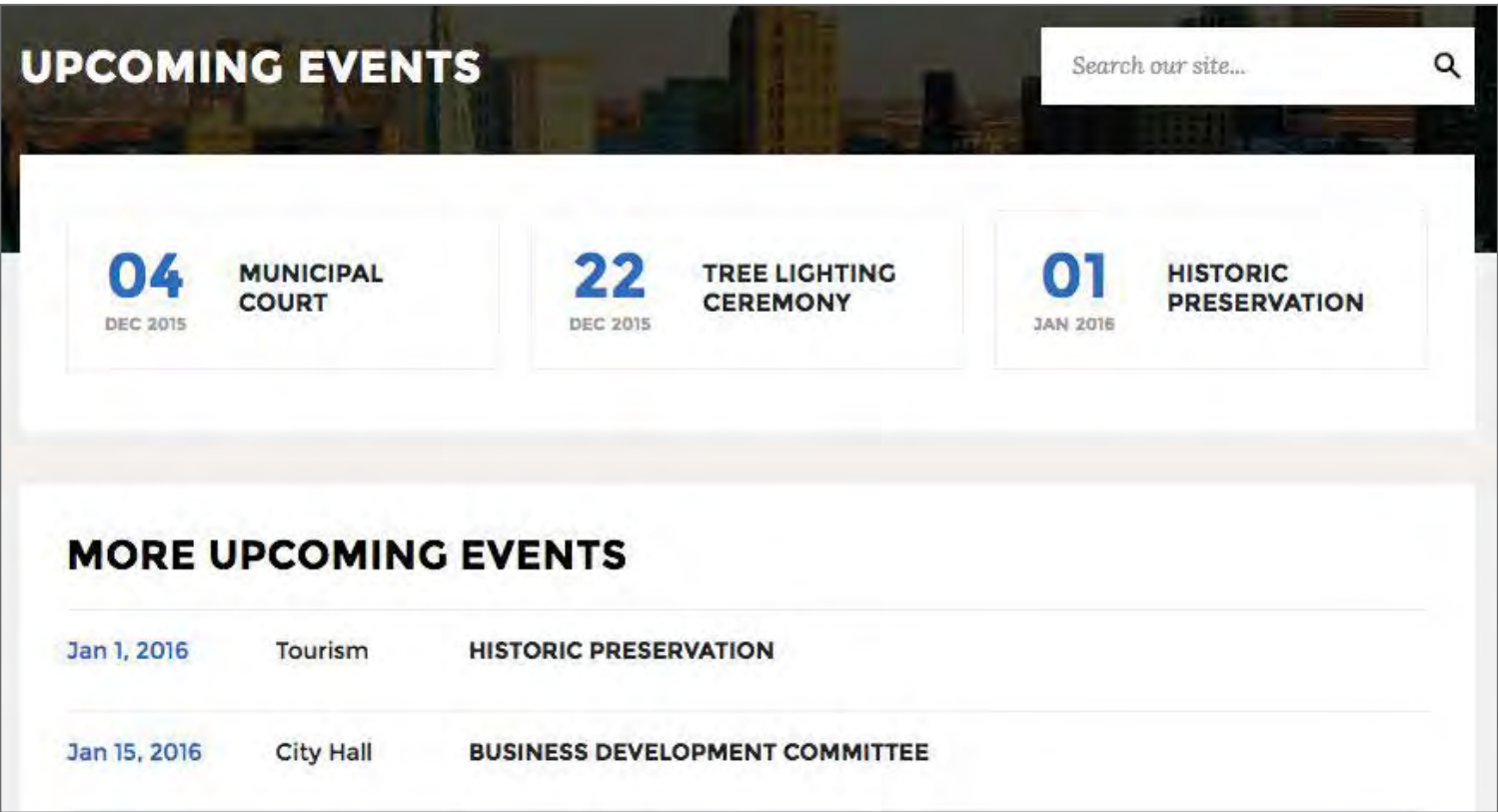
Section 5: CMS Software

Calendar & Events

We provide you with a Master Calendar and a custom events page. This is a great way to keep citizens in the loop on any special events, holidays or important dates for your government that may be coming up. We will also create an individual page for each event with easy to use RSVP and sign-up mangement. You can even charge citizens for any paid events, right through the event page.

❏   Staff from each department can update the master calendar. Or, if they prefer, we can create department specific calendars.
❏   Any event created will also populate on the corresponding department page simply by tagging the event with the corresponding department upon creation.
❏   Citizens are even able to "follow" your calendars via calendarX, which will allows staff to push new events and announcements straight to users' calendars.

Section 5: CMS Software

Citizen Knowledge Base

We include a convenient Citizen Knowledge Base that can offer answers to commonly asked questions as well as other citizens information. This knowledge base will only continue to grow in size and usefulness as staff continue to add FAQs.

- ❏ Compile the most commonly requested services and questions.
- ❏ Create transparency regarding recurring issues or problems in the County
- ❏ Save your citizens and staff precious time by answering questions that people. Chances are, you'll even give them the answers to questions they didn't even realize they had yet!

KNOWLEDGE BASE: FAQS

ARE WATER AND SEWAR BILLS SUBJECT TO THE SAME PROCESS?	HOW CAN I FIND OUT HOW MUCH I OWE IN TAXES?	WHAT IS A TAX SALE?
WHAT HAPPENS IF I OWE MORE THAN ONE QUARTER IN TAXES?	WHAT HAPPENS IF I AM LATE IN MY TAX PAYMENT?	WHEN ARE TAX BILLS DUE?
WHAT IS THE PURPOSE OF PROPERTY TAXES?	WHAT DO TAX BILLS CONSIST OF?	HOW DO I OPEN A BUSINESS IN THE CITY OF NEWARK?
HOW DO I GET A CONTRACT WITH THE CITY OF NEWARK?		

Section 5: CMS Software

Meetings, Minutes & Agendas

Help both staff and citizens keep up to date on upcoming meetings and agendas. You can also make Minutes available to citizens. Transparency is key, and we want to make sure you are able to keep your citizens informed on what is happening in your government.
- ❏ Post meeting minutes
- ❏ Post meeting agendas
- ❏ Upload videos of meetings and embed them right on the site
- ❏ **We give you the ability to live stream Council Meetings**

Section 5: CMS Software

Job Postings

Keep your citizens informed about job openings within the County. They will visit your customized jobs page and have access to click into any open position. With our Form Solution Upgrade, they will even be able to complete, sign and submit an application with their Resume attached right through the page.
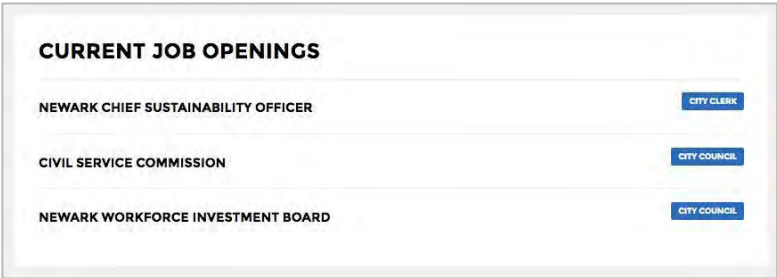
Beautiful list of all available job opportunities.
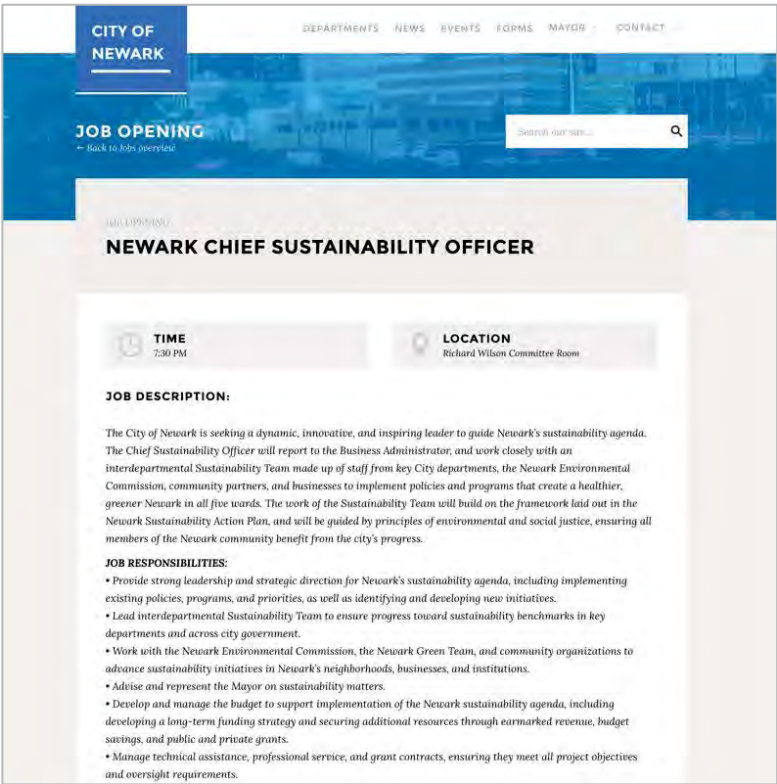
Full detail pages on each job application as well as link to easily complete an online application.

Section 5: CMS Software

Online Payments

We provide an online payment platform using our SeamlessPay integration. Citizens will see a Transactions Tab on the homepage that will bring them right to the payments they need to make. Our online payment provider is *Stripe*, a leader in the online payment industry.

Easy to use drop down to find the payment links

We can link to SeamlessPay or any existing payment portal.

Section 5: CMS Software

Licensing Portal

Our interactive online tool to find and apply for local licenses. The easy to use tool makes it easy to find key information on licenses, apply online and then allows visitors to log back in to check status and upload any additional documents and correspondence.
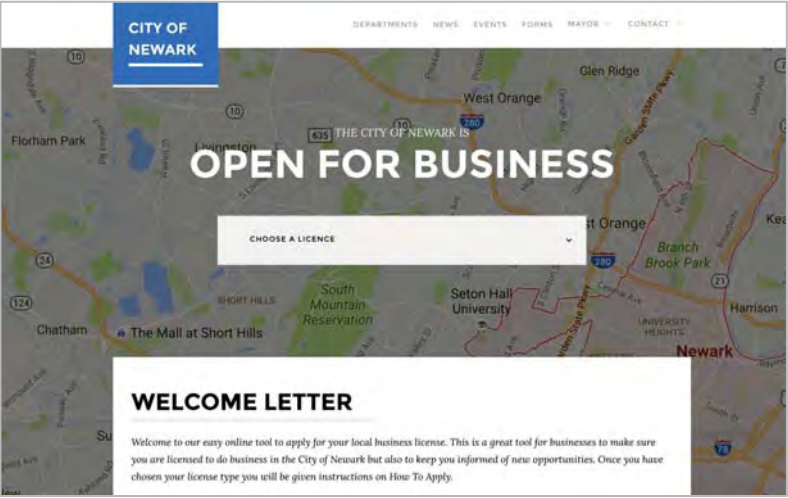
Easy to use drop down to find the appropropriate license.
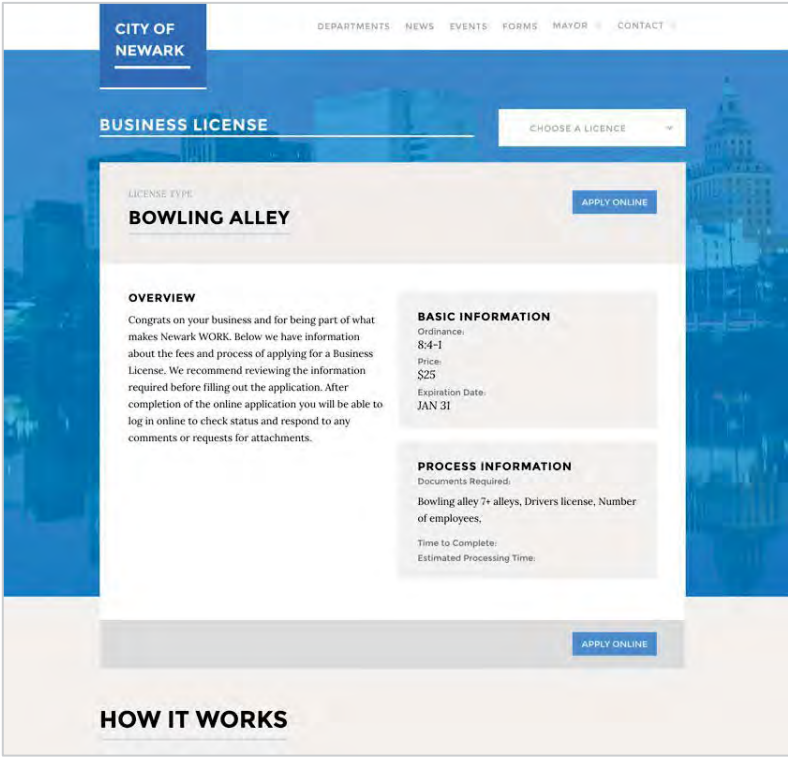
Beautiful pages to display key information on a per license basis with links to apply online.

Section 5: CMS Software

Citizen Surveys & Requests

Listen to the wants, needs and concerns of your citizens! We make it easy for them to submit Service Requests and fill out Citizen Surveys to give your staff insight into how they can improve. Easily drag and drop from a collection of 70+ field elements to customize your form however you prefer.
- ❏ Beautiful online forms work from any device
- ❏ Quickly and easily collect information from citizens

Request for Service

Tell us the issue you're experiencing! How can we help?

What's the issue?

Choose One

Please be as detailed as possible

Upload a picture of the issue:

Drag your file(s) or click here to upload

Full Name

First Name   Last Name

Section 5: CMS Software

Employee Directory

Each site includes a complete public facing employee directory that can be easily sorted and displayed by department.

❏ You can sort your contacts however you prefer: Department, Alphabetically, Title, etc.
❏ Customize what information you want available to the public
❏ Each member gets their own page with option for picture, bio and contact form

3-1
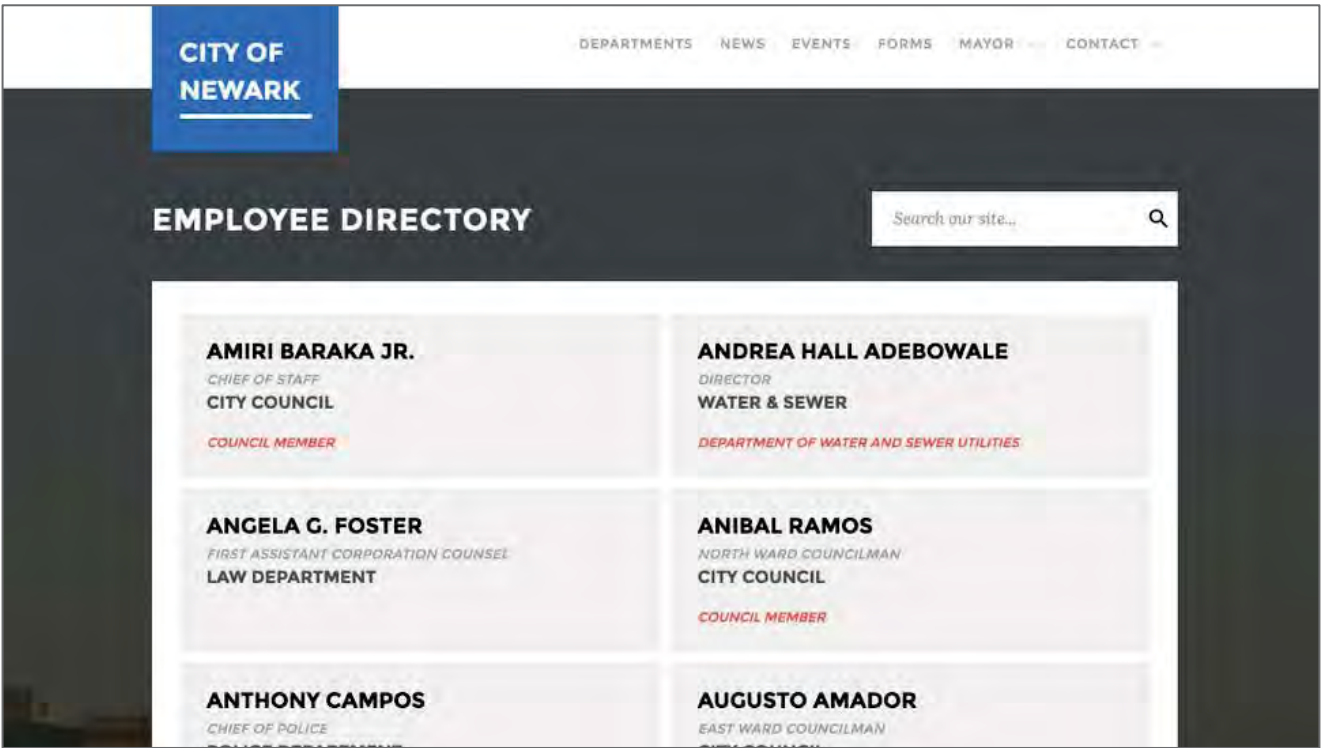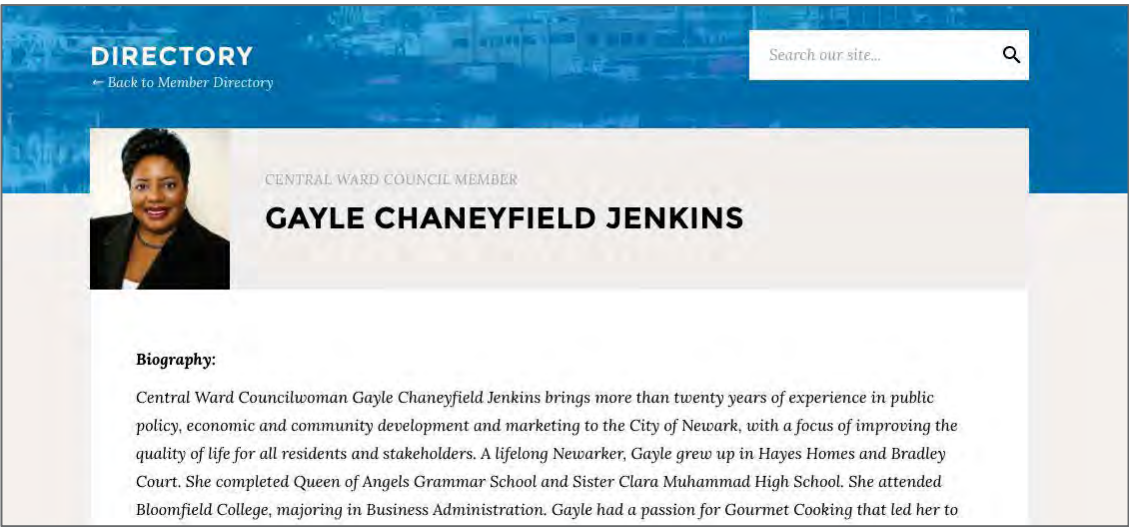
Section 5: CMS Software

SeamlessMaps

We enable the ability to plot data collected on a form easily on a map for easy reporting and to provide additional insight. Staff are able to plot specific locations on a map for citizens and staff to reference.

❏   Plot the location of local events
❏   Plot the location of local businesses
❏   Create zones for services like trash pick-up, so citizens can see where they fall
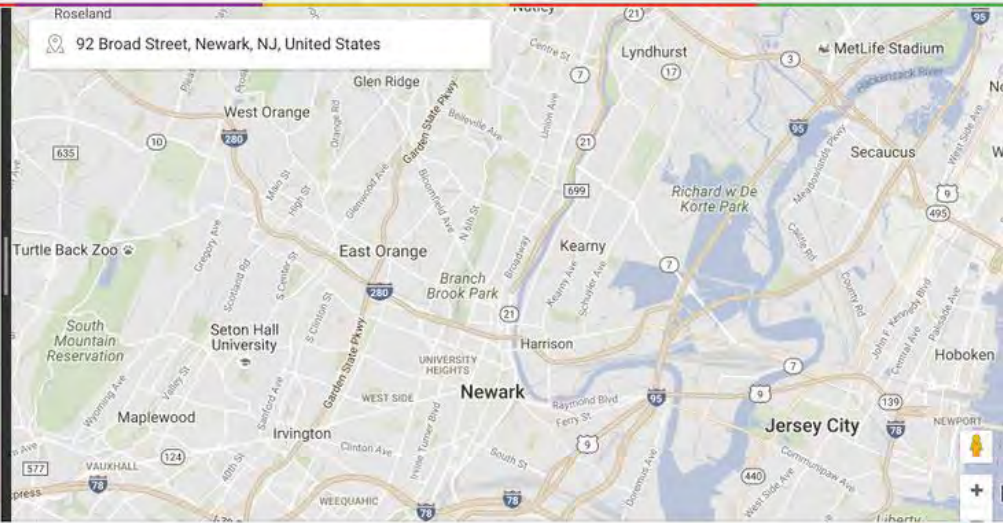
Section 5: CMS Software

Analytics Dashboards

Your new Analytics Dashboards will give you an entirely new look into how people are really using your website. Your staff can instantly obtain the following statistics:

- ❏ Amount of visitors currently on site in real time
- ❏ Total daily website visits. You have access to see the following:
    - ❏ Total views by day, week, month, year, etc.
    - ❏ Total visits broken out by time of day
    - ❏ How many times every single individual page within the site was viewed
- ❏ A breakdown of the following factors when users are browsing the website
    - ❏ % of total views from certain devices
        - ❏ Laptop, desktop, mobile phone, tablet, etc.
    - ❏ Browsers used to view
        - ❏ Chrome, Internet Explorer, Safari, etc.
    - ❏ Visitor location by City
    - ❏ Top Downloads from the website

Section 4:

Project Design & Implementation

Part 4: Training & Support

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 5: Training & Support

Included in every SeamlessDocs Website Account is an unlimited amount of hands on training & support to ensure that your users get the most out of your investment.

Dedicated Success Team
Every SeamlessDocs website subscription comes with your very own dedicated Account Success Manager. Your Success Manager will provide you with white glove concierge service that includes the training you need, answers to any questions you may have, and any other consulting you need. Our success team guarantees a response time within 30 minutes for any inquiries or requests and we stand by that.

Training
Our current government clients tell us that the website is so easy to use that the training we provided almost wasn't necessary. Regardless, we want to make sure that anyone who needs access to your new website has the knowledge to successfully use it. Because of this, we provide two formal training days for all intended users of the CMS. In addition to the initial onboarding training, smaller one-on-one trainings are available throughout the life of the subscription. One-on-ones can be provided via screen share and calls where the account manager will walk the user through the website and its functionalities while fielding any questions.

Support
Support is the backbone of our Success Team. Each account manager is there to support all users to ensure they get the most out of their website and that we maximize value for staff and citizens. Ongoing support throughout the entire subscription is unlimited. Support is provided via Chat, Phone and Email. We also make software updates weekly to fix any bugs and implement optimizations.

Here is a table with laying out the basic information on support:

Service Type	
Support Type	Chat, Phone, Email, Online Community Center
Hours	9am-6pm EST
Response Time	Guaranteed within 30 minutes

seamlessdocs

Section 4:

Project Design & Implementation

Part 5: Hosting

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 5: Hosting & Security

Overview

Our websites are hosted on Amazon Web Services (AWS) and run on a secure document-level NoSQL database. We guarantee 99.99% uptime with 24/7 monitoring. We also offer protection against DDoS attacks and constantly monitor database access and suspicious activity. Access to your site is routinely audited and tracked for unauthorized access, with several redundancies in place. Your website also benefits from two content delivery networks (CDNs), so it's guaranteed to load fast all over the world.

Fastest Hosting Available: Fastly CDN

Fastly enables nearly instant page load times with average response times of only 0.01s (10ms). With over 50 data centers and thousands of servers around the world serving your website, every single one of your users will have a responsive, snappy experience.

Disaster Recovery

There is always a team monitoring our website status in event of a necessary Disaster Recovery. Our backups are both automated and manual, so multiple copies are stored in Amazon S3 throughout different facilities, and within multiple devices within each facility.

DDos Mitigation

The entire Fastly network acts as a scrubbing center for DDos attacks. They offer the same level of DDos mitigation for both encrypted and unencrypted traffic. Both Edge filtering and origin cloaking are used as tools to help mitigate DDoS:

- ❏ *Edge Filtering*: As an in-line proxy, Fastly sees all bidirectional traffic (encrypted and unencrypted) between your browser and our web server. Their edge-based filtering technology automatically filters all non-HTTP / HTTPS traffic at their global nodes, making them resistant to large, highly disruptive Layer 3 and Layer 4 attacks such as Ping floods, ICMP floods, reflection / amplification attacks, transaction, resource exhaustion, and UDP abuse. Edge cache nodes also act as enforcement points, and they can apply rules using VCL to protect your network from complex Layer 7 attacks. We inspect the entire HTTP / HTTPS requests, and block based on client and request criteria (headers, cookies, request path, client IP or AS, geo location etc.).
- ❏ *Origin Cloaking:* Traditional CDNs protected your website, but today's attackers are now using tools like Cloudpiercer to uncover the IP address of origin servers. This allows them to direct attack traffic at these exposed origin servers, bypassing a CDN's protection capabilities. Fastly's Origin Cloaking feature prevents these kinds of attacks by hiding your origin from attackers. Using private network interconnections, they connect directly with the origin server, hiding the IP address from the public internet. This forces all attack traffic to go through their network, where we apply DDoS mitigation rules.

Section 4:

Project Design & Implementation

Part 6: Project Timeline

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 5: Project Plan & Timeline

SeamlessDocs guarantees the first fully operational, interactive version of your new website in 30 days from the initial meeting. That version will be ready for a soft launch, meant for County Staff to review, provide us feedback on, so we can sit down and further customize it to make sure it's perfect for your citizens. We have laid out an overview of our timeline and plan of action for you to review:

We follow the below steps to ensure the success of our projects. While we try to follow these guidelines, we keep a few things in mind the entire time: Stay focused and stay transparent.

PHASE 1
Launch Meeting & Discovery Process
Est Timeline: **1 WEEK (County Involved)**
- ❏ Begin the process. We will have a meeting to set expectations, kickoff your website redesign and review our plan for success
  - ❏ Present will be: County Project Managers & SeamlessDocs CEO, Marketing Lead and Project Solutions Coordinator
- ❏ DIscovery Process will focus on compiling information
  - ❏ Specific details about every Department
  - ❏ Recommendations for what should be included/eliminated in data migration
  - ❏ Photos, color schemes, etc. that will be incorporated into design
  - ❏ Reviewing eGovernment CMS tools available to you

PHASE 2
Collaborative Creation of Design Mockups
Est Timeline: **2 WEEKS**
- ❏ Entire team meets to dissect, organize, strategize and execute based upon the information we collected from you and your staff. Team leads will do the following:
  - ❏ *Jonathon Ende (CEO)*: Creates agenda, provides guidance and gives hands-on input throughout the entire process.
  - ❏ *Asher Rosenfeld (Web & Marketing Coordinator)*: Your main point of contact for all deliverables and communication. His team is responsible for physical creation of your new website.
  - ❏ *Taylor Engstrom (Marketing Lead)*: Oversees each step in creating the mockups to make sure the image and spirit of the County remains clear and the most important aspects of the site are easiest to access. He will help create a layout that guides each user exactly where they need to go and ensures everything meets the standards we set during PHASE 1.
- ❏ Our team will have Bi-Weekly meetings/collaborations to ensure the project is on track and the design meets needs and exceeds expectations

SeamlessDocs | 855.77.SEAMLESS | info@seamlessdocs.com | seamless docs

Section 4: Project Plan & Timeline

PHASE 3
Mockup Discussion & Review
Est Timeline: **1 WEEK (County Involved)**

- ❏ County will be presented with a Full Design Mockup.
- ❏ The CEO and Web & Marketing Coordinator will guide you through the process of selecting the final design and will take note of any and all feedback.
  - ❏ Give all staff access to the Beta site to review.
  - ❏ We will set up a consultation call to collect feedback from County staff
  - ❏ Take feedback and have entire design team apply changes within 2 days

PHASE 4
First Fully Functional Version & Soft Launch

- ❏ At this point, you will have a first beta version of your brand new website
- ❏ We will conduct a soft launch internally, allowing Countystaff to review
- ❏ This version has a partial data migration and is available to all County staff to access
- ❏ We urge each department to visit their page and look for possible improvements
- ❏ Once presented with final feedback, we will begin the full data migration

***Estimated time from end of Phase 1 to Phase 4 (First functional version)*: 30 DAYS**

PHASE 5
Total Data Migration & Refinement
Est Timeline: **2 Weeks**

- ❏ Our Team will work tirelessly to migrate all necessary data to the website as soon as your final design is chosen.
- ❏ The data migration will be based upon specifics decided in Phase 1 and the recommendations our team gives your staff.
- ❏ Once the data migration is complete, the new your website site will be **READY for release.**

PHASE 6
Final Version Presented

- ❏ The brand new website site will be ready to launch.
- ❏ Provide additional instructions, release strategy and video training.
- ❏ Create support infrastructure to make sure deployment is seamless.
- ❏ Ongoing feedback or requests that have to be addressed once the site is live.

Section 5: Project Development Approach

PHASE 7
Formal Training Sessions (Will be covered under Support & Maintenance Section)
Est Timeline: **2 DAYS**

- ❏ Asher, our Web & Marketing Coordinator will sit down for a two part training with your staff.
    - ❏ Training 1:
        - ❏ High-level overview of website layout, tools, functionalities and CMS.
        - ❏ Introduction to CMS multi-user details and creation of staff accounts.
        - ❏ Q&A
    - ❏ Training 2:
        - ❏ Specialized training focusing on:
            - ❏ Editing of pages
            - ❏ Posting new content
            - ❏ Creating, archiving, and managing content
        - ❏ Staff will learn exactly how to upkeep their respective pages
        - ❏ Q&A
- ❏ Keep in mind, we do provide unlimited mini-training sessions for staff as needed. However, full attendance to formal training sessions is recommended.
- ❏ We also provide straightforward training guides for your staff to reference.

PHASE 8
Report & Feedback
Est Timeline: 30 Days

- ❏ Build in reporting and analytics tools to collect data in real time.
- ❏ Implement easy reporting metrics based on core stats.
- ❏ Give tools for easy access to reports.
- ❏ Collect feedback from citizens and staff for further improvements

PHASE 9
Ongoing Success & Support

- ❏ **30 days after the site launch we will schedule a call to review performance.**
    - ❏ **GOAL:** Allow for the success of the deployment to be measured.
- ❏ You will now be in the hands of your dedicated Success Manager.
    - ❏ Your resource and contact for the lifetime of your account.
    - ❏ Request trainings and approach them with all questions/concerns.

Our training is usually done via interactive web meetings. However we do have onsite trainings available for an additional fee. This will be discussed in our

Section 5:
Project Costs

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 6: Projected Project Costs

Web Design Services

Because we deal strictly with government, we bundle our costs together to ensure a smooth and easy procurement process. A 1 year subscription includes ONLY the Website Design Services costs. Any recurring hosting & maintenance costs begin with multi-year contracts.

Base Website Redesign Implementation:		
Website Design Services (cost for first year of contract)	All Labor, Production & Implementation Costs	**$10,000**
The Governor: Point & Click CMS	Unlimited Access	**INCLUDED**
Multi User Management	2 Included ($20/month each additional)	**INCLUDED**
Total Site Data Migration	Unlimited Data	**INCLUDED**
**Total Redesign Cost for Year 1:		$10,000

Does **not include annual hosting that starts after year 1

After the initial Redesign cost laid out above, each year there will be a flat recurring annual fee. Please see the below table for details:

Recurring Costs (Starting Year 2):		
Web Hosting & Maintenance Costs (annual recurring cost starting year 2 of contract)	Unlimited Storage, Hosting & Support	**$10,000**
Dedicated Account Management Team	1 Success Manager	**INCLUDED**
Virtual Training Sessions	Unlimited	**INCLUDED**
Full Time Support	Chat, Email, Phone	**INCLUDED**
Annual Recurring Costs:		$10,000

Section 6: Projected Project Costs

Web Design Services: Multi-Year Contracts

You have the option to opt into both 3 and 5 year contracts. Once you opt into a multi-year contract, each additional year will be a flat fee of $65,000 for Web Hosting & Maintenance costs, as shown on the previous page.

Multi-year contracts include the same services and features laid out on the previous *Projected Project Costs* page AND offers a discount from the Base Website Redesign Package fee. Take a look below for specifics:

3 Year Contract

3 Year Contract for a **3% annual discount**	
Initial Consultation, Redesign, Implementation and Training:	$9,700
Annual Hosting, Maintenance & Support (starting year 2):	$9,700
Total Proposal for 3 YEAR CONTRACT:	$29,100

OR

5 Year Contract

5 Year Contract for a **5% annual discount**	
Initial Consultation, Redesign, Implementation and Training:	$9,500
Annual Hosting, Maintenance & Support (starting year 2):	$9,500
Total Proposal for 5 YEAR CONTRACT:	$47,500

![seamlessdocs logo]

Section 6:
Additional Information

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

Section 7: Online Form & eSignature Solution

Part of the SeamlessDocs platform includes an online form and eSignature solution that was built specifically for governments.

Why go paperless?

When you think of the future of government it most certainly does not involve a fax machine or a paper and stamp, yet governments are stuck with thousands of PDF forms. SeamlessDocs is dedicated to helping governments convert those PDFs and form processes into a beautiful online experience while also giving staff robust tools to manage and process the data collected.

A form is one of the fundamental building blocks of governments. Almost every interaction with government, either internally or externally, involves some sort of paperwork. We here at SeamlessDocs are the government form experts and we are constantly continuing to push the limits of what is possible for a government as it interacts with its employees and constituents. Especially when it comes to their websites and the paper based, time consuming and manual form process.

We work with hundreds of governments to understand these pain points and then apply the most modern technology coupled with best practices in usability and design to ensure we can create a solution that is not just elegant and seamless but also easy to implement. The platform turns simple forms into smart automated business processes. Our form specialists work with your government to help you use our technology to "seamlessly" become paperless.

Upgrade (OPTIONAL):

In addition to the website we highly **RECOMMEND** all governments upgrade and incorporate our comprehensive and robust Online Form Solution into their brand new websites.

We love the vision you have for your new website and digital Town hall. Your passion for providing better services and making the lives of your citizens easier is clear to us. This is why we want you to keep in mind the importance of the forms process.

One of the biggest parts of your website will be the forms that live on it. Giving your citizens the ability to easily access, complete and submit them electronically through the website from any device with eSignatures, payments and attachments is a monumental step in providing them with the best services possible. Not only that, but your staff will have access to our robust system to manage the data on every single form your citizens submit.

KEEP IN MIND: You do not need this upgrade. You will receive a beautiful, interactive and powerful website with the base redesign. This upgrade will simply enhance both user and staff experience on a multitude of different levels pertaining to your forms process and related workflows.

Section 7: Online Form & eSignature Solution

The SeamlessDoc

Convert existing PDFs into smarter online versions that can be submitted from any device.

Features:
- Automatically detect fields on any PDF
- Drag & drop fields onto the form to customize email & approval workflow
- Request payments & attachments with the click of a button
- Add legally binding eSignatures and signature workflow
- Build customized workflow processes with ease
- Track visitors and analytics

Benefits:
- Complete from any device with no downloads or sign up necessary
- Anyone can edit/customize a form with little or no training
- Maintain consistent design and look and feel of all forms
- Have access to reusable templates

Use Cases:
- Contracts
- Business Permits
- FOIA Requests

Section 7: Online Form & eSignature Solution

The Webform Builder

Drag & Drop Form Builder that allows anyone to easily build powerful, mobile friendly web forms and surveys.

Features:
- 70+ field elements to easily add to any form
- Easy to add Payment Integration, attachments and signatures to any form
- Query databases in real time to ensure citizens complete the forms correctly

Benefits:
- Complete form from any device (web, tablet, mobile) & browser
- No technical experience necessary
- Maintain consistent design and look and feel of all forms
- 508 and ADA Compliance

Use Cases:
- Citizen Surveys
- Internal Forms

Section 7: Online Form & eSignature Solution

The SeamlessWizard

Allow any PDF to be completed by answering a user friendly survey. Sometimes referred to a "Turbo Tax" for any form.

Features:
- Turn any PDF into a 508 & ADA Compliant web form with one click
- Add validations and rules with point and click ease
- Access to advanced fields like canvas sketch and database query

Benefits:
- Simplify the experience of completing a form
- Improve the completion process while keeping the integrity of the completed document
- Hide certain fields so the end user is only viewing/completing the fields they need to
- Control the user experience

Use Cases:
- Compliance Forms
- Complicated Forms
- Business Permits

Section 7: Online Form & eSignature Solution

Payment & Attachment Integration

Below is an example of a SeamlessDoc that uses the payment integration functionality. You have the ability to integrate your forms with your existing payment gateway , in addition to having the option to add a new payment gateway of their choice in the future.

It is important to note the following:
- SeamlessDoc is PCI compliant and does not store any payment information
- You can integrate forms with any payment provider (i.e. Xpress Bill Pay per form below)
- You can upload an unlimited # of attachments and from any device
- You can make attachments and payments required for submission if necessary

Section 7: Online Form & eSignature Solution

Submission Manager

Don't just collect data, use it. Our submission manager makes it easy to manage and process the data collected.

Features:
- Keep track of all actions on data for easy compliance and reporting
- Easily email recipients and collect any additional information needed
- Automate the processing of the data of ANY form
- Manage assignments of data and keep track of processing times
- Easily add status tags to any data for easy discover and tracking
- Search ALL data in real time with powerful search tools

Benefits:
- Become a more data driven government
- Real time access to data and documents
- More robust control of data and processing
- Have complete control of who and how data can be accessed
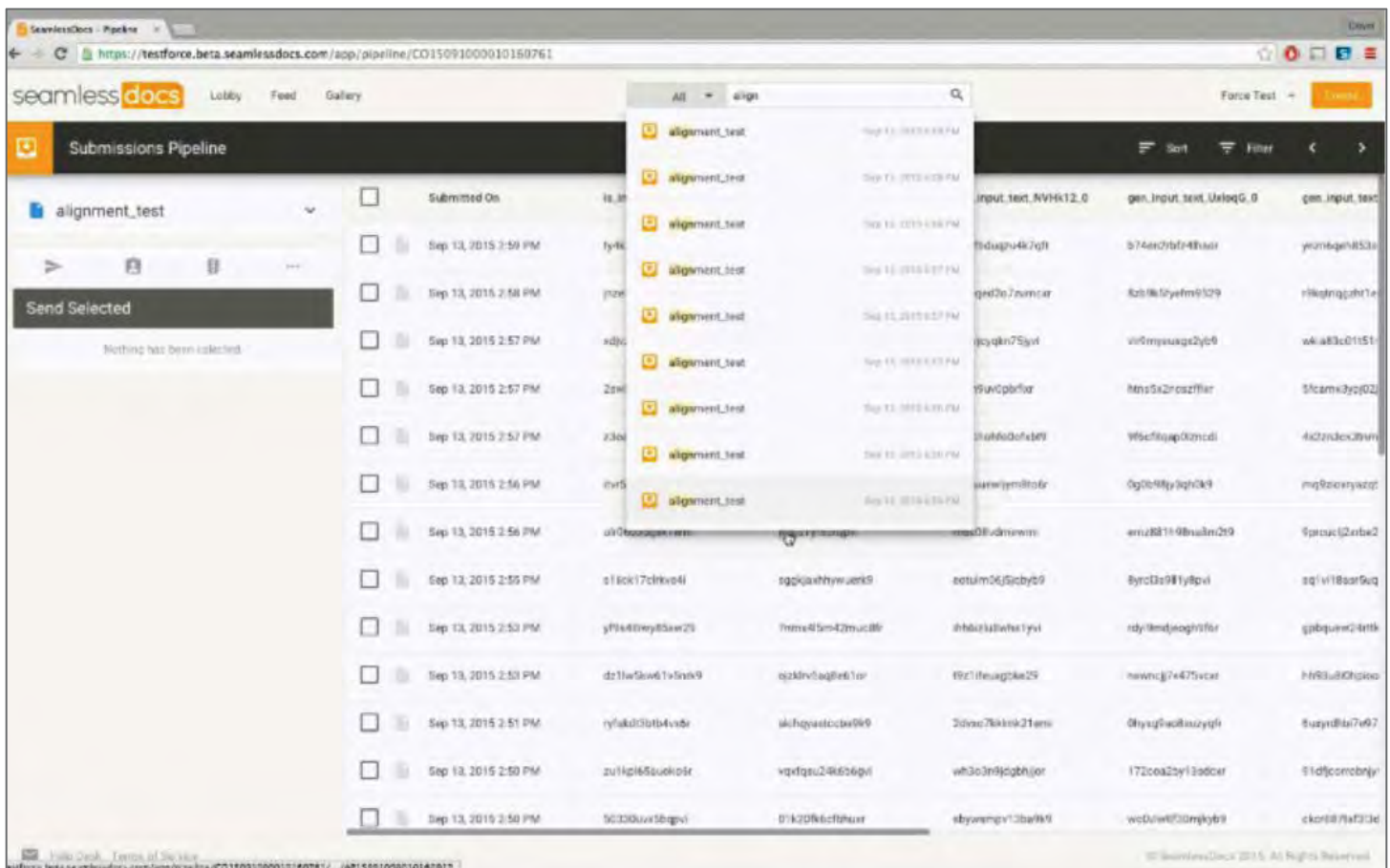
Section 7: Online Form & eSignature Solution

Form Lobby

One centralized location to manage all of your forms across all of your departments.

Features:
- Users can easily access all forms within their account
- Set access permissions between admin and member users
- Member users only have access to forms they have been granted access to
- Easily sort forms with folders for each department and/or use case

Benefits:
- One place for all your forms instead of scattered pieces of paper
- Higher security for all of your forms and their submissions
- Easily gain access to reporting and usage of your forms
- Oversight into all of the forms and their usage

Use Cases:
- Manage many forms across many departments
- Easily keep track of your forms from one place
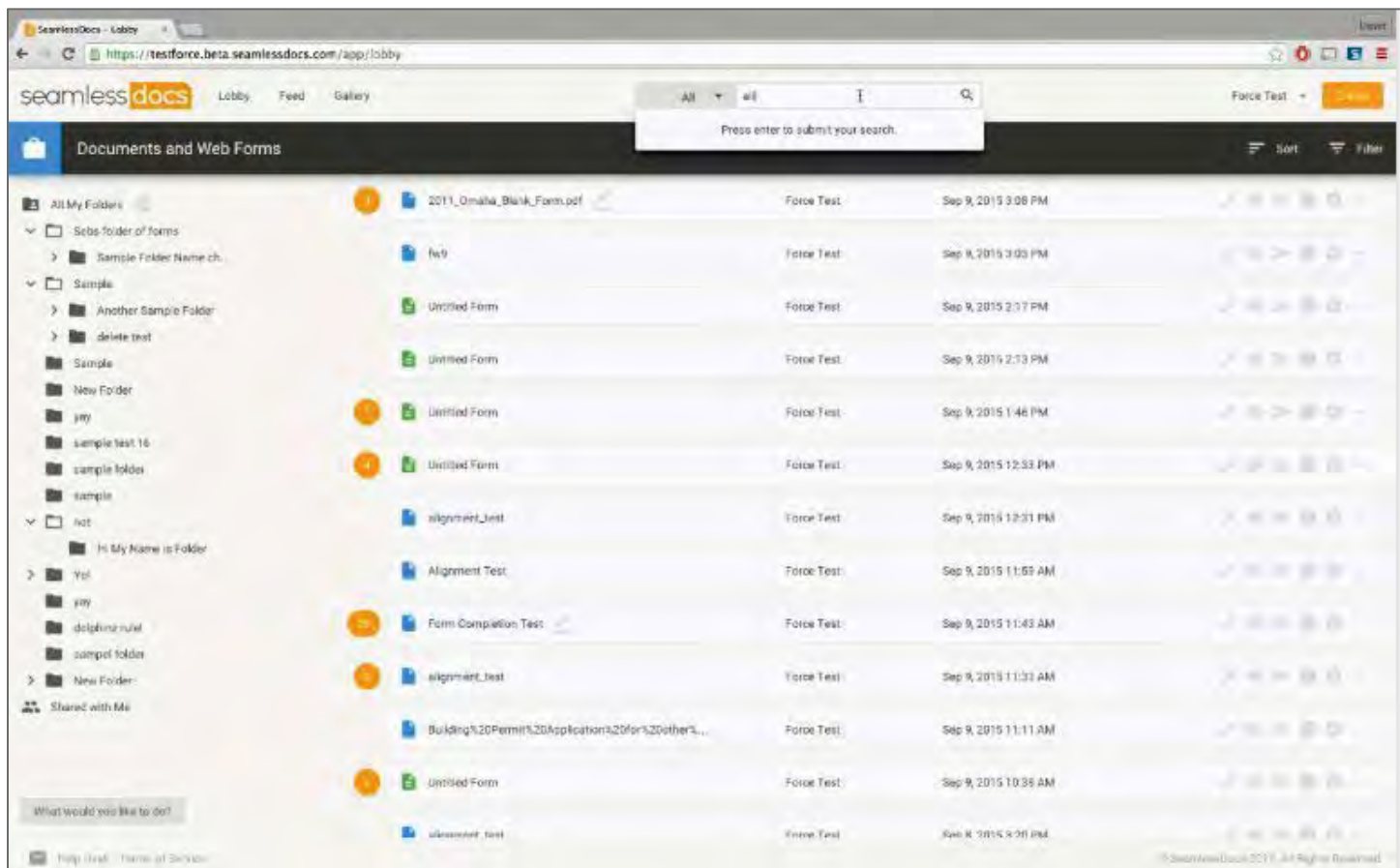
Section 7: Online Form & eSignature Solution

Template Gallery

Allow any user to easily install pre-approved form templates so they can use forms in seconds.

Features:
- Pick and choose from hundreds of different templates to instantly add them to your lobby
- Turn any web form or SeamlessDoc into a template in seconds

Benefits:
- Maintain form compliance and standardization
- Create best practices easily across your organization
- Easily gain access to reporting and usage of your forms
- Enforce form standards from one place

Use Cases:
- Standardize any State Forms that need to be implemented on local level
- Set best practices for common forms i.e. FOIA requests
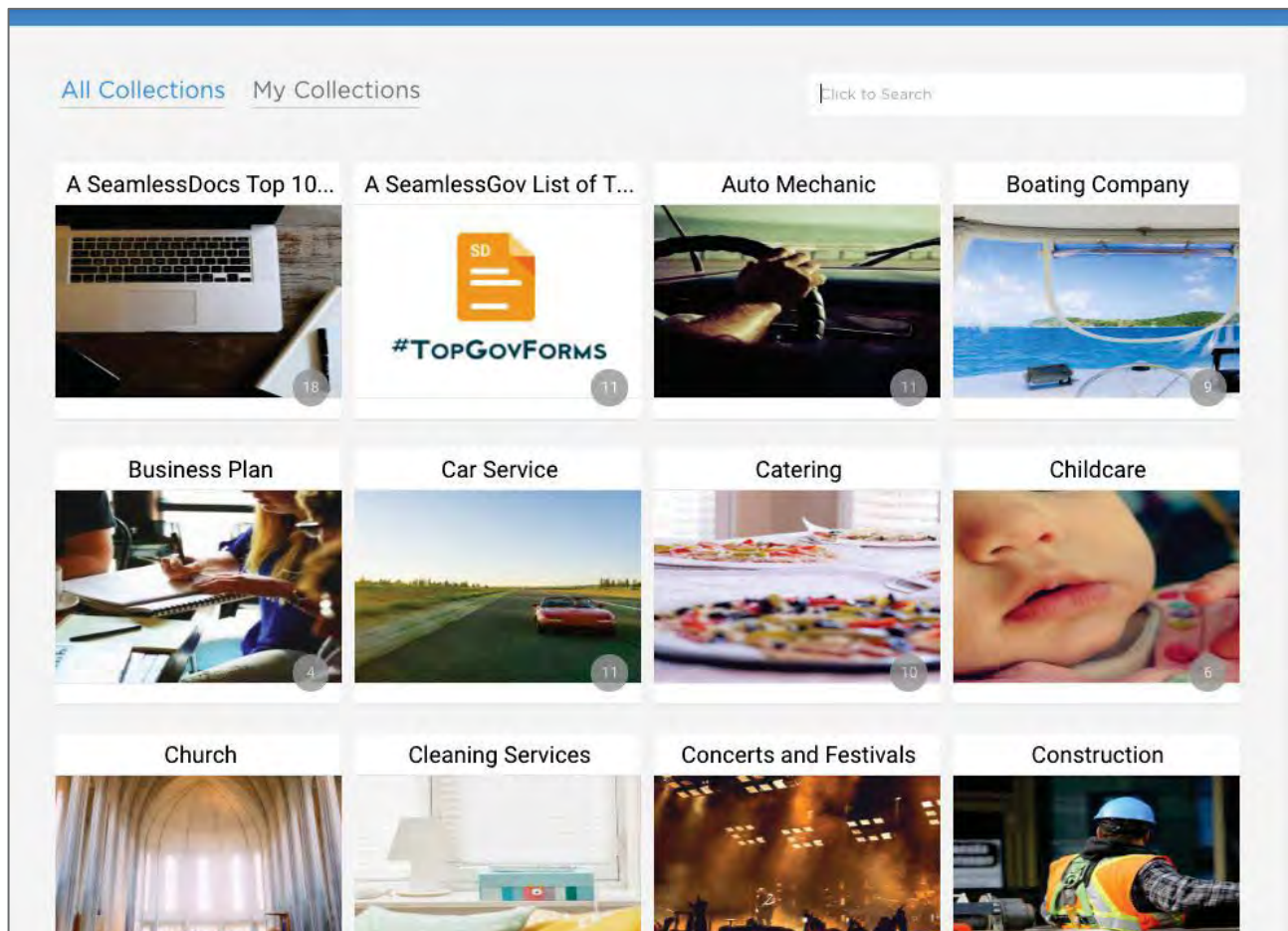
Section 7: Online Form & eSignature Solution

Visitor Lobby

An online portal that allows anyone that submits a SeamlessDocs to log in, view all the forms they have previously submitted, save and continue completing a form, and even view the status of that form.

The current process of submitting a form to your local government most likely includes faxing, scanning/emailing, mailing or even physically handing in. Once that happens, the citizen is in the dark. They do not know the status of the form, they can't edit it nor can they receive notifications about its status. That's why we created the Visitor Lobby for Governments.
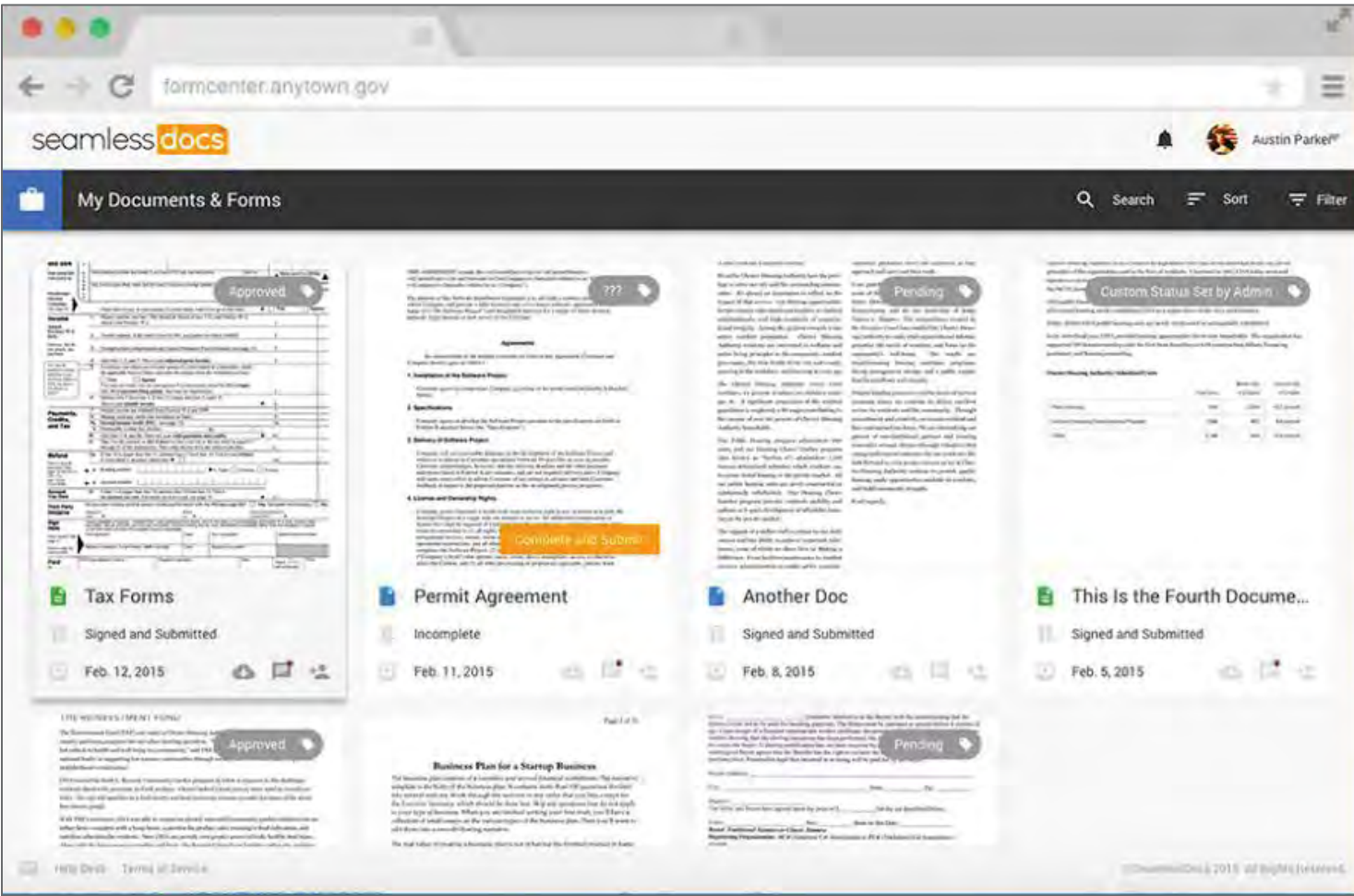
Section 7: Online Form & eSignature Solution

API Documentation

Integrate with existing systems and automate all processes with flexible API. We know it's important to make things seamless and ensure that all data ends up in the correct place. Our API completely eliminates the need for scanning & data entry.

Why?
Arguably, one of the most important part a form is the data that is collected from the submission. SeamlessDocs dramatically improves the process of getting that data, so once you have the data what should happen?

We realize you currently utilize other internal systems such as Alfresco and HRIS, which you mentioned in the RFI. Using the SeamlessDocs API you have the ability to *seamlessly* integrate with almost any 3rd party database.
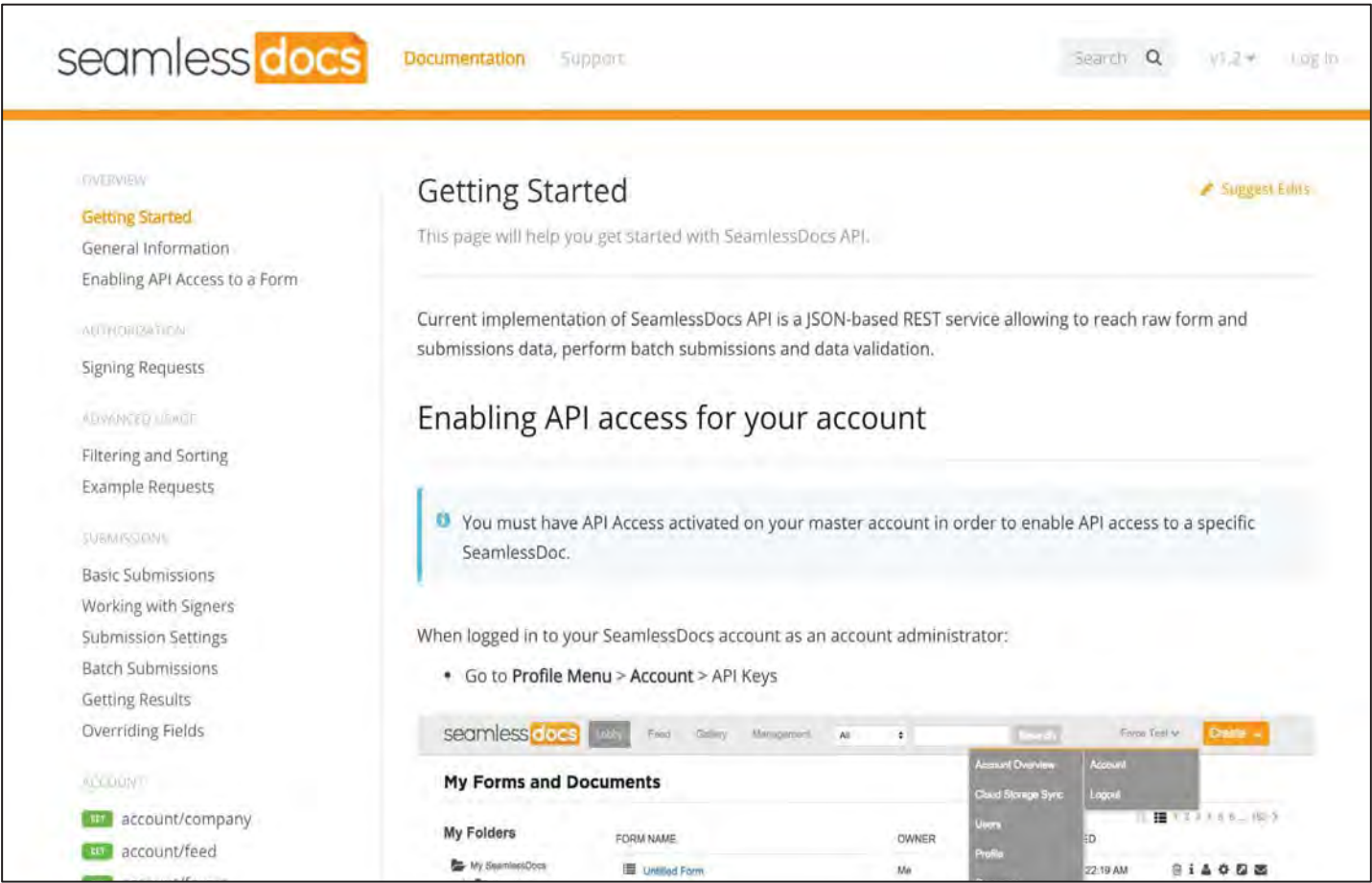
Section 7: Online Form & eSignature Solution

Below lists additional details on the optional online forms solution that we recommend.

Software Included in Base Subscription	
1 User	Unlimited eSignatures
Unlimited SeamlessDocs	Unlimited Storage
Unlimited Submissions	Unlimited Templates
Unlimited Wizards	Dedicated Success Manager
Unlimited Web Forms	Unlimited Support

Support

Service Included	Description
Community Support Forum	How-to articles and videos with live chat support
Phone, Chat, Email Support	8am to 8pm EST Basic support (*24/7 critical support*)

Cost

Service	Includes	QTY	Cost
Base Subscription	1 User Unlimited Forms Unlimited Submissions/eSignatures SeamlessPay Form Center OpenRecord Portal SeamlessMaps	1	$10,000/year
Additional User	User	0	$0
Total Annual Subscription Costs			$10,000

Section 7: Online Form & eSignature Solution

Although this RFP requests a website redesign, we encourage and recommend Cabarrus County consider the opportunity of a fully automated online form & eSignature platform.

*The below table is based upon a One Year Base Subscription Package. Prices will vary if you opt into a multi-year website redesign deal.

Service	Includes	QTY	Cost
Website Redesign	Design Data Migration Governor CMS (including all tools and features laid out in Tab 6)	1	$10,000/year
Base Subscription	1 User Unlimited Forms Unlimited Submissions/Signatures SeamlessPay Form Center OpenRecord Portal SeamlessMaps	1	$10,000/year
Success Team	Unlimited Support/Training	1	$0
Form/Website Bundle	25% discount on forms	1	–$2,500
Total Annual Subscription Costs			**$17,500**

Section 7:
References & Conclusion

Re: RFQ - Website Redesign

FOR:
Proposal Evaluation Committee
Cabarrus County, NC

THANKS!

It is an honor to submit this proposal for the design and development of Cabarrus County's municipal website. The entire SeamlessDocs team is extremely passionate about helping governments innovate, and in the process, helping them better engage their citizens and run more efficiently.

SeamlessDocs specializes in partnering with government on all levels to create beautiful government experiences. We have the fundamental belief that government is beautiful. To some, that statement seems almost controversial, but how can one believe an organization that has afforded their constituents such incredible privilege be anything but beautiful.

Too many times we hear the opposite angle portrayed with government. SeamlessDocs is a venture backed company that has been lucky enough to work with hundreds of governments to help them create a clear and easy avenue of communication with their citizens.

We are looking to debunk the myth that interacting with government (which in this day and age almost always involves an interaction with a website) is a bad experience and along the way propel the vision that government can be beautiful. We want to make visiting your website a beautiful experience and help your constituents communicate with you in a way they never thought possible.

Do not hesitate to contact us with any additional questions. We look forward to hearing back.

Sincerely,

Jonathon Ende
& The SeamlessDocs Team

Contact	JONATHON ENDE
Phone	855.77.SEAMLESS
Email	je@seamlessdocs.com
Mail	30 Vandam Street, 2nd Floor NY. NY. 10013.

seamless docs

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

CCS - Capital Funding Request for Mobile Units and Bus Purchases

BRIEF SUMMARY:

Cabarrus County Schools (CCS) is requesting funding for the purchase of 20 mobile units ($2,400,000) and 10 yellow school buses ($880,0000), for a total request of $3,280,000. Due to the growth in student population, additional mobile units and buses are needed for the next school term.

Please see the attached memo for more details related to this request. Capital Reserve funds are available to fund this request.

REQUESTED ACTION:

Motion to approve the funding request for mobile units and yellow school buses, and authorize the Finance Director to prepare the appropriate budget revision and related Capital Project Ordinances.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Kelly Kluttz, Chief Financial Officer, Cabarrus County Schoools
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

ATTACHMENTS

☐ Funding Request Letter

Cabarrus County Schools

Engaging minds. Shaping futures.

February 22, 2017

The Honorable
Mr. Steve Morris, Chair
Ms. Diane Honeycutt, Vice Chair
Ms. Liz Poole
Mr. Lynn Shue
Mr. Blake Kiger
Cabarrus County Board of Commissioners
65 Church Street, SE
Concord, NC 28026

Re: Mobile units and bus requests

Dear Board of Commissioners:

As you continue to make Cabarrus County an attractive place to work, play, live and learn, our schools do reflect the tremendous growth attendant to this population swell. To this end, we respectfully request the following funding as it relates to growth in the district.

1. 20 mobile units @ $2,400,000 (includes furniture and technology)
2. 10 Yellow school buses $880,000

Sincerely,

Barry C. Shoemaker, Chair
Cabarrus County Board of Education

Cc: Carolyn Carpenter, Mr. Tim Furr, Mr. Vince Powell, Mr. Rob Walter, Mr. David Harrison, Ms. Cindy Fertenbaugh

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

CCS - Funding Request for Performance Learning Center Engineering, Architect and Administrative/Legal Fees

BRIEF SUMMARY:

Cabarrus County Schools (CCS) has submitted a $219,000 funding request for a new Performance Learning Center (PLC). Engineering ($100,000), Architect ($100,000) and Administrative/Legal fees ($19,000) are being requested at this time for the PLC.

Please see the attached memo for more details related to this request. Capital Reserve funds are available to fund this request.

REQUESTED ACTION:

Motion to approve the $219,000 Performance Learning Center budget request and authorize the Finance Director to prepare the appropriate budget revision and related Capital Project Ordinances.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Kelly Kluttz, Chief Financial Officer, Cabarrus County Schools
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

ATTACHMENTS
☐ Funding Request Letter

![Cabarrus County Schools logo] **Cabarrus County Schools**
Engaging minds. Shaping futures.

February 22, 2017

The Honorable
Mr. Steve Morris, Chair
Ms. Diane Honeycutt, Vice Chair
Ms. Liz Poole
Mr. Lynn Shue
Mr. Blake Kiger
Cabarrus County Board of Commissioners
65 Church Street, SE
Concord, NC 28026

Re: New PLC funding request

Dear Board of Commissioners:

As you continue to make Cabarrus County an attractive place to work, play, live and learn, our schools do reflect the tremendous growth attendant to this population swell. To this end, we respectfully request the following funding.

Request you approve the concept to fund the new Performance Learning Center (PLC), and upon doing so:

1. That funds be made available so that the new PLC can be opened in August 2018;
2. The architect, engineering and administration funding be approved at your March 20, 2017 meeting and become available at that time;
    a. Architect - $100,000
    b. Engineering $100,000
    c. Administration fees $19,000

Sincerely,

Barry C. Shoemaker, Chair
Cabarrus County Board of Education

Cc: Carolyn Carpenter, Mr. Tim Furr, Mr. Vince Powell, Mr. Rob Walter, Mr. David Harrison, Ms. Cindy Fertenbaugh

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

CCS - Funding Request for the New High School Land and Legal/Administration

BRIEF SUMMARY:

Cabarrus County Schools (CCS) has submitted a $164,342 funding request for the New High School to be located on Weddington Road. Land easement funding ($84,342) and Administrative/Legal fees ($80,000) are being requested at this time for the High School.

Please see the attached memo for more details related to this request. Capital Reserve funds are available to fund this request.

REQUESTED ACTION:

Motion to approve the $164,342 New High School budget request and authorize the Finance Director to prepare the appropriate budget revision and related Capital Project Ordinances.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Kelly Kluttz, Chief Financial Officer, Cabarrus County Schools
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

ATTACHMENTS

☐ Funding Request Letter

Cabarrus County Schools
Engaging minds. Shaping futures.

February 22, 2017

The Honorable
Mr. Steve Morris, Chair
Ms. Diane Honeycutt, Vice Chair
Ms. Liz Poole
Mr. Lynn Shue
Mr. Blake Kiger
Cabarrus County Board of Commissioners
65 Church Street, SE
Concord, NC 28026

Re: New Cabarrus County Schools High School Funding request schedule – next phase

Dear Board of Commissioners:

As you continue to make Cabarrus County an attractive place to work, play, live and learn, our schools do reflect the tremendous growth attendant to this population swell. To this end, we respectfully request the following funding.

Request you approve the next phase of the funding for the new high school as indicated below;

1. The legal/administration and land funding be approved at your March 20, 2017 meeting and become available at that time;
    a. Land - $84,342
    b. Legal/Administration $80,000

Sincerely,

Barry C. Shoemaker, Chair
Cabarrus County Board of Education

Cc: Carolyn Carpenter, Mr. Tim Furr, Mr. Vince Powell, Mr. Rob Walter, Mr. David Harrison, Ms. Cindy Fertenbaugh

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

KCS - Capital Funding Request for Bus Purchases

BRIEF SUMMARY:

Kannapolis City Schools (KCS) is requesting funding for the purchase of five yellow school buses for $441,739. Due to the increase load for the new Kannapolis Middle School and reconfiguration throughout the district, additional buses are needed for the next school term.

Please see the attached memo for more details related to this request. Capital Reserve funds are available to fund this request.

REQUESTED ACTION:

Motion to approve the funding request for yellow school buses and authorize the Finance Director to prepare the appropriate budget revision and related Capital Project Ordinances.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Will Crabtree, Kannapolis City Schools
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

ATTACHMENTS

☐ KCS Bus Request

William F. C
Director of Busine
Will.Crabtree@k

February 22, 2017

To: Mike Downs, County Manager

From: Will Crabtree, Director of Business Operations

Re: Request for Five Buses for KMS

I would like to request five buses for the opening of Kannapolis Middle School in the amount of $441,739. It is critical that we receive these buses to accommodate the increased load at KMS and throughout the district due to reconfiguration. Thank you for your consideration of this project.

CABARRUS COUNTY
BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

KCS - Funding Request for Contingency to Cover a Change Order for the Kannapolis Middle School Construction Project

BRIEF SUMMARY:

Kannapolis City Schools (KCS) has submitted a request for a change order for the construction of the current Kannapolis Middle School project. The change order is for removal of a tree, turf in the courtyard and additional outlets in the amount of $76,292. The Kannapolis Middle School project has a $436,101 balance of contingency funds set aside in the County's Capital Reserve Fund.

REQUESTED ACTION:

Motion to approve a $76,292 change order from the project contingency for the Kannapolis Middle School project and to authorize the Finance Director to prepare the appropriate budget revision and related Capital Project Ordinances.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Will Crabtree, Kannapolis City Schools
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

ATTACHMENTS

☐ KMS Change Order Request Letter

☐ KMS Change Order

Kannapolis City Schools

100 DENVER STREET
KANNAPOLIS, NC 28083

William F. Crabtree
Director of Business Operations
Will.Crabtree@kcs.k12.nc.us

704-938-1131   **FAX: 704-933-6370**

http://www.kannapolis.k12.nc.us

February 22, 2017

To: Mike Downs, County Manager

From: Will Crabtree, Director of Business Operations

Re: Request for Change Order KMS

I would like to request a change order in the amount of $76,292. This change order will cover the removal of a tree, turf in the courtyard, and additional outlets. We have funding available in contingency to cover this expense. Thank you for your consideration of this project.

MOSELEYARCHITECTS   Change Order

Kannapolis New Middle School   Change Order Number: 04
                                          Project # 550128

To Contractor:		Change Order Date:	02/21/2017
Edison Foard Construction Services Inc		Contract Date:	03/09/2016
3900 Rose Lake Dr.			
Charlotte, NC 28217			

The Contract is hereby revised by the following items:

PCO	Description	Days	Amount
005	Remove tree on north side of site	0	$4,789.00
009	Artificial turf in courtyard	2	$73,316.00
010	Additional outlet for water coolers	0	$4,950.00
011	Quad outlets for TID's	0	$2,780.00
012	Revision to MC cable	0	($9,543.00)
	Total for this Change Order:	**2 Days**	**$76,292.00**

The original Contract Sum was... $35,322,900.00
Sum of changes by prior Change Orders... $642,318.00
The Contract Sum prior to this Change Order was.. $35,965,218.00
The Contract Sum will be changed by this Change Order in the amount of............................. $76,292.00
The new Contract Sum including this Change Order will be................................... **$36,041,510.00**
The Contract duration will be changed by.. 2 Days
The revised Substantial Completion date as of this Change Order is................................. 8/13/2017

ARCHITECT	CONTRACTOR	OWNER
Moseley Architects	Edison Foard Construction Services Inc	Kannapolis City Schools
11430 N Community House Rd, Suite 225	3900 Rose Lake Dr.	100 Denver St
Charlotte, NC 28277	Charlotte, NC 28217	Kannapolis, NC 28083
SIGNATURE	SIGNATURE	SIGNATURE
DATE 2/21/2017	DATE	DATE

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

County Attorney - Request for Refund of Portion of Excise Tax on Real Property Transfer

BRIEF SUMMARY:

On December 9, 2016, Attorney Joshua Knipp recorded with the Register of Deeds a North Carolina Limited Warranty Deed from Roberta Crossing, LLC to River Rock Construction NC I, LLC for 23.24 acres on Pitts School Road. At the time of recording, the attorney reported and paid excise tax of $7,150.00, reflecting a purchase price of $3,575,000.00. The attorney now reports that the sale price was actually $2,352,688.15. This would suggest an overpayment of excise tax of $2,444.00. Mr. Knipp has made a request of the Board of Commissioners for a refund.

Pursuant to N.C. Gen. Stat. §105-228.37, a taxpayer who claims he had more excise tax than is due can file a request for a refund with the Board of Commissioners. The Board must conduct a hearing within 90 days of the request. It also must set the hearing date within 60 days of the request and give the taxpayer 10 days written notice. The request date was February 13, 2017.

REQUESTED ACTION:

Set a hearing date for refund request.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Richard M. Koch, County Attorney

BUDGET AMENDMENT REQUIRED:
No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

☐ [Request Letter](#)

Knipp Law Office, PLLC

Josh T. Knipp[1]
A. Crosby Livingston, III[1]
Beth Nasadowski[2]
Mark A. Pearson[1]
M. Brien Bowlin, Jr.

Main: (704) 765-2511
Fax: (704) 765-2514
[1] *also licensed in South Carolina*
[2] *also licensed in Illinois*

Lake Norman-Cornelius	Dilworth-Charlotte	Denver	*Additional closing locations:*
8221 Village Harbor Drive	1244 East Boulevard	2314 N. Hwy. 16	*Ballantyne, Concord,*
Cornelius, NC 28031	Charlotte, NC 28203	Denver, NC 28037	*and, Mooresville*

2/13/2017

Cabarrus County Board of Commissioners
P.O. Box 707
Concord, NC 28026

   Re: Request to Refund Revenue Stamps

Dear Board of Commissioners,
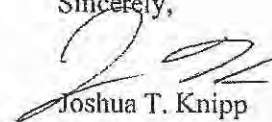
   A deed from Roberta Crossing, LCC to River Rock Construction NC I, LLC was originally recorded on December 9, 2016 in Book 12266, Page 191 in Cabarrus County. The parties subsequently changed the terms to the contract.

   Please find enclosed the following documents:

     1. Notice of Correction to Request Refund of Revenue Stamps.

   Thank you for your assistance and please do not hesitate to contact me with any questions or concerns, at (704) 765-2511.

         Sincerely,

         Joshua T. Knipp

Enclosures

NOTICE OF CORRECTION
TO REQUEST REFUND OF REVENUE STAMPS

The following information is contained on a deed recorded in Cabarrus County, North Carolina. The sales price was incorrect and the excise tax was overstated on the deed. I have requested, from the Cabarrus County Board of Commissioners, a refund of the revenue stamps paid to the Cabarrus County Register of Deeds. The amount paid in revenue stamps was $7,150.00, based on the sales price of $3,575,000.00. The amount that should have been paid in revenue stamps is $4,706.00, based on the sales price of $2,352,688.15.

DATE RECORDED: December 9, 2016

GRANTOR: Roberta Crossing, LLC

GRANTEE: River Rock Construction NC I, LLC

RECORD BOOK: 12266

RECORD PAGE: 191
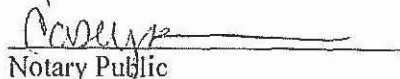
_____
Joshua T. Knipp, Attorney

NORTH CAROLINA
MECKLENBURG COUNTY

I, _Casey Iannucci_____, a Notary Public in and for said County and State, do hereby certify that JOSHUA T. KNIPP personally appeared before me this day and acknowledged the due execution of the foregoing instrument for the purposes therein expressed. Witness my hand and official seal this 13th day of _February_____, 2017.
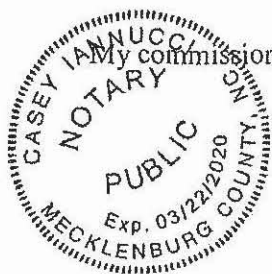
My commission expires:_____3/22/20_____

_____
Notary Public

Attachment number 1 \n

NORTH CAROLINA LIMITED WARRANTY DEED

NO TITLE EXAMINATION
PERFORMED BY PREPARER

Excise Tax $7,150.00

Tax Lot No. 5518-14-1336.000

_____Parcel Identifier No. _____

Verified by _____ County on the _____ day of _____, _____

By _____

Mail after recording to   Grantee

This Instrument was prepared by Duane M. Shaw, P.C., 1169 Ebenezer Road, Rock Hill, SC 29732
Brief description for the Index

23.24 acres, Roberta Crossing, 845 Pitts School Road SW

THIS DEED made this   **9th**   day of _____December_____, 20 16 ___, by and between

GRANTOR	GRANTEE
Roberta Crossing, LLC A North Carolina limited liability company	River Rock Construction NC I, LLC a North Carolina limited liability company
Mailing Address:	Mailing Address:
P. O. Box 1345 Fort Mill, SC 29716	8015 W. Kenton Circle Huntersville, NC 28078

Enter in appropriate block for each party: name, address, and, if appropriate, character of entity, e.g. corporation or partnership.

The designation Grantor and Grantee as used herein shall include said parties, their heirs, successors, and assigns, and shall include singular, plural, masculine, feminine or neuter as required by context.

WITNESSETH, that the Grantor, for a valuable consideration paid by the Grantee, the receipt of which is hereby acknowledged, has and by these presents does grant, bargain, sell and convey unto the Grantee in fee simple, all that certain lot or parcel of land situated in the Cabarrus County, North Carolina and more particularly described as follows:

SEE EXHIBIT A ATTACHED HERETO

Attachment number 1 \n

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Register of Deeds - Refund of Excise Stamps

BRIEF SUMMARY:

Purser & Glenn, PLLC recorded a Special Warranty Deed, Instrument# 24481 and paid a revenue stamp fee of $954. Subsequently, Purser & Glenn recorded an affidavit of error affirming said fee should have been $594 by instrument # 02950.

REQUESTED ACTION:

Motion to refund the excise stamp fee in the amount of $360.00.

EXPECTED LENGTH OF PRESENTATION:

1 Minute

SUBMITTED BY:

Wayne Nixon, Register of Deeds

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS
☐ Referenced Recorded Documents

AFFIDAVIT OF CORRECTION OF TYPOGRAPHICAL OR OTHER MINOR ERROR
(N.C.G.S. 47-36.1)

Prepared by: Purser & Glenn, PLLC, 11121 Carmel Common Blvd., #305, Charlotte, NC 28226

Each undersigned Affiant, jointly and severally, being first duly sworn, hereby swears or affirms that the Deed from CalAtlantic Group, Inc., a Delaware Corporation, as successor to The Ryland Group, Inc., a Maryland Corporation, by merger to William K. Thomas and wife, Tiffany L. Thomas dated 9/8/16 and recorded 9/19/16 in Book 12130, Page 202, Cabarrus County Registry, contained the following typographical or other minor error:

The excise tax amount is transposed.
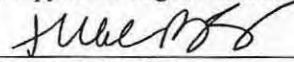
Affiant makes this Affidavit for the purpose of correcting the above-described instrument as follows:

The excise tax amount should read $594.00.

Affiant is knowledgeable of the agreement and the intention of the parties in this regard. Affiant is the (check one)

_____ Drafter of original instrument being corrected
___X___ Closing Attorney for transaction involving instrument being corrected
_____ Attorney for grantor/mortgagor named above in instrument being corrected
_____ Owner of the property described in instrument being corrected
_____ Other (Explain:)

A copy of the original instrument (in part or in whole) (_X_) is/ (__)is not attached.
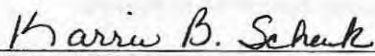
Julie B. Glenn (signature)
Signature of Affiant
Print or Type Name: Julie B. Glenn

State of North Carolina, County of Mecklenburg
Signed and sworn to (or affirmed) before me, this the **3rd** day of **February** , 2017.

(Affix Seal)

My Commission Expires:
3/30/18
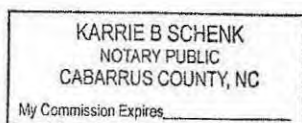
Karrie B. Schenk (signature)
Notary Public

KARRIE B SCHENK
NOTARY PUBLIC
CABARRUS COUNTY, NC
My Commission Expires_____

Attachment number 1 \n

B

12347 0173
12130 0202

Monica Miller
(704) 0203-5057

Excise Tax $954.00	Recording Time, Book and Page
Tax Lot No	Parcel Identifier No 01-015F-0015.00

Mail after recording to Grantee

This instrument was prepared by Purser & Glenn, PLLC, 11121 Carmel Commons Blvd., #305, Charlotte, NC 28226

Brief description for the Index

Lot 15, Founders Reserve, Phase 1

NORTH CAROLINA SPECIAL WARRANTY DEED
This deed made this 8th day of September, 2016 by and between

Grantor	Grantee
CalAtlantic Group, Inc., a Delaware Corporation, as successor to The Ryland Group, Inc., a Maryland Corporation, by merger	William K. Thomas and wife, Tiffany L. Thomas
6701 Carmel Road, Suite 425 Charlotte, NC 28226	7089 Founders Way Drive Harrisburg, NC 28075

The designation Grantor and Grantee as used herein shall include said parties, their heirs, successors, and assigns, and shall include singular, plural, masculine, feminine or neuter as required by context.

WITNESSETH, that the Grantor, for a valuable consideration paid by the Grantee, the receipt of which is hereby acknowledged, has and by these presents does grant, bargain, sell and convey unto the Grantee in fee simple, all that certain lot or parcel of land situated in Cabarrus County, North Carolina and more particularly described as follows:

BEING all of Lot 15 of that certain subdivision known as Founders Reserve, Phase 1, as same is shown on a map thereof recorded in Map Book 69, Page 83, Cabarrus County Public Registry.

Property address: 7089 Founders Way Drive, Harrisburg, NC 28075.

All of the property herein conveyed does not include the primary residence of a Grantor.

Attachment number 1 \n

The property hereinabove described was acquired by Grantor by instrument recorded in Book 10899 at page 91 in the _Cabarrus_ County Public Registry.

A map showing the above described property is recorded in Map Book/Plat Cabinet/Plat Book 109, Page/File 83 in the _Cabarrus_ County Public Registry.
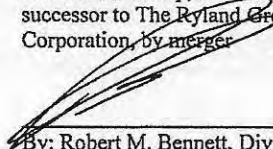
TO HAVE AND TO HOLD the aforesaid lot or parcel of land and all privileges and appurtenances thereto belonging to the Grantee in fee simple.

And the Grantor covenants with the Grantee, that Grantor has done nothing to impair such title as Grantor received, and that Grantor will warrant and defend the title against the lawful claims of all persons claiming by, under or through Grantor, other than the following exception:

All such valid and enforceable easements, conditions and restrictions as may appear of record, and the lien of ad valorem taxes for the current year which the Grantee(s) hereby assume and agree to pay.

In witness whereof, the Grantor has hereunto set his hand and seal, the day and year first above written.

CalAtlantic Group, Inc., a Delaware Corporation, as successor to The Ryland Group, Inc., a Maryland Corporation, by merger

_____ (Seal)
By: Robert M. Bennett, Division President

Notary
Seal-Stamp

State of North Carolina, Mecklenburg County.
I, a notary public of the County and State aforesaid, certify that Robert M. Bennett, personally appeared by fore me this day and whom I personally identified by a government issued picture identification in the form of a driver's license, and being duly sworn acknowledged he is the Division President of CalAtlantic Group, Inc., a Delaware Corporation, as successor to The Ryland Group, Inc., a Maryland Corporation, by merger, and that by authority duly given and as the act of such entity, he voluntarily executed the foregoing instrument for the purposes therein stated in its name on its behalf as its act and deed. Witness my hand and official stamp or seal, this _8th_ day of _September_, 2016.

My commission expires: _July 29, 2020_
Date

Signature

Cynthia R. Geater
Printed/Typed Notary Name
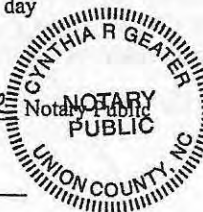
Notary Public

CYNTHIA R GEATER
NOTARY PUBLIC
UNION COUNTY, NC

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

EMS - Non-Emergency Franchise Renewal for American TransMed - Hearing 6:30 P.M.

BRIEF SUMMARY:

This contract renewal is required annually. EMS recommends renewal of the contract with American TransMed based upon provider performance for the purpose of scheduled non-emergency transfers. The original contract was implemented FY16, renewed in FY17 and is recommended for renewal for FY18. The contract remains unchanged other than dates. This item requires two readings of the franchise award if the decision is made to renew.

REQUESTED ACTION:

Motion to suspend Rules of Procedure.

Motion to schedule a hearing at 6:30 p.m. (or as soon thereafter as persons may be heard) on Monday, March 20, 2017 to consider the renewal of a non-emergency transport services franchise provider, American TransMed.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Alan Thompson, EMS Director

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

☐ FY 18 Transmed 1

☐ FY 18 Transmed 2

☐ Ordinance

STATE OF NORTH CAROLINA)   FRANCHISE AGREEMENT FOR
)   NON-EMERGENCY AMBULANCE
COUNTY OF CABARRUS   )   SERVICES

THIS FRANCHISE AGREEMENT FOR NON-EMERGENCY AMBULANCE SERVICES ("Agreement") is entered into effective the 1st day of July, 2017 by and between CABARRUS COUNTY ("County") and AMERICAN TRANSMED, INC. a South Carolina corporation ("Provider").

RECITALS

1.   Pursuant to N.C. Gen. Stat. §153A-250, the County is authorized to enact an ordinance and to award franchises for operation of a non-emergency ambulance service.

2.   Pursuant to that authority, the County has enacted Article 82 of its Code of Ordinances, permitting it to award such a franchise and regulate the operator of the same.

3.   By ordinance duly enacted at its regular meetings on _____ and _____, the County's Board of Commissioners approved the awarding of a franchise for non-emergency ambulance services to Provider, subject to the provisions of the franchise ordinance, Article 82 of the Code of Ordinances and this Agreement.

In consideration of the above Recitals and the Terms below, which the parties agree constitute sufficient consideration to make this Agreement legally binding and enforceable, the parties agree as follows.

TERMS

1.   Services and Scope to be Performed. The Provider shall provide "Services" as set forth in the attached Exhibit A. In this Agreement, Services is defined as the goods, vehicles, materials, labor, services and/or supplies Provider is required to provide pursuant to this Agreement and all of the Provider's duties to the County and to Provider's customers and clients that arise from this Agreement, the franchise ordinance and Article 82 of the Code of Ordinances. Any amendments, corrections or change orders by either party must be in writing and signed by both parties.

2.   Term. This Agreement shall commence on the date provided above and end on June 30, 2018. This Agreement shall not be automatically extended unless agreed to in writing by the County.

3.   Insurance. Provider shall maintain insurance policies at all times with minimum limits as follows:

1

0

Page 164

Attachment number 1 \n

Attachment number 1 \n

4-9

Page 164

.

.

.

.

.

.

.

.

FINAL

.

1

.

.

.

.

.

4-9 Page 164

.

.

.

End.

.

.

1

.

.

.

.

.

.

.

.

.

.

.

.

.

.

.

.

DONE

1

Attachment number 1 \n

4-9   Page 164

Coverage	Minimum Limits
a) Workers' Compensation	$100,000 bodily injury per each accident $100,000 bodily injury by disease per employee, $500,000 bodily injury per disease policy limit
b) General Liability	$1,000,000 per occurrence/$2,000,000 aggregate
c) Automobile Liability	$1,000,000 per occurrence
d) Umbrella	$1,000,000 per occurrence/$2,000,000 aggregate
e) Professional Liability	$1,000,000 per occurrence/$2,000,000 aggregate

The County reserves the right to require other coverages and higher limits if warranted by the nature of this Agreement and the type of Services to be provided. Provider shall provide the County with a Certificate of Insurance for review prior to the execution of this Agreement. Provider shall provide to the County immediate written notice of cancellation, reduction, or other modification of coverage of insurance. Upon failure of the Provider to provide such notice, Provider assumes sole responsibility for all losses incurred by the County for which insurance would have provided coverage. The insurance certificate shall be for the initial Agreement period and shall be renewed by the Provider for each subsequent extension period of the Agreement.

The County shall be named as an additional insured and it is required that coverage be placed with an "A" rated insurance company acceptable to the County. In the event that Provider fails at any time to maintain and keep in force the required insurance, the County has the right to cancel and terminate the Agreement without notice. Provider's insurance shall be considered primary and noncontributory.

4.   Default. If the Provider fails to perform the Services in accordance with the provisions of this Agreement, including Exhibit A, or violate any of the provisions of the franchise ordinance or Article 82 of the Code of Ordinances, the County may, in its discretion, terminate this Agreement or perform or cause to be performed some or all of the Services, and doing so shall not waive any of the County's rights and remedies. The County will comply with the provisions of Section 82-57 of its Code of Ordinances prior to any termination. The Provider shall reimburse the County for all costs incurred by the County in exercising its right to terminate or to perform or cause to be performed some or all of the Services pursuant to this Agreement.

5.   Notice. All notices and other communications required or permitted by this Agreement shall be in writing and shall be given either by personal delivery,

2

approved carrier, fax, or certified United States mail, return receipt requested, addressed as follows: if to the County, to its Contract Administrator; if to Provider to its billing address or main office address.

6.   Indemnification. To the maximum extent allowed by law, the Provider shall defend, indemnify, and save harmless the County and its agents, officers, and employees, from and against all claims of any kind that arise in any manner from, in connection with, or out of this Agreement as a result of the acts or omissions of the Provider or its subcontractors or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except for damage or injury caused solely by the negligence of the County or its agents, officers or employees. In performing its duties under this section, the Provider shall at its sole expense defend the County and its agents, officers and employees with legal counsel reasonably acceptable to County. This provision shall remain in force despite termination of this Agreement (whether by expiration of the term or otherwise) or termination of the Services of the Agreement.

7.   Miscellaneous.

(a)   Choice of Law or Forum. This Agreement shall be deemed made in Cabarrus County, North Carolina. This Agreement shall be governed by and construed in accordance with the laws of North Carolina. The exclusive forum and venue for all actions arising out of this Agreement shall be the appropriate division of the North Carolina General Court of Justice in Cabarrus County. Such actions shall neither be commenced in nor removed to federal court.

(b)   Waiver.   No action or failure to act by the County shall constitute a waiver of any of its rights or remedies that arise out of this Agreement, nor shall such action or failure to act constitute approval of or acquiescence in a breach of this Agreement, except as may be specifically agreed in writing.

(c)   Compliance with Law. Nothing contained in this Agreement shall be deemed or construed so as to in any way estop, limit, or impair the County from exercising or performing any regulatory, policing, legislative, governmental, or other powers of functions. The Provider shall comply with all applicable laws, rules and regulations.

(d)   Severability. If any provision of this Agreement shall be unenforceable, the remainder of this Agreement shall be enforceable to the extent permitted by law.

(e)   Assignment. Without the County's written consent, the Provider shall not assign (which includes to delegate) any of its rights (including the right to payment) or duties that arise out of this Agreement. Unless the County otherwise agrees in writing, the Provider and all assigns shall be subject to all of the County's defenses and shall be liable for all of the Provider's duties that arise from this Agreement and all of the County's claims that arise from this Agreement.

(f)   Principle of Interpretation. Although this Agreement is in part the County's standard form, the Provider acknowledges and agrees that this Agreement is deemed to be the product of negotiation and any ambiguity shall not be construed automatically against either party.

(g)   Entire Agreement. This Agreement contains the entire agreement between the parties pertaining to the subject matter of this Agreement. With respect to that subject matter, there are no promises, agreements, conditions, inducements, warranties, or understandings, written or oral, expressed or implied, between the parties, other than as set forth or referenced in this Agreement.

IN WITNESS, the parties have executed this Agreement through their respective duly authorized agents or officers.

CABARRUS COUNTY   PROVIDER

                                          _____
                                          AMERICAN TRANSMED, INC.

By: _____   By: _____
_____ County Manager   Title _____

ATTEST BY: ATTEST BY:

_____   _____
Clerk to the Board   Title _____

Date: _____   Date: _____

APPROVED BY COUNTY FINANCE OFFICER

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

                                          _____
                                          County Finance Director

	Specialty Services, Non-Emergency Transportation	Article 60
SOG	Implemented 4/1/05	Revised 1/26/16	EMS Director Alan Thompson

Objective:

Provide for the delivery of quality, prompt, courteous patient care, basic life support and non-emergency stretcher transport. Provide standards for the delivery of services to scheduled non-emergency/convalescent patients and basic life support inter-facility transports. Patient advocacy is a priority.

Scope:

Meet the non-emergency medical needs of approved patients by providing stretcher transport to and from doctor's appointments, hospitals, residence and health care facilities. Cabarrus County EMS provides for the delivery of these services through the award of a franchise to a private provider for non-emergency stretcher transports. Cabarrus County EMS will not routinely engage in the transport of scheduled non-emergency stretcher transports. A franchise has been awarded to American TransMed for the delivery of the services.

Terms:

1) Cabarrus County regulates the provision of Vehicles for Hire in Article 82 of the Cabarrus County Code of Ordinances and NC General Statute 153A-250.
2) Public necessity and convenience requires the private non-emergency provider.
3) American TransMed ambulances and required equipment have been certified by the State as acceptable for the type of franchise awarded.
4) American TransMed and its officers or partners are responsible persons to conduct or work in the proposed business.
5) Only duly credentialed NC emergency medical technicians are employed as operators and attendants by American TransMed for the non-emergency service franchise.
6) The geographic boundary for the franchise shall be Cabarrus County.
7) Change in ownership or management of American TransMed shall terminate the franchise.
8) The franchise may not be sold, assigned, mortgaged, or otherwise transferred without the approval of the County and a finding of conformance with all requirements of Article 82 of the Cabarrus County Code of Ordinances.
9) Conformance must be achieved and maintained with Article 82 of the Cabarrus County Code of Ordinances.
10) Compliance must be maintained with 10A NCAC 13P.
11) Franchised non-emergency provider must meet PREMIS reporting requirements for electronic medical records.
12) The franchised non-emergency provider must maintain a base of operations in Cabarrus County.

13) Billing for services is the responsibility of the franchised non-emergency provider. Fees charged for services may not exceed rates approved by the Cabarrus County Board of Commissioners.
   a. Current fee structure for FY 16 is approved as noted:
   b. BLS Non-emergency - $350
   c. BLS Emergency - $515.97
   d. Mileage: $10.91

Detail

The franchised non-emergency provider is required to meet the following conditions and provide the services below:

1) Timely response to non-emergency transportation requests.
2) Facilitate scheduling of non-emergency transportation requests
3) Provide coverage 24 hours daily and 7 days weekly to include holiday and weekends.
4) Provide transportation of patients meeting requirements for non-emergency stretcher services. Optionally, the franchised non-emergency provider may offer wheel chair and ambulatory transports as a component of their service for patients with medical needs who do not meet requirements for non-emergency stretcher transports.
5) Provide transportation of deceased patients to local morgue. The Cabarrus EMS Supervisor may exercise discretion for consideration of provider utilization when special circumstances exist.
6) Provide for the delivery of professional, prompt, and courteous service.
7) Provide basic life support transport units if available in the event of a major incident requiring mutual aid.
8) The Cabarrus County EMS System Medical Director has full authority over all pre-hospital medical operations in Cabaṉus County; however, the non-emergency provider will be required to provide and function under the oversight of the non-emergency provider's designated medical director.
9) The non-emergency transportation provider agrees to work within the system plan of Cabaṉus County. Cabanus County EMS will maintain influence over quality and level of service.
10) The franchised non-emergency provider's records, operations, and activities shall be subject to review by the County's emergency medical service system for the purpose of compliance and quality in accordance with Article 82 of the Cabarrus County Code of Ordinances.
11) Franchised non-emergency providers may only engage in the provision of non-emergency services unless requested in a mutual aid capacity.
12) In the event a franchised non-emergency provider is confronted with an emergency patient on the scene or during transport, the technician should contact the County communications center requesting paramedic response and provide basic life support care until arrival_ of the advanced life support provider unless directed to continue transport.
13) Franchised non-emergency providers must meet NC Office of EMS training requirements and comply with the NC Office of EMS approved patient care protocols and guidelines for Cabaṉus County. Additionally, employees of the provider must complete an approved emergency vehicle operations course.
14) Franchised non-emergency providers will be permitted to participate in the Cabarrus EMS educational program.

Assignment of Calls:

1. The franchised non-emergency provider, American TransMed, is responsible for the provision of scheduled non-emergency stretcher transports.

2. MedCenter Air is responsible for inter-hospital ALS transfers. Cabarrus County EMS may provide critical care ALS inter-hospital transport services from freestanding emergency departments if requested.

3. Cabarrus County EMS is responsible for all emergency, E911 calls for service, specialty response, community paramedic care, and coordination of major medical events.

4. Wheel chair transports may be handled by any provider of this service without restriction as no franchise requirement for this service is in place.

Scheduling of Calls

1. Requests for scheduled non-emergency stretcher transportation should be made to American TransMed at 888/826-0911.

2. Request for critical care ALS inter-hospital transports should be made through the physician call line, contact with MedCenter Air at 800/421-9195, or to the Cabarrus County Communications Center at 704/920-3000 (alternatively 911) if MedCenter Air is not available.

3. Cabarrus EMS crews encountering a patient or facility with a request for a non-emergency transport should contact the EMS Supervisor at 704/920-2602 for guidance. It will be the responsibility of the EMS Supervisor to determine the appropriate transport agency and to request the additional resources. Cabarrus EMS crews will continue to provide response and transport to patients prioritized "Alpha, Bravo, Charlie, Delta, and Echo" through the priority dispatch system.

FRANCHISE ORDINANCE OF THE CABARRUS COUNTY BOARD OF COMMISSIONERS GRANTING A FRANCHISE TO OPERATE NON-EMERGENCY AMBULANCE SERVICE TO AMERICAN TRANSMED

WHEREAS, Cabarrus County regulates the provision of Vehicles For Hire in Article 82 of the Cabarrus County Code of Ordinances and N.C. Gen. Stat. §153A-250, including franchises for non-emergency ambulance services; and

WHEREAS, applications to provide those services were solicited according to the standards defined in Section 82-52 of the Ordinance; and

WHEREAS, County staff has reviewed those applications, sought input from the State Office of Emergency Services, contacted references for the prospective services providers, and considered other information related to equipment and performance; and

WHEREAS, the Board of Commissioners have held a hearing as required by Section 82-53 of the Ordinance; and

WHEREAS, based on information submitted by American TransMed and information submitted at the hearing, the Board of Commissioners made the following findings:

a. The public necessity and convenience requires the proposed ambulance service.
b. Each such ambulance and its required equipment have been certified by the State as acceptable for the type of franchise requested.
c. American TransMed and its officers or partners are responsible persons to conduct or work in the proposed business.
d. Only duly certified emergency medical technicians are employed as operators and attendants by American TransMed for the non-emergency service franchise.
e. All other requirements of Article 82 and all other applicable laws and ordinances have been met.

NOW THEREFORE, THE CABARRUS COUNTY BOARD OF COMMISSIONERS RESOLVES THAT:

1. The Board of Commissioners grants a franchise to American TransMed for the operation of non-emergency ambulance services for the period of July 1, 2017 to June 30, 2018.

2. The terms of this franchise shall include the following:
   a. The geographic boundary for this franchise shall be the entirety of the County.
   b. Any change in ownership or management of American TransMed shall terminate the franchise and shall require a new application and new franchise award.

c. The franchise may not be sold, assigned, mortgaged or otherwise transferred without the approval of the County and a finding of conformance with all requirements of Article 82.

d. The terms of Section 82-57 of the Ordinance shall be included in the franchise agreement as they relate to termination, suspension, or revocation.

e. The Board of Commissioners authorize the County Manager to negotiate and execute the franchise agreement with American TransMed, not inconsistent with this Ordinance, after drafting and review by the County Attorney.

APPROVED and ADOPTED in consecutive regular meetings of the Board of Commissioners on _____ and _____, pursuant to N.C. Gen. Stat. §153A-46.

BOARD OF COMMISSIONERS OF CABARRUS COUNTY

_____
Stephen M. Morris, Chairman

ATTEST:

_____
Megan I.E. Smit, Clerk to the Board

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Finance - Audit Contract for Fiscal Years Ending June 30, 2017, 2018 and 2019

BRIEF SUMMARY:

An informal request for proposal for external auditing services was conducted by the Finance Department. After consulting with three accounting firms, it was determined that the accounting firm Elliott Davis Decosimo best suits Cabarrus County's needs.

References were checked for Elliott Davis Decosimo. All references were positive, most noting that the firm Elliott Davis Decosimo is very professional and they conduct thorough procedures. Pricing for the auditing services is as follows: Fiscal year ending June 30, 2017 - $50,000, fiscal year ending June 30, 2018 - $51,000 and fiscal year ending June 30, 2019 - $52,000.

REQUESTED ACTION:

Motion to approve the Elliott Davis Decosimo audit pricing commitments for fiscal years 2017, 2018 and 2019.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

☐ [Elliott Davis Proposal](#)

Statement of Qualifications
TO PROVIDE SERVICES TO CABARRUS COUNTY

Submitted February 21, 2017
by Elliott Davis Decosimo, PLLC

Contact:

Thomas J. McNeish, CPA

Elliott Davis Decosimo, PLLC

5410 Trinity Road, Suite 320

Raleigh, North Carolina 27607

tom.mcneish@elliottdavis.com

919.783.7073

360° Service. Focused on You.

elliott davis decosimo

Cabarrus County
Susan Fearrington
Finance Director
PO Box 707
Concord, NC 28026-0707

Dear Ms. Fearrington,

We are pleased to submit our credentials and qualifications to serve as independent auditors for Cabarrus County (the "County"). We are confident that, in addition to providing technical expertise from a prominent public accounting firm, we also offer the highest level of personal attention and service. We look forward to the opportunity to work with you. We understand that the audit will be conducted as follows:

- We will conduct audits of the financial statements of the County for the year ended June 30, 2017 and provide fee estimates for two additional years. The audits will be performed in accordance with auditing standards generally accepted in the United States of America and *Governmental Auditing Standards* issued by the Comptroller General of the United States, the Single Audit Act and Subpart F of Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance), and the State Single Audit Implementation Act, as applicable.

- We understand that meeting the LGC deadlines are a high priority and that all recommendations, revisions, and suggestions for improvements related to the report will need to be provided in time to allow ample review and corrections, in order to issue the final report on or before October 31.

- We would begin final fieldwork in August in order to meet the reporting deadlines. Our practice, whenever it is mutually beneficial to our clients, is to perform interim work in order to reduce the level of work required after year end and minimize the chance of issues being raised late in the audit process. We would welcome the opportunity to hold planning sessions with the County's management and accounting staff to most effectively plan the engagement and agree on the level of interim work that could be accomplished.

We think we are a great fit for the County because:

- **Our Service Team Brings a Breadth and Depth of Relevant Experience** – **Our proposed team has extensive experience auditing local governments including those with Medicaid Cluster, TANF and other DHHS programs.** We understand the complexities of eligibility determinations and documentation requirements under these programs. Additionally, our team has significant experience with debt issuances, post-employment liability reporting and landfill operations. Beyond hands-on experience, our team members regularly serve as instructors for both our in-house Government Practice training sessions, and as presenters at state GFOA conferences and other government industry seminars. These events require us to stay abreast of emerging issues and developments within governmental auditing and financial reporting.

- **We Deliver Timely Communications and Responsiveness** – We understand that personal, responsive communications with your audit firm is a top priority. Once we are selected to perform the County's audit, we will jointly develop a communication approach that fits your preference. We will meet with you and your management team to understand key issues and co-develop a plan to address your business and financial concerns. We are available to meet in person, giving you the personalized attention needed for effective decision-making and fluid communication. Additionally, we will provide e-mail and cell phone contacts for all team members to ensure prompt responsiveness to matters as they develop. In accordance with applicable auditing standards, we will report any audit findings that are deemed to be material weaknesses or significant deficiencies. **All potential audit findings will be discussed with management as soon as they are assessed and prior to being finalized.**

- **We Provide Senior Level Attention and Consistency –** With a staffing model designed to ensure that senior-level personnel are materially integrated into the engagement, the County will benefit from effective access to extensive technical expertise and know-how. Our audit approach includes frequent shareholder communication not only with our engagement managers and staff, but with the County's Finance team. This approach helps to ensure that the shareholder is receiving timely, consistent feedback from the County regarding the audit process. Additionally, with turnover rates well below industry averages, our intent is to provide you with a relationship team that ensures consistency year after year.

- **We Will Make the Transition Seamless** – We understand that transitioning the audit to another firm can be challenging, particularly when resources are limited. We are committed to making the transition of the audit to our firm as seamless as possible. We will be proactive and make the up-front investment to understand historical financial statements, memos, opinions, and the perspectives of management and the Board of Commissioners.

- **We Are Invested in the Carolinas** – Elliott Davis Decosimo is one of the largest accounting, tax and consulting services firms in the Southeast with more than 800 professionals and specialists in nine offices across four states. Our Raleigh and Charlotte offices are home to over 180 of our professionals. The County's audit team will be staffed by our Charlotte and Raleigh offices.

- **Our Government Practice in North Carolina** – In 2013, we were excited to bring our extensive governmental experience and expertise to North Carolina. Over the last three fiscal years our practice in North Carolina continued to grow. North Carolina governments that we currently audit include *Wake County*, the *Raleigh Durham Airport Authority,* the *City of Concord,* the *City of Salisbury,* and the *City of Morganton*.

In summary, there are many factors that distinguish Elliott Davis Decosimo from its competitors. Our experience with local governments, along with our commitment to providing a comprehensive portfolio of services suited to your needs, will enable us to fully render exceptional value and outstanding support that you expect.

We want your business and will commit the necessary resources to ensure the high level of services you expect. We look forward to the opportunity to work with you.

Very truly yours,

Elliott Davis Decosimo, PLLC

Thomas J. McNeish, CPA
Shareholder

Table of Contents

elliott davis
decosimo

Staffing

The work for the County will be performed primarily by personnel from our Charlotte and Raleigh offices where we house a combined 12 shareholders, 34 managers, and 34 other professional staff. We anticipate utilizing six professional staff on a full-time basis: one shareholder, one senior-manager, one senior and two other accounting staff members. An additional three professional staff will be utilized on a part-time basis: one concurring review shareholder, one consulting senior manager, and one information technology auditor.

Governmental Client Information & References

We have been auditing local governments for over 60 years. Our governmental clients include over 200 entities that report under GASB and are audited in accordance with *Government Auditing Standards*. Over 80 of these clients are subject to the Single Audit Act. Our Government team performs audits for large and small local governments including entities with annual budgets in excess of $1 billion and annual federal expenditures in excess of $500 million. We understand the issues that local governments face related to financial recordkeeping and the audit process.

We audit more than 75 local governments that receive the GFOA Certificate of Achievement for Excellence in Financial Reporting including the following:

Wake County, North Carolina

Scope: GAS Financial statement and single audits, CAFR
Dates: Fiscal year ended June 30, 2014 and ongoing
Contact: Susan McCullen, Finance Director – 919.856.6141
             smccullen@co.wake.nc.us

City of Concord, North Carolina

Scope: GAS Financial statement and single audits, CAFR
Dates: Fiscal year ended June 30, 2016 and ongoing
Contact: Pam Hinson, Finance Director – 704.920.5220
             hinsonp@concordnc.gov

City of Morganton, North Carolina

Scope: GAS Financial statement and single audits, CAFR
Dates: Fiscal year ended June 30, 2016 and ongoing
Contact: Karen Duncan, Finance Director – 828.438.5240
             kduncan@ci.morganton.nc.us

City of Salisbury, North Carolina

Scope: GAS Financial statement and single audits, CAFR
Dates: Fiscal year ended June 30, 2016 and ongoing
Contact: Teresa Harris, Finance Director – 704.638.5313
             tharr@salisburync.gov

elliott davis decosimo

Governmental Client Information & References, continued

Raleigh Durham Airport Authority, North Carolina

Scope: GAS Financial statement, CAFR

Dates: Fiscal year ended June 30, 2015 and ongoing

Contact: Robert Buckenham, Director of Accounting – 919.840.7553
Robert.buckenham@rdu.com

Richland County, South Carolina

Scope: GAS Financial statement and single audits, CAFR

Dates: Fiscal year ended June 30, 2008 and ongoing

Contact: Daniel Driggers, Finance Director – 803.545.0007
driggersd@rcgov.us

Greenville County, South Carolina

Scope: GAS Financial statement and single audits, CAFR

Dates: Fiscal year ended June 30, 2010 through ongoing

Contact: Angela Roache, Finance Director – 864.467.7026
aroache@greenvillecounty.gov

Horry County, South Carolina

Scope: GAS Financial statement and single audits, CAFR

Dates: Fiscal year ended June 30, 2008 and ongoing

Contact: Barry Spivey, Finance Director – 843.915.5180
spiveyb@horrycounty.org

Florence County, South Carolina

Scope: GAS Financial statement and single audits, CAFR

Dates: Fiscal year ended June 30, 2012 through ongoing

Contact: Kevin Yokim, Finance Director – 843.665.3013
kyokim@florenceco.org

Fairfield County, South Carolina

Scope: GAS Financial statement and single audits

Dates: Over 10 years through ongoing

Contact: Laura Johnson, Comptroller – 803.635.1415
laura.johnson@fairfield.sc.gov

City of Rock Hill, South Carolina

Scope: GAS Financial statement and single audits, CAFR

Dates: Fiscal year ended June 30, 2015 and ongoing

Contact: Drew Cooper, Controller – 803.329.7062
drew.cooper@cityofrockhill.com

elliott davis
decosimo

Governmental Client Information & References, continued

Our other governmental clients include the following:

Counties
- Dorchester County, SC
- Aiken County, SC

Municipalities
- City of Fountain Inn, SC
- City of Thomson, GA

Universities
- University of South Carolina
- Clemson University
- The Citadel
- College of Charleston
- Lander University

Other
- Carolina International School, Concord, NC
- Piedmont Community Charter School, Gastonia, NC
- South Carolina Education Lottery Commission
- South Carolina Deferred Compensation Program
- Fort Hill Natural Gas
- Greenville Metropolitan Sub-Sewer District
- Grand Strand Water and Sewer Authority

Elliott Davis Decosimo is uniquely positioned to provide consulting services in addition to the proposed scope of services. Our team can provide advice and consultation on a wide variety of financial and organizational management concerns. Examples of value added services that we have provided to assist our local government clients are included in **Appendix A**.

Peer Review

Elliott Davis Decosimo is required to undergo peer review every three years during which our quality control system and work product is examined by independent certified public accountants. All of our peer reviews have resulted in unmodified or pass opinions from the review firm. Our most recent peer review, which included reviews of specific government engagements, covered the year ended May 31, 2014. Please see **Appendix B** to view a copy.

elliott davis
decosimo

Professional Experience, Education & Training

Our professional experience in auditing government organizations, programs, activities, or functions for individuals on the engagement team are more fully described in the team biographies at **Appendix C**.

Tom McNeish, CPA
Audit Engagement Shareholder
Email: Tom.McNeish@elliottdavis.com

> As the lead shareholder, Tom will be responsible for all audit work performed as well as providing the direct interface with management. As the leader of the firm's Government Practice Group, Tom has over 20 years of experience auditing financial statements for local governments, and compliance requirements for federal and state grants. Tom is the shareholder for the audits of the Raleigh Durham Airport Authority, Wake County, Richland County as well as the cities of Concord, Morganton, and Salisbury.

Tim Grow, CPA
Concurring Review Shareholder
Email: Tim.Grow@elliottdavis.com

> As concurring shareholder, Tim will perform a secondary shareholder review of the CAFR for the County and provide consultation on reporting and compliance issues as needed. Tim has over 20 years of experience providing audit services to governmental entities, including municipalities, counties, and special purpose districts. Tim serves as a firm-wide technical resource on grant compliance based on his extensive experience advising state and local governments on their respective federal programs. Tim serves as the shareholder for the audits of Florence County, Dorchester County, and the City of Charleston.

CJ Palmer, CPA
Audit Senior Manager
E-Mail: cj.palmer@elliottdavis.com

> As a senior manager in our Charlotte office, CJ has more than 11 years of experience auditing a variety of governmental entities. CJ is the senior manager for the City of Salisbury, City of Concord, City of Rock Hill, City of Morganton and Richland County audits. He has assisted governmental clients in reporting post-employment benefits, net position, and other complex accounting issues. CJ has audited governmental entities with federal expenditures in excess of $500 million annually.

Kelly Cantwell, CPA
Consulting Senior Manager
Email: Kelly.Cantwell@elliottdavis.com

> As a senior manager in our Raleigh office, Kelly has 8 years of experience auditing a variety of governmental entities, including serving as the senior manager for the Wake County audit which has more than $750 million in combined state and federal DHHS expenditures. She will provide technical assistance in auditing the County's federal and state programs.

Bonnie Bastow, CIA, CISA, CISM
Engagement IT Director
Email: Bonnie.Bastow@elliottdavis.com

> Bonnie has over 20 years of experience providing IT auditing and risk management services. Bonnie will assist our audit team in the risk-assessment portion of planning/interim audit procedures in evaluating IT processes, controls, and security.

elliott davis decosimo

Professional Experience, Education & Training, continued

Kenneth Turner, CPA
Engagement Senior
Email: Kenneth.Turner@elliottdavis.com

Kenneth will perform the audit and have direct oversight of staff accountants. During his four years in public accounting, Kenneth has focused on auditing government and not-for-profit clients with single audit requirements. Kenneth is the senior for the audits of the cities of Concord, Salisbury and Rock Hill. Kenneth will be on site 100 percent of the audit fieldwork. It is our policy to have a senior level employee or higher on site any time fieldwork is conducted.

Continuing Professional Education

As specialists in providing audit services to state and local governments, we monitor the continuing education of our professional staff to ensure they are in compliance with continuing education requirements. All professional staff assigned to the audits of the County will be in compliance with Yellow Book CPE requirements during the term of our contract.

Our Government Practice conducts an annual two-day CPE session on government and not-for-profit accounting and auditing concepts, and current issues. The session is taught by a national speaker and is attended by both Elliott Davis Decosimo government practice team members and our clients. In addition, shareholders and managers in our Government Practice routinely attend the annual *AICPA Governmental and Not-for-Profit Conference* to ensure that we are up to date on current issues and new standards.

Our shareholders and managers are regularly requested to speak on governmental reporting and auditing standards and other technical issues as requested by State GFOA chapters including South Carolina, Tennessee, Virginia and Ohio. We also regularly sponsor and attend NCGFOA conferences. In addition several of our government team members are scheduled to present on various topics at the 2017 Governmental Accounting Update to be held by the NC Office of the State Controller on June 14, 2017 at NCSU McKimmon Center in Raleigh.

Annually, we host a free seminar for North Carolina local governments at the Raleigh Convention Center. Several of the proposed audit team are presenters at this seminar. In addition to a GASB update and a presentation on the New Uniform Guidance; topics presented during our most recent seminar included fraud, IT security, and IRS compliance requirements for local governments. Attendees earned up to eight hours of CPE credit.

elliott davis
decosimo

Audit Plan

Planning and Interim Procedures

Upon receiving notification that Elliott Davis Decosimo has been selected to perform the audit, we will meet with the appropriate personnel and coordinate an overall plan for the timing of our procedures. Our planning procedures will include obtaining an understanding of your internal control structure sufficient to plan our audit. This phase will consist of: systems documentation and assessment of risks, development of the overall audit plan and audit programs, and schedule coordination. Based on discussions and decisions from the planning meeting, we anticipate performing interim audit procedures. Such procedures will be primarily related to control testing and other mutually agreed upon audit areas based on availability of your information and your personnel. A review of the Commissioners' meeting minutes will be performed in order to document any significant decisions made. Interim procedures will be directed at significant account balances and certain classes of transactions. During these procedures, relationships between account balances and transaction classes will be considered and analyzed using IDEA Data Analysis Software. During the interim procedures phase of the audit we will also ascertain federal and state major programs for compliance testing purposes and perform compliance testing procedures as appropriate.

Computer Audit Specialists

We will utilize an IT auditor in the planning and interim segments of the engagements to document and test the transaction cycle processing and internal control systems and to identify opportunities for data extraction to increase efficiencies. Our IT auditors have extensive experience in auditing automated functions and they specialize in database security and user access controls.

Year-End Procedures

Our year-end procedures will be substantive in nature and will consist of auditing analyses of year-end balances provided by your staff, supplemented by analytical review procedures based on our control and/or transaction testing done during our interim procedures. Tests of account balances, including confirmation of certain account balances, will be performed. Remaining compliance testing required for federal and state purposes will be performed during this time as well.

Analytical Procedures and Sample Selection

We will utilize analytical procedures during our interim and year-end procedures to identify areas to target substantive audit testing based on our professional judgment. In performing our tests, we use the most current audit techniques and technologies available, including statistical and non-statistical sampling models. We will utilize IDEA data analysis software to assist with computer assisted auditing techniques (CAAT) and statistical sampling. Our sample sizes will be based on the risk assessment procedures developed in the planning phase of the audit and the sampling method employed; we strive to use statistical sampling wherever possible as this tends to result in the most efficient sample sizes in many circumstances.

elliott davis
decosimo

Report Preparation

We understand that the County's staff will prepare the complete Comprehensive Annual Financial Report to include the basic financial statements, note disclosures, MD&A and all other supplemental information. As part of our standard quality control process, we will agree financial information presented to related audited trial balances, proof, foot/cross foot, and cross reference all amounts in the financial statements while completing a financial statement presentation and note disclosure checklist.

Workpaper and Report Review

Our firm's quality control process requires that all workpapers be reviewed by an individual at least one staff level higher than the individual that prepared the workpaper. All areas of significant risk will be reviewed in the field by the shareholder assigned to the engagement. Additionally, the financial statements will be reviewed by a second designated audit shareholder for technical matters and adherence to firm and professional standards prior to issuance of our report. We will advise you of any changes we recommend for your financial statements to be in conformity with accounting principles generally accepted in the United States of America. We will review our draft opinions, compliance reports, management letter and single audit compliance findings, if any, with the Finance Director prior to these items being finalized.

Transition Issues

A concern anytime there is a change in auditors is the impact of transition. We understand this concern and we make every effort to soften the impact. Upon being selected as auditor, we will arrange for review of prior auditor workpapers. This will assist us in gaining a deeper knowledge of your operations. We will then meet with appropriate management and staff to discuss issues, concerns, our approach and planned timing.

The team we assign to the audits will have extensive experience auditing local governments, thereby minimizing their learning curve and the additional time commitment by your staff during the transition year.

elliott davis
decosimo

Tentative Schedule

The following is a schedule of steps to be performed during the audit process, our staff involvement, and timing.

Description of Audit Work	Staff Level	Timing
Planning with Finance Director and Staff, including presentation of requested information list	Shareholder Managers	March
Audit planning to include assembly of audit programs, scheduling of staff, documentation of risk assessments, internal control review and audit approach implementation, review of confirmations, review of budget, organizational charts, manuals and programs, and development of overall audit staff	Shareholder Mangers Senior	March/April
Initial year procedures, including preliminary materiality calculations and identification of major funds, walk-throughs, systems documentation, review of predecessor auditors' reports and workpapers, file set-up, and selected testing of opening balances	Managers Senior Staff	April
Interim audit procedures including testing of grants and other compliance requirements and testing of internal controls, testing of capital asset additions and infrastructure/project expenditures, and testing of major revenue sources including property taxes, charges for services and intergovernmental revenues. County personnel will be requested to prepare workpapers and pull documents.	Managers Senior Staff	April
Year-end cut-off procedures including confirmation of cash and investments	Senior Staff	July
Year-end testing of account balances, of funds, and account groups. Example of typical audit tests include (but are not limited to): reconciliation and confirmation of cash and investment accounts, confirmation of federal and state funding sources, property tax receivable testing, capital asset testing, confirmation of debt issuances, A/P and accrued liabilities completeness testing, pension and OPEB liability testing, and substantive analytical procedures performed over expected financial and non-financial relationships.	Managers Senior Staff	August
Review of audit workpapers and report by shareholder and manager, including concurring shareholder technical review	Shareholders Managers	August—October

elliott davis
decosimo

Attachment number 1 \n

Tentative Schedule, continued

Description of Audit Work	Staff Level	Timing
Engagement administration throughout the term of the audit – ongoing	Shareholder Managers	March – October
Final delivery of audited financial statements to the County, and submission to the LGC	Shareholder	Prior to October 31st
Attendance at Board of Commissioners meetings to include answering questions related to the audit	Shareholder	November

Fees for Proposed Services

Many factors affect the overall fee structure for professional services in an engagement of this kind. Among these factors are the knowledge, experience and capabilities of our professional staff; the effectiveness of planning and coordination with your staff; the complexity of the work; the degree of efficiency attained from utilizing technology; and the overall approach to service. Our commitment is to provide the highest quality professional services in the most effective and efficient manner possible and to deliver value for a fair and reasonable fee.

Our proposed fees to audit the County's financial statements are not-to-exceed the following:

    2017: $50,000
    2018: $51,000
    2019: $52,000

The above fees are all inclusive and reflect a discount from our standard hourly rates. These fees are based on the assumption that the County will provide all requested documents, workpapers, schedules and account analyses in a timely manner. These fees also assume that the County will prepare the CAFR including basic financial statements, note disclosures, statistical schedules and all supplementary information. Marginal cost increases reflect the effect of inflation at approximately two percent per year. We anticipate routine consultations and requests throughout the year and typically absorb those consultations without additional billings. We will not perform additional work until discussed and approved with you.

elliott davis
decosimo

Appendix A | Additional Services

With over 60 years of experience in serving local governments, we have gained valuable experience from our relationships with our clients. We have been able to build a comprehensive database of projects and engagements designed to address a broad range of issues and objectives. By listening to our clients' concerns and comparing them to circumstances and conditions that we have seen in the past, we are able to leverage our knowledge base and effectively adapt solutions to specific needs. Below are examples of the types of engagements that we have recently performed to assist our government clients:

- Utilizing our IT client service team to perform assessments related to cyber security risk, remote social engineering, internal IT services, and software licensing.

- Determining the sufficiency of cash flows from operations in order for enterprise funds to be self-staining

- Evaluating the accuracy of calculations supporting tax incremental financing (TIF) distributions to municipalities and school districts participating in a TIF district

- Evaluating annual tax sales including proper escheatment of unclaimed funds, timely transition of delinquent accounts and proper maintenance of delinquent files

- Developing cost allocation plans including identifying functions within the general fund (such as HR, Finance, and IT) that support other revenue generating departments, and distributing costs to these departments based on appropriate usage drivers

- Determining proper accounting and reporting for agency fund cash and investments, including the receipt, disbursement and segregation of funds maintained for school districts and municipalities.

- Reviewing written policies for providing fringe benefits to employees such as gift cards, "off-duty-wearable" uniforms and clothing, personal use of phones, laptops, vehicles, etc., and providing recommendations for ensuring a defensible policy in the event of an IRS audit.

- Examining internal controls over a transportation penny sales tax program, and the procurement of a private contractor to manage the related $1 billion in proposed infrastructure projects.

elliott davis
decosimo

elliott davis
decosimo

AICPA Peer Review Program
Administered by the National Peer Review Committee

March 24, 2015

Richard Edward Davis, CPA
Elliott Davis, LLC
200 E Broad St Ste 500
Greenville, SC 29601

Dear Mr. Davis:

It is my pleasure to notify you that on March 4, 2015 the National Peer Review Committee accepted the report on the most recent system peer review of your firm. The due date for your next review is November 30, 2017. This is the date by which all review documents should be completed and submitted to the administering entity.

As you know, the report had a peer review rating of pass. The Committee asked me to convey its congratulations to the firm.

Sincerely,

Larry Gray
Chair, National Peer Review Committee
nprc@aicpa.org 919 402.4502

cc: Michael Louis Leblanc; Thomas Dean Childers

Firm Number: 10019224   Review Number 361339

elliott davis
decosimo

System Review Report

To the Shareholders of Elliott Davis, LLC
 and the National Peer Review Committee

We have reviewed the system of quality control for the accounting and auditing practice of Elliott Davis, LLC (the firm) applicable to engagements not subject to PCAOB permanent inspection in effect for the year ended May 31, 2014. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants. As a part of our peer review, we considered reviews by regulatory entities, if applicable, in determining the nature and extent of our procedures. The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review. The nature, objectives, scope, limitations of, and the procedures performed in a System Review are described in the standards at www.aicpa.org/prsummary.

As required by the standards, engagements selected for review included (engagements performed under *Government Auditing Standards*; audits of employee benefit plans, audits performed under FDICIA, and examinations of Service Organizations Control (SOC) 1 engagements.

In our opinion, the system of quality control for the accounting and auditing practice of Elliott Davis, LLC applicable to engagements not subject to PCAOB permanent inspection in effect for the year ended May 31, 2014, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass, pass with deficiency(ies)* or *fail*. Elliott Davis, LLC has received a peer review rating of *pass*.

Postlethwaite & Netterville

Baton Rouge, Louisiana
November 6, 2014

elliott davis
decosimo

Appendix C | Team Biographies

Tom McNeish, CPA

Shareholder and Government Practice Leader

Services: Assurance | **Industries:** Government and Not-for-Profit,

Professional Overview

As chair of the firm's Government practice, Tom focuses on providing audit and consulting services to public sector clients including counties, municipalities, special purpose districts and public colleges and universities. He has more than 20 years of experience with financial reporting under government accounting standards and compliance requirements related to Yellow Book and Uniform Guidance. Tom's clients include large and small local governments, including agencies with annual budgets in excess of $1 billion. Prior to joining Elliott Davis Decosimo in 1998, Tom provided audit and consulting services as a member of a Big Four accounting firm. He began his career as a commercial loan officer with a national bank. He is a frequent speaker at government industry conferences.

Education, Credentials and Special Training

Certified Public Accountant
Masters of Accountancy, University of South Carolina
B.S., Finance, University of South Carolina

Professional Affiliations

American Institute of Certified Public Accountants
North Carolina Association of Certified Public Accountants
South Carolina Association of Certified Public Accountants
Government Financial Officers Association

Civic and Community Activities

Board Member and Treasurer, Goodwill Industries
Board Member and Former President, Central (SC) Habitat for Humanity
Board Member and Treasurer, Congaree Land Trust
Graduate of the Diversity Leadership Initiative at Furman University
Former Board Member, Court Appointed Special Advocates
Alumnus, Leadership Columbia, Columbia Chamber of Commerce
Alumnus, Leadership Raleigh, Raleigh Chamber of Commerce

5410 Trinity Road
Suite 320
Raleigh, NC 27607

Direct: 919.734.6180
Office: 919.783.7073
Fax: 919.600.6980

tom.mcneish@elliottdavis.com

elliott davis
decosimo

Timothy A. Grow, CPA
Shareholder

Services: Assurance | **Industries:** Government and Not-for-Profit

100 Calhoun Street
Suite 300
Charleston SC 29401

Direct: 843.266.6910
Office: 843.577.7040
Fax: 843.937.6066

tim.grow@elliottdavis.com

Professional Overview
Tim focuses on providing comprehensive assurance and management consulting services to a diverse client base of public sector entities including counties, cities, school districts and charter schools. His local government clients include Florence and Dorchester counties, and the City of Charleston. With more than 20 years of experience auditing entities in accordance with Government Auditing Standards and the Single Audit Act, Tim also serves as the Managing Shareholder for Elliott Davis Decosimo's Charleston office.

Tim has obtained over 120 hours of continuing professional education during the last three years substantially related to government and not-for-profit accounting and auditing.

Education, Credentials and Special Training
Certified Public Accountant, South Carolina and North Carolina
Masters of Accountancy, University of South Carolina
B.S., Accounting, University of South Carolina

Professional Affiliations
American Institute of Certified Public Accountants
South Carolina Association of Certified Public Accountants
Construction Financial Management Association
Association of General Contractors

Civic and Community Activities
Alumnus, Leadership Columbia, Columbia Chamber of Commerce
Past Treasurer, South Carolina Charter School Association
Past Lt. Governor, Carolina's District of Kiwanis
Beta Alpha Psi

elliott davis
decosimo

Charles J. (CJ) Palmer, CPA
Senior Manager

Services: Assurance | **Industries:** Government and Not-for-Profit

Professional Overview

CJ focuses on providing accounting and assurance services to clients in the government, not-for-profit, real estate and manufacturing and distribution industry sectors. With more than eleven years of experience in public accounting, he has extensive experience in serving governmental entities, particularly municipalities and counties. His experience includes serving as the audit senior manager for the Cities of Concord, Morganton, Salisbury, and Rock Hill and Richland County as well as other similar governmental entities. His audit clients have included entities with over $500 million in federal expenditures and student financial aid, research and development and housing programs. He has presented on topics including risk assessments, financial reporting and compliance audits.

Education, Credentials and Special Training

Certified Public Accountant, licensed in North Carolina and South Carolina
B.S., Accounting and Finance, magna cum laude, University of South Carolina

CJ has received more than 120 hours of Continuing Professional Education focused in the governmental and not-for-profit sectors over the past three years. He regularly attends North Carolina and South Carolina GFOA conferences and training sessions. CJ also attended the AICPA National Governmental and Not-for-Profit Training Program in 2015.

Professional Affiliations

American Institute of Certified Public Accountants
North Carolina Association of Certified Public Accountants
South Carolina Association of Certified Public Accountants
National Association of College and University Business Officers
Government Finance Officers Association

Civic and Community Activities

Treasurer, Baxter Trail Club
Treasurer, Aspire Community Capital

700 East Morehead Street
Suite 400
Charlotte, NC 28202

Direct: 704.808.5203
Office: 704.333.8881
Fax: 704.749.7903

cj.palmer@elliottdavis.com

elliott davis
decosimo

Kelly Cantwell, CPA
Senior Manager

Services: Assurance | **Industries:** Government and Not-for-Profit

Professional Overview

During her 10 years in public accounting, Kelly has focused on providing audit and consulting services to government and not-for-profit entities. She has worked with large and small local governments examining grant compliance implementing GASB standards, and evaluating effectiveness of internal controls. Kelly serves as senior manager on a number of local governments including Wake County and Raleigh-Durham Airport Authority.

Education, Credentials and Special Training

Certified Public Accountant
B.B.A., Accounting, Midwestern State University
B.S., Finance, Florida State University

Professional Affiliations

American Institute of Certified Public Accountants
North Carolina Association of Certified Public Accountants

5410 Trinity Road
Suite 320
Raleigh, NC 27607

Direct: 919.987.2751
Office: 919.738.7073
Fax: 919.987.2851

Kelly.Cantwell@elliottdavis.com

elliott davis decosimo

Bonnie Bastow, CIA, CISA, CISM
Director

700 East Morehead Street
Suite 400
Charlotte, NC 28202

Direct: 704.808.5275
Office: 704.333.8881
Mobile: 336.558.6535
Fax: 704.749.7975

bonnie.bastow@elliottdavis.com

Services: Risk Advisory Services | **Industries:** Government and financial institutions

Professional Overview

Bonnie has over 20 years of experience in Accounting, Finance, Operations and Information Systems. Her main focus is providing IT related assurance, consulting, advisory, compliance and security services. She has executed SOC1 and SOC2 engagements, FFEIC engagements, developed custom audit work-programs and conducted several system implementation audits and reviews. Bonnie's ERP experience includes: SAP, Oracle, Lawson, Dynamics GP, JD Edwards, UltiPro, and PeopleSoft (Financials & HRMS) – operating systems: Unix/Linux, iSeries (AS/400), Windows Server and mainframe – and databases; Oracle, SQL and DB2. Bonnie has worked with various frameworks including: COBIT, FFIEC and COSO.

Prior to joining Elliott Davis Decosimo, she held positions as CFO, Controller, Corporate Auditor and IT Director in manufacturing and distribution firms. She has an extensive IT services background in system selections, system implementation, business process reviews, technical writing, and project management. As an IT Risk professional she has previously worked primarily with a leading national firm.

Education and Credentials

Certified Internal Auditor (CIA)
Certified Information Systems Auditor (CISA)
Certified Information Systems Manager (CISM)
MBA, Finance, Michigan State University, East Lansing, Michigan
B.A., Business & Accounting, Alma College, Alma, Michigan

Professional and Service Affiliations

Information Systems Audit and Control Association (ISACA), Charlotte and
    Raleigh NC Chapters
Institute of Internal Audit (IIA) Triad Chapter (Greensboro - Winston-Salem, NC)
Rotary Club, Gate City Rotary, Past Board Member

elliott davis
decosimo

Kenneth Turner
Senior

Services: Assurance | **Industries:** Government, Not-for-Profit, Private Equity, Manufacturing and Distribution, Employee Benefit Plans

Professional Overview

Kenneth focuses on providing accounting and assurance services to clients in the government, not-for-profit, and manufacturing and distribution industry sectors. With more than six years of experience in public accounting, he has extensive experience in serving not-for-profit and governmental entities, particularly municipalities and entities with single audit requirements. His experience includes serving as the audit senior for the Cities of Concord, Salisbury, and Rock Hill.

Education, Credentials and Special Training

Certified Public Accountant, licensed in North Carolina and Maryland
B.S., Accounting, cum laude, University of North Carolina – Charlotte
Master of Accountancy (MAcc), University of North Carolina – Charlotte

Kenneth maintains his yellow book CPE requirement

Professional Affiliations

American Institute of Certified Public Accountants
North Carolina Association of Certified Public Accountants
Beta Alpha Psi alumnus

700 East Morehead Street
Suite 400
Charlotte, NC 28202

Direct: 704.808.5206
Office: 704.333.8881
Fax: 704.749.7906

kenneth.turner@elliottdavis.com

elliott davis
decosimo

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Finance - North Carolina Education Lottery Payment Applications for School Debt Service

BRIEF SUMMARY:

Lottery proceeds in the amount of $2,000,000 were included in the FY17 General Fund budget to pay a portion of debt service related to public school debt. Upon approval by the Cabarrus County Schools Board of Education, the Kannapolis City Schools Board of Education and the Cabarrus County Commissioners, two payment applications will be submitted to the Department of Public Instruction for the funds.

The Cabarrus County Schools application will be for $1,754,000 and the Kannapolis City Schools application will be for $246,000, for a total of $2,000,000.

REQUESTED ACTION:

Motion to authorize the Chairman to execute the Public School Building Capital Fund applications to release funds from the North Carolina Education Lottery Fund and to approve the related budget amendment and updated Capital Project Ordinance.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:

Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

Date:	3/20/2017	Amount:	$2,000,000
Dept. Head:	Susan Fearrington (prepared by staff)	**Department:**	Finance-Public School Capital Fund

¨Internal Transfer Within Department   ¨Transfer Between Departments/Funds   þSupplemental Request

Purpose: This amendment records the Public School Building Capital Lottery funds requested from the Department of Public Instruction. The funds will be used towards the FY17 school debt service payments. Cabarrus County Schools' portion is $1,754,000 and Kannapolis City Schools' portion is $246,000.

Account Number	Account Name	Approved Budget	Inc Amount	Dec Amount	Revised Budget
32067210-6444	Lottery Proceeds	$18,019,308.00	$2,000,000.00		$20,019,308.00
32097210-9704	Cont to General Fund	$18,019,308.00	$2,000,000.00		$20,019,308.00
	Total				

ATTACHMENTS

☐ CCS Application

☐ KCS Application

☐ Public Sch Bldg Proj Ordinance

☐ Lottery BA

APPLICATION
PUBLIC SCHOOL BUILDING CAPITAL FUND
NORTH CAROLINA EDUCATION LOTTERY

Approved: _____

Date: _____

County: __Cabarrus__

Contact Person: __Kelly Kluttz__

LEA: __Cabarrus County #130__

Title: __Chief Financial Officer__

Address: __PO Box 388 Concord, NC 28026__

Phone: __704-262-6144__

Project Title: __2016-17 Debt Service for School Construction__

Location: __Concord, NC__

Type of Facility: __Debt Service for School Construction (COPS 2009)__

> North Carolina General Statutes, Chapter 18C, provides that a portion of the proceeds of the North Carolina State Lottery Fund be transferred to the Public School Building Capital Fund in accordance with G.S. 115C-546.2.   Further, G.S. 115C-546.2 (d) has been amended to include the following:
>   (3) No county shall have to provide matching funds…
>   (4) A county may use monies in this Fund to pay for school construction projects in local school administrative units and to retire indebtedness incurred for school construction projects.
>   (5) A county may not use monies in this Fund to pay for school technology needs.
>
> As used in this section, "Public School Buildings" shall include only facilities for individual schools that are used for instructional and related purposes, and does not include central administration, maintenance, or other facilities. ***Applications must be submitted within one year following the date of final payment to the Contractor or Vendor***.

Short description of Construction Project: __Debt Service for COPS issued to build and renovate__
__School Buildings for the Cabarrus County Schools #130__

Estimated Costs:

Purchase of Land	$	
Planning and Design Services		
New Construction		
Additions / Renovations		
Repair		
Debt Payment / Bond Payment		1,754,000.00
TOTAL	$	1,754,000.00

Estimated Project Beginning Date: __7-1-16__   Est. Project Completion Date: __6-30-17__

We, the undersigned, agree to submit a statement of state monies expended for this project within 60 days following completion of the project.

The County Commissioners and the Board of Education do hereby jointly request approval of the above project, and request release of $_____1,754,000.00_____ from the Public School Building Capital Fund (Lottery Distribution). We certify that the project herein described is within the parameters of G.S. 115C-546.

_____

(Signature — Chair, County Commissioners)   (Date)

_____

(Signature — Chair, Board of Education)   (Date)   Attachment number 1 \n

Form Date: July 01, 2011

4-11   Page 201

APPLICATION
PUBLIC SCHOOL BUILDING CAPITAL FUND
NORTH CAROLINA EDUCATION LOTTERY

Approved: _____

Date: _____

County: Cabarrus

Contact Person: Will Crabtree

LEA: Kannapolis City Schools #132

Title: Director of Business Operation

Address: 100 Denver St. Kannapolis, NC

Phone: 704-938-1131

Project Title: 2016-17 Debt Service for School Construction

Location: Concord, NC

Type of Facility: Debt Service for School Construction (COPS 2009)

> North Carolina General Statutes, Chapter 18C, provides that a portion of the proceeds of the North Carolina State Lottery Fund be transferred to the Public School Building Capital Fund in accordance with G.S. 115C-546.2.   Further, G.S. 115C-546.2 (d) has been amended to include the following:
>   (3) No county shall have to provide matching funds…
>   (4) A county may use monies in this Fund to pay for school construction projects in local school administrative units and to retire indebtedness incurred for school construction projects.
>   (5) A county may not use monies in this Fund to pay for school technology needs.
>
> As used in this section, "Public School Buildings" shall include only facilities for individual schools that are used for instructional and related purposes, and does not include central administration, maintenance, or other facilities. ***Applications must be submitted within one year following the date of final payment to the Contractor or Vendor***.

Short description of Construction Project: Debt Service for COPS issued to build and renovate School Buildings for the Kannapolis City Schools #132

Estimated Costs:

Purchase of Land	$	
Planning and Design Services		
New Construction		
Additions / Renovations		
Repair		
Debt Payment / Bond Payment		246,000.00
TOTAL	$	246,000.00

Estimated Project Beginning Date: 6-1-16   Est. Project Completion Date: 6-30-17

We, the undersigned, agree to submit a statement of state monies expended for this project within 60 days following completion of the project.

The County Commissioners and the Board of Education do hereby jointly request approval of the above project, and request release of $_____246,000.00_____ from the Public School Building Capital Fund (Lottery Distribution). We certify that the project herein described is within the parameters of G.S. 115C-546.

_____

(Signature — Chair, County Commissioners)   (Date)

_____

(Signature — Chair, Board of Education)   (Date)   Attachment number 2 \n

PUBLIC SCHOOL BUILDING CAPITAL PROJECTS FUND
BUDGET ORDINANCE

BE IT ORDAINED by the Board of Commissioners of Cabarrus County, North Carolina that, Pursuant to Section 13.2 of Chapter 159 of the General Statutes of North Carolina, the following capital project ordinance is hereby adopted:

Section I.

- A. The project authorized is the various County construction and renovation related projects. Details of the projects are listed in section C. of this Project Ordinance.

- B. The officers of this unit are hereby directed to proceed with this capital project within the terms of the Generally Accepted Accounting Principles (GAAP) and the budget contained herein.

- C. It is estimated that the following revenues will be available to complete capital projects as listed.

Lottery Proceeds	$20,019,308
Lottery Proceeds – Rowan County	300,000
TOTAL REVENUES	**$20,319,308**
	$20,319,308
GRAND TOTAL – REVENUES	**$20,319,308**

- D. The following appropriations are made as listed.

Debt Service	$18,419,308
Construction	1,600,000
Debt Service – Rowan County	300,000
TOTAL EXPENDITURES	**$20,319,308**
	$20,319,308
GRAND TOTAL – EXPENDITURES	**$20,319,308**

Section II.

- A. Special appropriations to non-profit organizations shall be distributed after the execution of an agreement which ensures that all County funds are used for statutorily permissible public purposes.

B. The County Manager or designee is hereby authorized to transfer appropriations within or between funds, or modify revenue and expenditure projections as contained herein under the following conditions:

1. The Manager may transfer amounts between objects of expenditure and revenues within a function without limitation.

2. The County Manager may transfer amounts up to $500,000 between functions of the same fund.

3. The County Manager may transfer amounts between contingency funds which are set aside for a specific project for budgetary shortfalls or upon the appropriate approval of a change order.

4. The County Manager is authorized to transfer funds from the General Fund or Capital Reserve Fund to the appropriate fund for projects approved within the Capital Improvement Plan for the current fiscal year.

5. Upon notification of funding increases or decreases to existing grants or revenues, or the award of grants or revenues, the Manager or designee may adjust budgets to match, including grants that require a County match for which funds are available.

6. The Manager or designee may adjust debt financing from estimated projections to actual funds received.

7. The County Manager may enter into and execute change orders or amendments to construction contracts in amounts less than $90,000 when the appropriate annual budget or capital project ordinance contains sufficient appropriated but unencumbered funds.

8. The County Manager may award and execute contracts which are not required to be bid or which G.S. 143-131 allows to be let on informal bids so long as the annual budget or appropriate capital project ordinance contains sufficient appropriated but unencumbered funds for such purposes.

9. The County Manager may execute contracts with outside agencies to properly document budgeted appropriations to such agencies where G.S. 153 A-248(b), 259, 449 and any similar statutes require such contracts.

10. The County Manager may reject formal bids when deemed appropriate and in the best interest of Cabarrus County pursuant to G.S. 143-129(a).

11. The County Manager may reduce revenue projections consistent with prevailing economic conditions, and also reduce expenditures correspondingly.

Section III.

This ordinance and the budget documents shall be the basis of the financial plan for the County of Cabarrus.

a. The Finance Director is hereby directed to maintain within the Capital Project Fund sufficient detailed accounting records to satisfy the requirements of the law.

b. The Finance Director is directed to report, at the request of the Board, on the financial status of each project element in Section I and on the total revenues received or claimed.

c. Copies of this capital project ordinance shall be furnished to the Clerk to the governing Board, and to the Finance Director for direction in carrying out this project.

d. At the completion of a construction project, all unrestricted excess funds are transferred to the General Fund and the portion of the Capital Project associated with the project is closed.

Adopted this the 20th day of March, 2017.

CABARRUS COUNTY BOARD OF COMMISSIONERS

BY: _____
       Stephen M. Morris, Chairman

ATTEST:

_____
Clerk to the Board

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:
Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:
Finance - Resolution Declaring Official Intent to Reimburse Expenditures with Proceeds of Debt Pursuant to U. S. Department of Treasury Regulations

BRIEF SUMMARY:
It is requested that the County advance its own funds to pay certain original expenditures associated with the purchase of a warehouse located at 2011 Hwy 49 and 2031 Hwy 49, Concord, NC. Approval of the attached resolution will allow the County to pay the original expenditures from the Capital Reserve Fund and then reimburse itself for the expenditures with the proceeds of the debt to be incurred by the County for the 2017 Limited Obligation Bonds.

REQUESTED ACTION:
Motion to adopt the reimbursement resolution, authorize the Chairman to sign the reimbursement agreement and authorize the Finance Director to prepare the appropriate budget revision and related Project Ordinances for the Hwy 49 warehouse purchase

EXPECTED LENGTH OF PRESENTATION:
5 Minutes

SUBMITTED BY:
Susan Fearrington, Finance Director

BUDGET AMENDMENT REQUIRED:
Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Human Resources - Health Plan Renewal for Budget Year 2018

BRIEF SUMMARY:

Human Resources and the County Manager/Senior Deputy will review the health plan renewal quote and recommendations for policy and plan design changes intended to lower the cost of the health plan renewal for the County.

REQUESTED ACTION:

Motion to adopt proposals for the FY18 health plan renewal and provide education to County employees.

EXPECTED LENGTH OF PRESENTATION:

15 Minutes

SUBMITTED BY:

Lundee Covington, HR Director
Johanna Ray, Health & Wellness Manager

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

MEMORANDUM

To: Board of Commissioners

From: Lundee Covington, HR Director
Johanna Ray, Health & Wellness Manager

cc: Mike Downs, County Manager
Megan Smit, Clerk to the Board of Commissioners

Date: February 27, 2017

Subject: Health Insurance Renewal FY2018 – March Meeting Agenda

The County currently provides health coverage to over 1,000 employees and 1,400 covered lives offering two plans, a traditional "Open Access Plan" (OAP) with a Health Reimbursement Account (HRA) account and a Consumer Directed Plan with a Health Savings Account (HSA). Approximately 60% of our employees are on the OAP plan. This plan is currently the more expensive of the two plans. The health insurance budget for FY2017 was $9,758,278. The renewal quote provided by our broker, Mark IIII calls for a 7.08% increase for FY2018 taking this over the $10,000,000 level for the first time.

We are proposing the following policy and plan changes to reduce the renewal rate:

Proposal 1: New hires
New employees with health plan coverage effective 7/1/17 or thereafter would be offered the Consumer Directed/Health Savings Account (HSA) plan as the only coverage option. Existing employees can continue to move between the two existing plans.

Planned effect: This will potentially change the balance between the two plans with higher utilization of the more cost effective HSA plan.

Proposal 2: Retiree Dependents
Retirees participating in the County health plan will be required to select dependent coverage at the time of retirement. Beyond that point, dependents can only be dropped and not added.

Planned effect:
The goal is to minimize adverse selection on the plan and to preserve the benefit for employees and retirees at cost effective rates by limiting future claims with premium offset.

Proposal 3: OAP Plan HRA Elimination
Based on the higher cost of this plan design and the higher administrative costs coupled with lower use for this particular benefit, we recommend eliminating the $225 Health Reimbursement Account contribution for FY2018.

Planned effect:
The impact on the renewal from this adjustment is an estimated savings of 1.05%.

Proposal 4: OAP Plan Deductible Increase
The deductible for the OAP plan is currently $1,000 for employees. We recommend moving this to $1,500 for employees bringing it to the same level as the HSA plan deductible.

Planned effect:
This adjustment will help offset the need for a premium increase to employees selecting the OAP plan. The impact will be experienced by employees with higher claims this year but will not be spread among all 600+ employees on this plan.

No other premium rate or plan design changes are recommended beyond these items for FY2018. The new renewal rate increase with these adjustments will be 1.72%.

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Infrastructure and Asset Management - Transfer of Surplus Vehicles to Midland Fire and Rescue

BRIEF SUMMARY:

Midland Volunteer Fire and Rescue, Inc. has requested two surplus vehicles from Cabarrus County Sheriff's Department for their chief officers and administrative staff to take on errands, community outreach, public relations and training trips. The County will have several Sheriff's Department cars up for surplus in the end of March and early April. County Fleet Maintenance staff has not identified the exact two cars that could be transferred but they have confirmed there will be vehicles available for surplus.

REQUESTED ACTION:

Motion to declare two Sheriff's Department cars surplus property and authorize disposition in accordance with the County's policy.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Kyle Bilafer, Area Manager of Operations

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

4-14   Page 212

ATTACHMENTS

☐ Midland Volunteer Fire & Rescue Request Letter
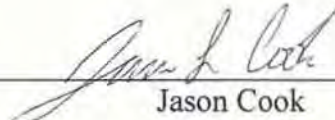
MIDLAND VOLUNTEER FIRE AND RESCUE INC.

12805 HIGHWAY 601 S • MIDLAND, NC • 28107
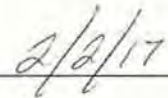
To Whom it may concern,

Midland Volunteer Fire and Rescue Inc. would like to acquire two surplus Sheriff Department vehicles. The reason for these vehicles are for our chief officers and administrative personnel to handle fire department business inside or outside the district when needed. These vehicles will be used primarily by chief officers to run errands, along with being used for community outreach and public relations. One of the vehicles will be used by personnel to take to training in the event training is at another department outside of the district which may happen 5 to 10 times a year. These vehicles will also be set up and in a state of readiness to be used for quick response vehicle (QRV) for medical calls as needed.

Deputy Chief _____ Date: 2/2/17
Jason Cook

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

ITS - Storage Area Network Refresh Lease Agreement

BRIEF SUMMARY:

Cabarrus County's current Storage Area Network lease is expiring. Attached is a quote for a new 36 month lease totaling $307.429.00, $8,179.00 per month. This lease provides for a complete refresh of the current storage hardware at an operating expense equivalent to our current expense.

REQUESTED ACTION:

Motion to approve the Lease Agreement between Cabarrus County and Winthrop for the Compellent Storage Area Network and to authorize the County Manager to execute the Agreement on behalf of Cabarrus County, subject to review or revisions by the County Attorney.

EXPECTED LENGTH OF PRESENTATION:
15 Minutes

SUBMITTED BY:
Todd Shanley, Deputy CIO

BUDGET AMENDMENT REQUIRED:
No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

- ☐ [San Refresh - Compellent Quote](#)
- ☐ [San Refresh - Lease](#)

Cabarrus County

Storage Project

Quote #Q-095818
Version 1

your **davenport group** representative

Mary Brown
account executive

mary.brown@davenportgroup.com

cell: 704.804.0984
corporate: 1.877.231.9114

Prepared For:

Cabarrus County
Todd Shanley
65 Church Street South PO Box 707
Concord, NC 28026-0707
tmshanley@cabarruscounty.us

Quote Information:

Quote Number: 95818
Version Number: 1
Date: December 09, 2016
Quote Expiration: December 31, 2016

SW - Maintenance Renewal - 4549/4550

Qty	Description	Unit Price	Extended
1	Support, 24x7, SW, Core Bundle Base License		
3	Support, 24x7, SW, Core Bundle Expansion License		
1	Support, 24x7, Data Progression Base License		
3	Support, 24x7, Data Progression Exp License		
1	Support, 24x7, FastTrack Base License		
3	Support, 24x7, FastTrack Exp License		
1	Support, 24x7, Remote Instant Replay Base License		
3	Support, 24x7, Remote Instant Replay Exp License		
4	Support, 24x7, Replay Mgr License		
SW - Maintenance Renewal - 4549/4550 Subtotal			**$20,048.00**

davenportgroup

SW - Maintenance Renewal - 4551/12518

Qty	Description	Unit Price	Extended
1	Support, 24x7, SW, Core Bundle Base License		
3	Support, 24x7, SW, Core Bundle Expansion License		
1	Support, 24x7, Data Progression Base License		
3	Support, 24x7, Data Progression Exp License		
1	Support, 24x7, FastTrack Base License		
3	Support, 24x7, FastTrack Exp License		
1	Support, 24x7, Remote Instant Replay Base License		
3	Support, 24x7, Remote Instant Replay Exp License		
	SW - Maintenance Renewal - 4551/12518 Subtotal		**$18,011.00**

davenportgroup

SC9000 Upgrade - Primary with Optimize

Qty	Description	Unit Price	Extended
	Hardware Section		
2	SC9000, 128GB Memory		
2	SC9000 Controller (Upgrade from existing controller)		
2	SC9000, Cache Card Not Required		
7	SC420, 3.8TB, SAS, 12Gb, RI SSD		
35	SC400, 6TB, SAS, 12Gb, 7K HDD		
1	SC400 Enclosure Drive Blank, 3.5"		
17	SC420 Enclosure Drive Blank, 2.5"		
3	Dell Storage SC400 Enclosure, 3.5", 12-bay		
1	Dell Storage SC420 Enclosure, 2.5", 24-bay		
2	IO, 8Gb FC, 4Port, PCI-E, Full Height		
2	IO, 10Gb iSCSI, 2port, PCI-E, Copper, Low Profile		
2	IO, 12Gb SAS, 2port, PCI-E, Low profile (2x2m Mini-SAS HD to Mini-SAS HD cable)		
4	12Gb Mini-SAS HD to Mini-SAS HD Opt Cable, 2M, Qty2		
4	C13-C14, PDU, 12AMP, 6.5 FT (2m), Power Cord, Qty2		
2	C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord, Qty2		
3	SC400 Bezel		
1	SC420 Bezel		
2	SC9000 Bezel		
4	SFP+ Cable, 3M, CUS		
	Hardware Subtotal		**$213,298.00**
	Software		

davenportgroup

SC9000 Upgrade - Primary with Optimize

Qty	Description	Unit Price	Extended
1	SW Not Required	$0.00	$0.00
1	SW, Live Volume Array License	$12,535.00	$12,535.00
	Software Subtotal		**$12,535.00**
	Services & Installation		
1	Optimize Service for Dell SC Storage	$45,760.00	$45,760.00
1	Copilot Support Term: 3 Year (36 months) - 24x7 Support Center w/ Priority On-Site (4 hour)	$37,544.00	$37,544.00
	Services & Installation Subtotal		**$83,304.00**
1	Shipping	$908.00	$908.00
1	Discount	($195,457.00)	($195,457.00)
	SC9000 Upgrade - Primary with Optimize Subtotal		**$114,588.00**

SC9000 Upgrade - DR with Optimize

Qty	Description	Unit Price	Extended
	Hardware Section		
2	SC9000, 128GB Memory		
2	SC9000 Controller (Upgrade from existing controller)		
2	SC9000, Cache Card Not Required		
7	SC420, 3.8TB, SAS, 12Gb, RI SSD		
35	SC400, 6TB, SAS, 12Gb, 7K HDD		
1	SC400 Enclosure Drive Blank, 3.5"		
17	SC420 Enclosure Drive Blank, 2.5"		
3	Dell Storage SC400 Enclosure, 3.5", 12-bay		
1	Dell Storage SC420 Enclosure, 2.5", 24-bay		
2	IO, 8Gb FC, 4Port, PCI-E, Full Height		
2	IO, 10Gb iSCSI, 2port, PCI-E, Copper, Low Profile		
2	IO, 12Gb SAS, 2port, PCI-E, Low profile (2x2m Mini-SAS HD to Mini-SAS HD cable)		
4	12Gb Mini-SAS HD to Mini-SAS HD Opt Cable, 2M, Qty2		
4	C13-C14, PDU, 12AMP, 6.5 FT (2m), Power Cord, Qty2		
2	C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord, Qty2		
3	SC400 Bezel		
1	SC420 Bezel		
2	SC9000 Bezel		
4	SFP+ Cable, 3M, CUS		
	Hardware Subtotal		**$213,298.00**
	Software		

davenportgroup

SC9000 Upgrade - DR with Optimize

Qty	Description	Unit Price	Extended
1	SW Not Required	$0.00	$0.00
1	SW, Live Volume Array License	$12,535.00	$12,535.00
	Software Subtotal		**$12,535.00**
	Services & Installation		
1	Optimize Service for Dell SC Storage	$45,760.00	$45,760.00
1	Copilot Support Term: 3 Year (36 months) - 24x7 Support Center w/ Priority On-Site (4 hour)	$37,544.00	$37,544.00
	Services & Installation Subtotal		**$83,304.00**
1	Shipping	$908.00	$908.00
1	Discount	($195,457.00)	($195,457.00)
	SC9000 Upgrade - DR with Optimize Subtotal		**$114,588.00**

davenportgroup

SC4020 Upgrade - Optimize and Live Volume

Qty	Description	Unit Price	Extended
	Software		
1	SW, Live Volume Base License, CUS	$2,308.00	$2,308.00
	Software Subtotal		**$2,308.00**
	Services & Installation		
1	Optimize Service for Dell SC Storage - Co-Terminus - 43 Months (7/31/2020)	$54,658.00	$54,658.00
1	Copilot Support Term: Co-Terminus - 43 months (7/31/2020) - 24x7 Support Center w/ Priority On-Site (4 hour)	$2,277.00	$2,277.00
	Services & Installation Subtotal		**$56,935.00**
1	Shipping	$0.00	$0.00
1	Discount	($31,549.00)	($31,549.00)
	SC4020 Upgrade - Optimize and Live Volume Subtotal		**$27,694.00**

davenportgroup

Davenport Group Services

Qty	Description	Unit Price	Extended
1	Installation	$12,500.00	$12,500.00
	Davenport Group Services Subtotal		**$12,500.00**

Summary	Amount
SW - Maintenance Renewal - 4549/4550	$20,048.00
SW - Maintenance Renewal - 4551/12518	$18,011.00
SC9000 Upgrade - Primary with Optimize	$114,588.00
SC9000 Upgrade - DR with Optimize	$114,588.00
SC4020 Upgrade - Optimize and Live Volume	$27,694.00
Davenport Group Services	$12,500.00
Total	**$307,429.00**

davenport group

Terms and Conditions

Terms of payment for products and maintenance are Net 15 days from date of shipment, unless otherwise agreed upon. An invoice for products and maintenance will be issued upon shipment. A second invoice for services will be issued upon completion of those services, with terms of Net 15. Please note that a 1.5 percent per month late fee is assessed on all amounts outstanding beyond terms of invoice.

Signature   **Date**

davenportgroup

WINTHROP RESOURCES TECHNOLOGY EQUIPMENT LEASE PROPOSAL
In Partnership with Davenport Group

February 10, 2017

Lessee:	***Cabarrus County, NC***
Leased Assets:	Compellent Project Quote: 095818
Initial Lease Term:	**36 Months**
Total Acquisition Costs:	**$307,429.00**
Lease Charge:	*$8,179 / mo*
Lease Deposit:	Equivalent of one month final lease charge due at initial funding. In the event of no defaults, may be applied to final payments.
Anticipated Delivery:	It is anticipated that the equipment will be installed and delivered beginning March 2017 at consist of at least 80% hardware. During the installation period, lease charges will be charged only on the cost / equipment accepted by the Client. Once all of the cost / equipment has installed the lease schedule will commence.
Lease Rate Adjustment:	The lease rate is fixed from commencement date to the end of the term. It may be adjusted on the Commencement Date to reflect any change in the applicable interest Rate Swap.
Equipment Location(s):	North Carolina
Taxes:	Sales, property, and any other taxes are in addition to the lease charges above.
Lease Accounting:	Cabarrus County, NC and its accountants are responsible for determining the accounting and tax treatment, benefits, uses and classification of the lease agreement and lease schedules.
End of Term Options:	- Return to Winthrop - Buy-out (Mutually Agreeable Value) - Extend/Renew/Restructure (Mutually Agreeable Value)
Documentation:	Winthrop will provide all documentation

Not a Commitment:
Financial review still needed. Your acceptance of this proposal is an application for credit. This proposal is not a commitment from Lessor nor is it an offer to enter into a specific contract and it is expressly subject to the approval of a firm commitment by our Senior Management Committee or by our nominee. The Lessor has made certain assumptions with regard to the Equipment. If those assumptions differ from actual equipment to be leased hereunder, Lessor may revise its pricing to accurately reflect those differences. The undersigned, by its authorized representative below, accepts the terms of this Proposal, agrees to furnish Winthrop Resources Corporation, its successors and assigns, any information relating to the business or financial condition of Lessee or its affiliates.

By: _____   Title:_____   Date:_____

Lease Proposal Expires February 28th, 2017

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

Sheriff's Office - Request to Add a Full-Time Kennel Technician Position at the Animal Shelter

BRIEF SUMMARY:

The Sheriff's Office took over the Animal Shelter in February of 2016. At that time, the thought was that we would need just a part-time (4 hours per day) employee to take care of cleaning, feeding and medicating the cats and kittens in the shelter. Now we are faced with an overwhelming number of cats and kittens, 30-50 are taken in each week. Along with the normal duties of cleaning, feeding and medicating, these new cats need to be evaluated, screened for a microchip, vaccinated and photographed within the first week of the cats' arrival at the shelter.

Other staff at the shelter have tried to help, but with their other duties it is difficult to make sure each cat or kitten has gone through the proper screening to help prevent disease in the shelter. The new Kennel Technician will be responsible for all aspects involved with the care of cats at the shelter: morning and afternoon cleanings, feedings and medications. The position will also be responsible for intake of cats throughout the afternoon, including initial evaluation, microchip scanning, vaccinating, photographing, help with placement of cats and all the paperwork required for each cat and kitten in the shelter. With the additional full-time Kennel Technician, feline protocol would be completed in a timely manner and in the long run result in healthier cats and kittens in the Cabarrus County Animal Shelter.

REQUESTED ACTION:

Motion to approve a full-time kennel technician position for the Animal

Shelter.

EXPECTED LENGTH OF PRESENTATION:
5 Minutes

SUBMITTED BY:
Chief Deputy Paul Hunt

BUDGET AMENDMENT REQUIRED:
No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

County Manager - Access Agreement for Lloyd Garmon Lane

BRIEF SUMMARY:

Lloyd Garmon Lane is located on property owned by Cabarrus County off NC Highway 49 where EMS Station 2 is located. A church and private residence use the road for access in addition to the EMS Station. The owner of the private residence would like to re-combine two parcels which would result in a second residence using the road for access. It is recommended that an access agreement between the County and that property owner be approved for access, maintenance and possible future use.

REQUESTED ACTION:

Motion to approve the access agreement for Lloyd Garmon Lane and authorize the County Manager to approve the final agreement subject to review and revisions by the County Attorney.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Richard M. Koch, County Attorney

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

☐ Letter, Agreement & Survey

MEDLIN & MEDLIN, P.A.
ATTORNEYS AT LAW
43 Union Street, South
Concord, North Carolina 28025

Webster S. Medlin
1926-2003
Steve L. Medlin

Tel.   (704) 786-8173
Fax   (704) 786-8174
steve@stevemedlinlaw.com

Via Hand Delivery
February 17, 2017

Mr. Rich Koch
County Attorney
Cabarrus County, North Carolina

      RE: Lloyd Garmon Lane Right of Way

Dear Rich:

Thank you for your letter received by e-mail on Wednesday, February 8, 2017. Mrs. Stoudenmire is pleased to accept this agreement essentially as you have proposed. I have discussed the proposed agreement with Mrs. Stoudenmire's title insurance company and she will be able to get title insurance for the right-of-way once the agreement is recorded. I am returning a slightly altered version. The altered version in my mind clarifies certain details as to the addresses of the houses on Mrs. Stoudenmire's property in recital number two (2). I have also proposed a change to recital number three (3) because Map Book 54, Page 28 is actually a reference to a Department of Transportation highway map. I spoke with the surveyor, James West. The highway map, Book 54, Page 28, does not describe any sort of right-of-way over Lloyd Garmon Lane between Stoudenmire and Highway 49. I do believe it would be best to record the survey map as part of the agreement to show that Lloyd Garmon Lane runs from Stoudenmire to North Carolina Highway 49. In addition, recital number five (5) has been altered slightly to show the address of the additional lot. I have added at the top of the agreement a "prepared by and mail to" notation. Let me know what works for you.

Let's talk as we need so as to get this agreement in final form, signed and recorded, as quick quickly as possible.

Mr. Richard Koch
February 17, 2017
Page 2

        Again, I very much appreciate the extra effort you have made to pull this deal together. Please call me if we need to speak by phone. Thank you and with best regards, I remain

                Sincerely,

                MEDLIN & MEDLIN, P.A.

                Steve L. Medlin

SLM/rbm
Attachments (agreement and survey map)
cc: Barbara Stoudenmire

Prepared by: Richard Koch, Attorney at Law; Law Office of Richard M. Koch, P.A.
3220-201 Prosperity Church Road, Charlotte, North Carolina 28269

Mail after recording to: Steve L. Medlin, MEDLIN & MEDLIN, P.A.,
43 Union Street South, Concord, North Carolina 28025

STATE OF NORTH CAROLINA

AGREEMENT

COUNTY OF CABARRUS

This AGREEMENT is made and entered into effective on execution by and between CABARRUS COUNTY ("County") and BARBARA STOUDENMIRE ("Stoudenmire").

RECITALS

1. The County is the owner of a parcel of real property along Highway 49 in Concord, Cabarrus County, North Carolina identified as PIN 5529-82-0189 and described in a deed recorded in Deed Book 814, page 190 of the Cabarrus Public Registry (the "County Parcel").

2. Stoudenmire is the owner of a parcel of real property near Highway 49 in Concord, Cabarrus County, North Carolina with an address of 370 Lloyd Garmon Lane and 400 Lloyd Garmon Lane in Concord, Cabarrus County, North Carolina with both parcels identified as PIN 5529-82-1508 and described in deeds recorded in Deed Book 580, page 793, Book 736, page 76 and Book 3118, page 177 of the Cabarrus Public Registry (the "Stoudenmire Parcel").

3. The County Parcel is subject to a 60 foot wide private right of way which runs from the Stoudenmire property, along the length of the county eastern boundary, to Highway 49. That right of way is called Lloyd Garmon Lane and is described on a survey map by James T. West, PLS, dated October 27, 2015, a copy of which is attached hereto and incorporated herein by reference.

4. The Stoudenmire Parcel and a parcel owned by Gethsemane Baptist Church use the ROW for ingress, egress and regress to and from Highway 49.

5.   Stoudenmire desires to subdivide the Stoudenmire Parcel to create and to convey an additional lot known as 400 Lloyd Garmon Lane ("New Lot") which would need access to and from Highway 49 via the ROW.

6.   The County is amenable to allowing the New Lot owner to use the ROW for ingress, egress and regress to and from Highway 49 for normal and customary residential purposes.

7.   The County Parcel is used in as emergency medical services (ambulance) facility and the County is concerned about increased traffic on and use of the ROW, which the County also uses for access by its ambulances and other vehicles to and from Highway 49.

8.   The Stoudenmire Parcel does have an existing unopened right of way to Highway 49 along the eastern side of its property as described in Deed Book 3118, page 177.

9.   The purpose of this Agreement is to clarify the usage of the ROW by Stoudenmire but also to partially restrict the use of the ROW from the Stoudenmire Parcel.

In consideration of the foregoing Recitals and the following Terms, which contain mutual provisions and promises which make this Agreement legally binding and enforceable, the County and Stoudenmire agree as follows.

TERMS

1.   The County acknowledges and affirms that the Stoudenmire Parcel has the right of ingress, egress and regress via the ROW to and from Highway 49.

2.   The County further acknowledges and affirms that the New Lot has the right of ingress, egress and regress via the ROW to and from Highway 49.

3.   Stoudenmire agrees that further subdivision or rezoning of the Stoudenmire Parcel will require the prior written agreement of the County relative only to the use of the ROW by any new subdivided parcel or a change in use of the Stoudenmire Parcel subsequent to a rezoning or conditional use.

4.   Such agreement on the part of the County to allow further use of the ROW from the Stoudenmire Parcel shall be in the County's sole discretion.

5.   This restriction on the use of the ROW by any new subdivided or rezoned part of the Stoudenmire Parcel shall be a burden on the Stoudenmire Parcel, which shall run with such land.

6.   This restriction shall run for a period of twenty-five (25) years.

2

7.   The County shall have the right to enforce the provisions of this Agreement through the General Court of Justice of Cabarrus County with injunctive relief, it being stipulated and agreed that irreparable harm exists if this Agreement is breached and that the County has no other remedy at law.

8.   This Agreement shall be construed pursuant to North Carolina law.

IN WITNESS, the parties have executed this Agreement as indicated below.

CABARRUS COUNTY

By: _____   Date: _____
     Chair, Board of Commissioners

Attest: (SEAL)

_____
Clerk to the Board

_____(SEAL) Date: _____
BARBARA STOUDENMIRE

NORTH CAROLINA
CABARRUS COUNTY

I, _____, a Notary Public in and for such County and State, certify that _____ personally came before me this day and acknowledged that he is the County Manager of Cabarrus County, and that by authority duly given and as the act of the County, the foregoing instrument was signed in its name by him.

Witness my hand and seal this ____ day of _____, 2017.

_____
                                      Notary Public

My Commission Expires: _____

3

NORTH CAROLINA
CABARRUS COUNTY

I, _____, a Notary Public for said _____County
and State, do hereby certify that Barbara Stoudenmire personally appeared before me this day
and acknowledged the due execution of the foregoing instrument for the purpose therein intended.

Witness my hand and seal this ____ day of _____, 2017.

_____
Notary Public

My Commission Expires: _____

This instrument has been preaudited in the manner required by the Local
Government Budget and Fiscal Control Act.

By:_____
        Finance Director

4

Survey plat for Barbara Stoudenmire, 370 Lloyd Garmon Lane, Cabarrus County, North Carolina.
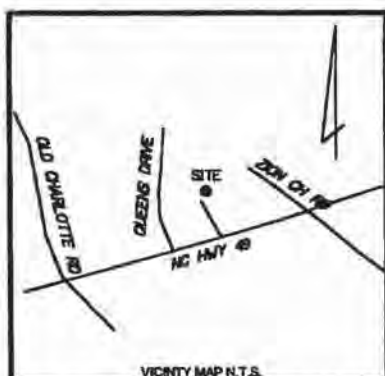
I, JAMES T.WEST, REGISTERED LAND SURVEYOR NUMBER L-3392 HEREBY CERTIFY TO ONE OR MORE OF THE FOLLOWING, AS INDICATED

A. THAT THIS PLAT IS OF A SURVEY THAT CREATES A SUBDIVISION OF LAND WITHIN THE AREA OF A COUNTY OR MUNICIPALITY THAST HAS AN ORDINANCE THAT REGULATES PARCELS OF LAND.

B. THAT THIS PLAT IS OF A SURVEY THAT IS LOCATED IN SUCH A PORTION OF A COUNTY OR MUNICIPALITY THAT IS UNREGULATED AS TO AN ORDINANCE THAT REGULATES PARCELS OF LAND

C. THAT THIS PLAT IS OF A SURVEY OF AN EXISTING PARCEL OR PARCELS OF LAND.

D. THAT THIS PLAT IS OF A SURVEY OF ANOTHER CATEGORY, SUCH AS THE RECOMBINATION OF EXISTING PARCELS, A COURT ORDERED SURVEY, OR OTHER EXCEPTION TO THE DEFINITION OF SUBDIVISION.

E. THAT THE INFORMATION AVALIABLE TO THIS SURVEYOR IS SUCH THAT, I AM UNABLE TO MAKE A DETERMINATION TO THE BEST OF MY PROFESSIONAL ABILITY AS TO PROVISIONS CONTAINED IN A. THROUGH D. ABOVE

The state of North Carolina
I. James T.West, certify that this map was drawn by me or under my supervision from an actual survey made by me or under my supervision; deed description recorded in book 5080 page 174, that the error of closure as calculated by Latitudes and departures is 1:23,000+-; That boundaries not surveyed shown as broken lines drawn from information found as noted, and that this plat is of a survey of another category such as the recombination of existing parcels, or other exception to the definition of subdivision. This plat was prepared in accordance with G.S. 47-30 (n) as amended.
Witness my hand and seal this 4th day of NOVEMBER 2015.

NORTH CAROLINA PROFESSIONAL LAND SURVEYOR JAMES T WEST SEAL L-3392
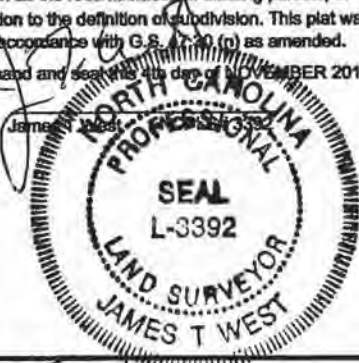
REVIEW OFFICER CERTIFICATE: CABARRUS COUNTY , N.C.
I, GREGORY BELK REVIEW OFFICER FOR CABARRUS COUNTY, CERTIFY THAT THIS MAP OR PLAT TO WHICH THIS CERTIFICATION IS AFFIXED, MEETS ALL STATUTORY REQUIREMENTS FOR RECORDING.
DATE: 11/4/15
REVIEW OFFICER:

VICINITY MAP N.T.S.

Zoned : OI County
Setbacks:
Front: 30'
Side :5' min/ 20' total
Rear: 20'

N/F BARBARA STOUDENMIRE 370 LLOYD GARMON RD CONCORD NC DB 580-793, 736-76, 3118-177 PIN# 5529 82 1508

Remaining LOT 4.14 Acres. 180243 Sq.ft.

N/F BARBARA STOUDENMIRE 400 LLOYD GARMON RD CONCORD NC DB 5080 - 174 PIN# 5529 82 2322

NEW LOT #1 0.75Ac. 32511Sf.

DWELLING #400

DWELLING #370

N/F ELIZABETH GARMON BROWN DB 11523 PG 82 PIN# 5529 82 3068 ZONED: OI

N/F ELIZABETH GARMON BROWN DB 11523 PG 82 PIN# 5529 82 3068 ZONED: OI COUNTY

N/F Gethsemane Baptist Ch DB 590 PG 435 DB 4325 PG 1 PIN# 5529 82 0189 ZONED: OI COUNTY

N/F Cabarrus County DB 814 PG 190 PIN# 5529 82 0189 ZONED: O-I CONCORD

LOT 37 WILLOW GLEN MB 23 PG 24 ZONED: RV CONCORD

LOT 38 WILLOW GLEN MB 23 PG 24 ZONED: RV CONCORD

LOT 39 WILLOW GLEN MB 23 PG 24 ZONED: RV CONCORD

LOT 40 WILLOW GLEN MB 23 PG 24 ZONED: RV CONCORD

LOT 110 Southern Chase MB 31 PG 65 ZONED: RV CONCORD

LOT 2 WILLOW GLEN

LOT 1 WILLOW GLEN

LOT 4 & 5 GORDON HEIGHTS MB 12 PG 73 ZONED: RV CONCORD

LOT 3 GORDON HEIGHTS MB 12 PG 73 ZONED: RV CONCORD

New Property Line 200.00'
N72°29'16"E
New Property Line
S17°30'44"E 148.93'
N16°58'37"W 83.96'
69.93'
219.99'
S73°05'13"W 150.06'
465.07'
N66°49'30"E
N17°36'28"W 238.30'
S15°53'30"E 287.97'
S27°21'40"E 206.79'
S68°19'48"W 331.20'
341.24' TOTAL
144.90'
167.42'
378.41'
N18°51'55"W TIE LINE
NEW 45' PRIVATE R/W N17°37'13"W 124.10'
50' PRIVATE R/W PER DB 3118 PG 177
LLOYD GARMON LANE # 60' PRIVATE R/W BASE BEARING HWY MB 54-28

NUM	DISTANCE	BEARING
L1	22.53'	N16°58'57"W
L2	10.04'	S68°19'48"W

NOTE:
THIS PROPERTY MAY BE SUBJECT TO MAXIMUM IMPERVIOUS AREA REQUIREMENTS. BEFORE MAKING ANY RENOVATIONS OR REPAIRS TO THIS PROPERTY CHECK WITH THE LOCAL PLANNING OR ZONING DEPARTMENT FOR ANY RESTRICTIONS OR REGULATIONS IN PLACE.
THIS PROPERTY IS SUBJECT TO ANY AND ALL R/W'S OR EASEMENTS NOT UNCOVERED BY THIS SURVEY.
THIS SURVEY WAS PERFORMED WITHOUT A TITLE REPORT.
THERE ARE NO NCGS OR USGE MONUMENTS WITHIN 2000' OF THIS SITE.
THIS PROPERTY DOES NOT LIE IN A FLOOD HAZARD AREA PER NORTH CAROLINA F.I.R.MAP# 3710552900J / EFFECTIVE: NOV. 5, 2008

ZONED: OI – COUNTY
TOTAL AREA : 4.89 AC
AREA IN NEW LOT: 0.75AC / 32511SF
AREA REMAINING: 4.14AC+- / 180243SF

BRASS CAP NCDOT MONUMENT ON THE NORTHERN R/W OF NC HWY 49 STA: ~Y24~ 1+140.00 43.65' RT NCDOT HWY MB 54 PG 28

EIP - Existing Iron Pin / Pipe
NIP - New Iron Pin (1/2" Iron Rod/Rebar)
CP - Computed Point
P/P - Power Pole
R/W Mon. - Right-of-Way Monument
R/W - Right of Way
Asph. - Asphalt
Conc. - Concrete
Z - To be Combined
Tele - Telephone
PWR - Power
HVAC - Heating Vent & Cooling
OVHD - Overhead Utility
Util - Utilities
Esmt. - Easement
C - Center Line

HARRISBURG SURVEYING
DEUT. V: 27-17/PROV. V: 22-28
115 Plaza Dr Harrisburg, N.C. / 704 455 9553
http://www.harrisburgsurveying.com

0.75 AC. PARCEL OUT OF 4.89 AC OWNED BY "BARBARA STOUDENMIRE"; PIN# 5529 82 1508 & 5529 82 2322

Survey for: BARBARA STOUDENMIRE * 370 LLOYD GARMON LANE

NO.11 Township, CABARRUS COUNTY — North Carolina

Scale: 1" = 100' Date of survey: OCTOBER 27, 2015

References: ALL DEEDS AS SHOWN ON SURVEY

Drawn By: SDG Checked By: JTW MSCAD 151012

CABARRUS COUNTY

BOARD OF COMMISSIONERS

WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

County Manager - Easements for Duke Energy

BRIEF SUMMARY:

Duke Energy has requested two small easements for power pole supports and to provide power supply to a residential property (Rankin Road) and a commercial property (NC Highway 49). Maps and easement documents are attached. The grant of easement requires Board approval.

REQUESTED ACTION:

Motion to grant the requested easements to Duke Energy with authorization for the County Manager to execute subject to review and revision by the County Attorney.

EXPECTED LENGTH OF PRESENTATION:

1 Minute

SUBMITTED BY:

Jonathan B. Marshall, Deputy County Manager

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

- ☐ [Rankin Road easement](#)
- ☐ [NC 49 Easement](#)
- ☐ [Rankin Road design map](#)
- ☐ [NC 49 design map](#)

EASEMENT

NORTH CAROLINA

CABARRUS COUNTY

THIS EASEMENT ("Easement") is made this _____ day of _____, 20_____ ("Effective Date"), from CABARRUS COUNTY, a body politic and political subdivision of the State of North Carolina, ("GRANTOR," whether one or more), to DUKE ENERGY CAROLINAS, LLC, a North Carolina limited liability company ("DEC"); its successors, licensees, and assigns.

WITNESSETH:

THAT GRANTOR, for and in consideration of the sum of ONE DOLLAR ($1.00), the receipt and sufficiency of which are hereby acknowledged, does hereby grant unto DEC, its successors, lessees, licensees, transferees, permittees, apportionees, and assigns, the perpetual right, privilege, and easement to go in and upon the land of GRANTOR situated in City of Charlotte, described as follows: PIN:46921139360000; containing 3 acres, a portion of 1871.83 acres, more or less, and being the land described deed from David L. Kiser and wife, Mary Kiser to CABARRUS COUNTY, a body politic and political subdivision of the State of North Carolina, dated August 12, 1991, and recorded in Deed Book 787, Page 224, Cabarrus County Registry (the "Property"), LESS AND EXCEPT any prior out-conveyances, and to construct, reconstruct, operate, patrol, maintain, inspect, repair, replace, relocate, add to, modify and remove electric and/or communication facilities thereon including but not limited to, supporting structures such as poles, cables, wires, guy wires, anchors, and other appurtenant apparatus and equipment (the "Facilities") within an easement area being thirty (30) feet wide (the "Easement Area"), for the purpose of transmitting and distributing electrical energy and for communication purposes of DEC and Incumbent Local Exchange Carriers. The centerline of the Facilities shall be the center line of the Easement Area.

The right, privilege and easement shall include the following rights granted to DEC: (a) ingress and egress over the Easement Area and over adjoining portions of the Property (using lanes, driveways and paved areas where practical as determined by DEC); (b) to relocate the Facilities and Easement Area on the Property to conform to any future highway or street relocation, widening or improvement; (c) to trim and keep clear from the Easement Area, now or at any time in the future, trees, limbs, undergrowth, structures or other obstructions, and to trim or clear dead, diseased, weak or leaning trees or limbs outside of the Easement Area which, in the opinion of DEC, might interfere with or fall upon the Facilities; (d) to install guy wires and anchors extending beyond the limits of the Easement Area; and (e) all other rights and privileges reasonably necessary or convenient for DEC's safe, reliable and efficient installation, operation, and maintenance of the Facilities and for the enjoyment and use of the Easement Area for the purposes described herein.

TO HAVE AND TO HOLD said rights, privilege, and easement unto DEC, its successors, licensees, and assigns, forever, and GRANTOR, for itself, its heirs, executors, administrators, successors, and assigns, covenants to and with DEC that GRANTOR is the lawful owner of the Property and the Easement Area in fee and has the right to convey said rights and Easement.

IN WITNESS WHEREOF, this EASEMENT has been executed by GRANTOR and is effective as of the Effective Date herein.

CABARRUS COUNTY

By: _____

_____, County Manager,

ATTEST:

_____

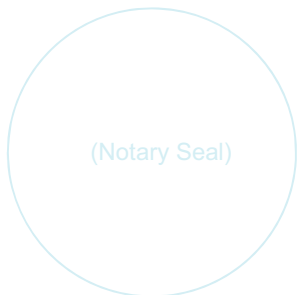Megan I.E. Smit, <u>Clerk to the Board</u>

(Affix Official Seal)

NORTH CAROLINA, _____ COUNTY

I, _____, a Notary Public of _____ County, North Carolina, certify that _____<u>Megan I.E Smit</u>_____ personally appeared before me this day and acknowledged that she is Clerk to the Board of CABARRUS COUNTY, and that by authority duly given and as the act of said COUNTY, the foregoing EASEMENT was signed in its name by its County Manager, sealed with its official seal, and attested by herself as its Clerk to the Board.
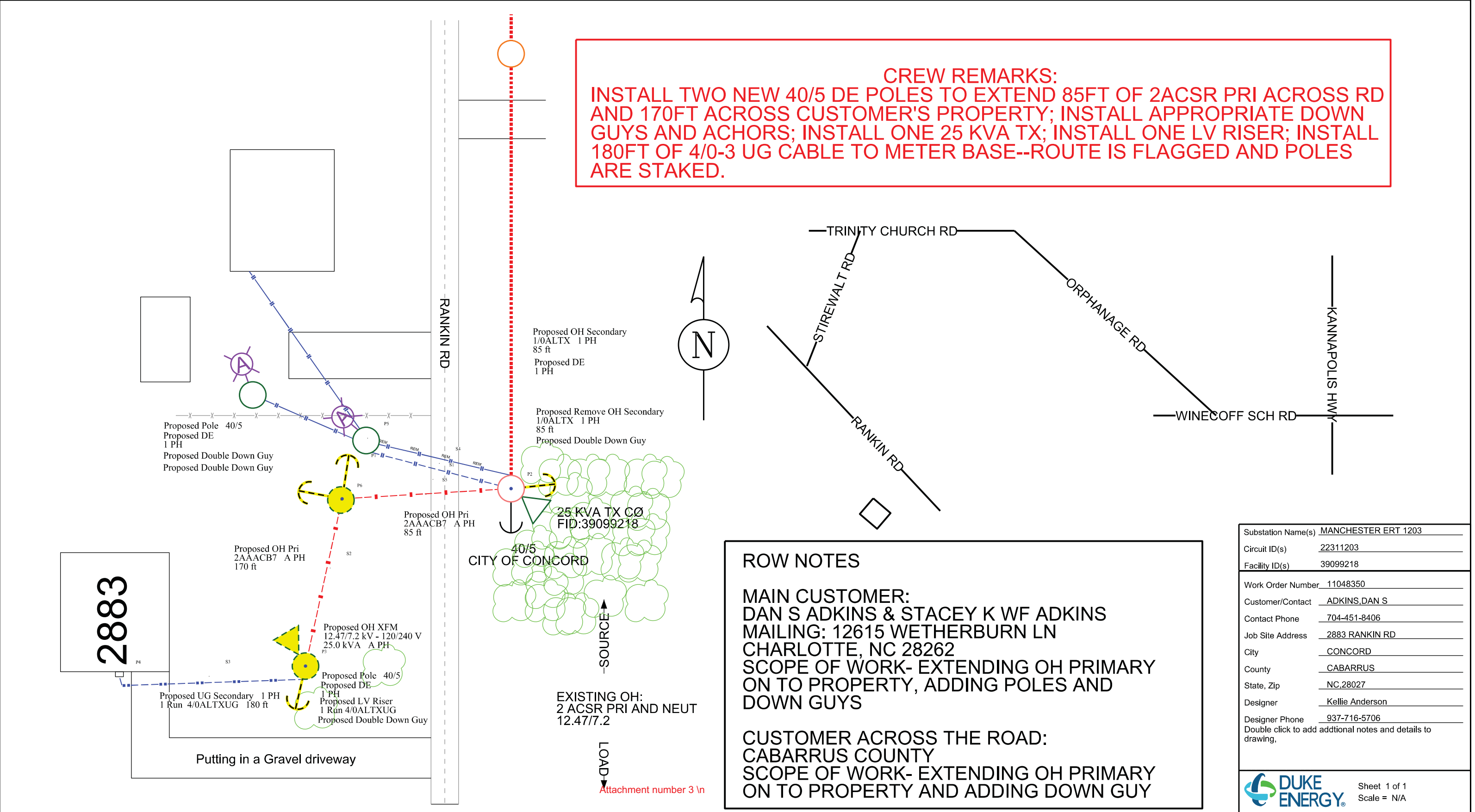
Witness my hand and notarial seal, this _____ day of _____, 20____.

(Notary Seal)

_____
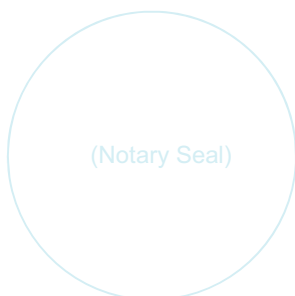
Notary Public

My commission expires: _____

EASEMENT

NORTH CAROLINA

CABARRUS COUNTY

THIS EASEMENT ("Easement") is made this _____ day of _____, 20_____ ("Effective Date"), from <u>CABARRUS COUNTY, a body politic and political subdivision of the State of North Carolina</u>, ("GRANTOR," whether one or more), to DUKE ENERGY CAROLINAS, LLC, a North Carolina limited liability company ("DEC"); its successors, licensees, and assigns.

<u>WITNESSETH:</u>

THAT GRANTOR, for and in consideration of the sum of ONE DOLLAR ($1.00), the receipt and sufficiency of which are hereby acknowledged, does hereby grant unto DEC, its successors, lessees, licensees, transferees, permittees, apportionees, and assigns, the perpetual right, privilege, and easement to go in and upon the land of GRANTOR situated in <u>Number Eleven (11), Central Cabarrus Township</u>, described as follows: PIN:55298047031000; containing 98.70 acres, more or less, and being the land described in a deed from Cabarrus County Board of Education to CABARRUS COUNTY, a body politic and political subdivision of the State of North Carolina, dated August 15, 2002, and recorded in Deed Book 4015, Page 181, Cabarrus County Registry (the "Property"), LESS AND EXCEPT any prior out-conveyances, and to construct, reconstruct, operate, patrol, maintain, inspect, repair, replace, relocate, add to, modify and remove electric and/or communication facilities thereon including but not limited to, supporting structures such as poles, cables, wires, guy wires, anchors, and other appurtenant apparatus and equipment (the "Facilities") within an easement area being thirty (30) feet wide (the "Easement Area"), for the purpose of transmitting and distributing electrical energy and for communication purposes. The center line of the Facilities shall be the center line of the Easement Area.

The right, privilege and easement shall include the following rights granted to DEC: (a) ingress and egress over the Easement Area and over adjoining portions of the Property (using lanes, driveways and paved areas where practical as determined by DEC); (b) to relocate the Facilities and Easement Area on the Property to conform to any future highway or street relocation, widening or improvement; (c) to trim and keep clear from the Easement Area, now or at any time in the future, trees, limbs, undergrowth, structures or other obstructions, and to trim or clear dead, diseased, weak or leaning trees or limbs outside of the Easement Area which, in the opinion of DEC, might interfere with or fall upon the Facilities; (d) to install guy wires and anchors extending beyond the limits of the Easement Area; and (e) all other rights and privileges reasonably necessary or convenient for DEC's safe, reliable and efficient installation, operation, and maintenance of the Facilities and for the enjoyment and use of the Easement Area for the purposes described herein.

Attachment number 2 \n

TO HAVE AND TO HOLD said rights, privilege, and easement unto DEC, its successors, licensees, and assigns, forever, and GRANTOR, for itself, its heirs, executors, administrators, successors, and assigns, covenants to and with DEC that GRANTOR is the lawful owner of the Property and the Easement Area in fee and has the right to convey said rights and Easement.

IN WITNESS WHEREOF, this EASEMENT has been executed by GRANTOR and is effective as of the Effective Date herein.

CABARRUS COUNTY,
North Carolina, a body politic and corporate

By: CABARRUS COUNTY BOARD OF EDUCATION

_____

Barry Shoemaker, Chairman,
Board of Education

ATTEST:

_____

Ailene Monroe, <u>Clerk to the Board</u>

(Affix Official Seal)

NORTH CAROLINA, _____ COUNTY

I, _____, a Notary Public of _____County, North Carolina, certify that ____Ailene Monroe____ personally appeared before me this day and acknowledged that he(she) is Clerk to the Board of CABARRUS COUNTY BOARD OF EDUCATION, and that by authority duly given and as the act of said BOARD, the foregoing EASEMENT was signed in its name by its Board of Education, Chairman, sealed with its official seal, and attested by _____self as its Clerk to the Board.

Witness my hand and notarial seal, this _____ day of _____, 20____.

(Notary Seal)

_____
Notary Public

My commission expires: _____

SAFETYFirst
- PERSONAL ACCOUNTABILITY
- ACTIVE CARING
- HAZARD RECOGNITION

CIRCLE FOR SAFETY — DUKE ENERGY

Safety Reminders / Adverse Conditions

?:
?:
?:
?:

Work Zone General Comments:
REMEMBER YOUR CIRCLE OF SAFETY
STAY HYDRATED
WATCH FOR HOLES IN YARD
CAUTION DITCH IN FRONT OF CITY OF CONCORD 40/5 POLE
CAUTION NARROW RD

REMEMBER: Work zone area conditions may have changed for this job! Everyone is responsible for verifying the above safety information is correct prior to any work being performed each day.

CREW REMARKS:
INSTALL TWO NEW 40/5 DE POLES TO EXTEND 85FT OF 2ACSR PRI ACROSS RD AND 170FT ACROSS CUSTOMER'S PROPERTY; INSTALL APPROPRIATE DOWN GUYS AND ACHORS; INSTALL ONE 25 KVA TX; INSTALL ONE LV RISER; INSTALL 180FT OF 4/0-3 UG CABLE TO METER BASE--ROUTE IS FLAGGED AND POLES ARE STAKED.

TRINITY CHURCH RD
STIREWALT RD
ORPHANAGE RD
KANNAPOLIS HWY
WINECOFF SCH RD
RANKIN RD

N

RANKIN RD

Proposed OH Secondary
1/0ALTX 1 PH
85 ft
Proposed DE
1 PH

Proposed Remove OH Secondary
1/0ALTX 1 PH
85 ft
Proposed Double Down Guy

Proposed Pole 40/5
Proposed DE
1 PH
Proposed Double Down Guy
Proposed Double Down Guy

Proposed OH Pri
2AAACB7 A PH
85 ft

25 KVA TX CØ
FID:39099218

40/5
CITY OF CONCORD

Proposed OH Pri
2AAACB7 A PH
170 ft

2883

Proposed OH XFM
12.47/7.2 kV - 120/240 V
25.0 kVA A PH

Proposed Pole 40/5
Proposed DE
1 PH
Proposed LV Riser
1 Run 4/0ALTXUG
Proposed Double Down Guy

Proposed UG Secondary 1 PH
1 Run 4/0ALTXUG 180 ft

Putting in a Gravel driveway

←SOURCE

EXISTING OH:
2 ACSR PRI AND NEUT
12.47/7.2

LOAD→

Attachment number 3 \n

ROW NOTES

MAIN CUSTOMER:
DAN S ADKINS & STACEY K WF ADKINS
MAILING: 12615 WETHERBURN LN
CHARLOTTE, NC 28262
SCOPE OF WORK- EXTENDING OH PRIMARY ON TO PROPERTY, ADDING POLES AND DOWN GUYS

CUSTOMER ACROSS THE ROAD:
CABARRUS COUNTY
SCOPE OF WORK- EXTENDING OH PRIMARY ON TO PROPERTY AND ADDING DOWN GUY

Substation Name(s)	MANCHESTER ERT 1203
Circuit ID(s)	22311203
Facility ID(s)	39099218
Work Order Number	11048350
Customer/Contact	ADKINS,DAN S
Contact Phone	704-451-8406
Job Site Address	2883 RANKIN RD
City	CONCORD
County	CABARRUS
State, Zip	NC,28027
Designer	Kellie Anderson
Designer Phone	937-716-5706

Double click to add addtional notes and details to drawing,

DUKE ENERGY.

Sheet 1 of 1
Scale = N/A

ZONED – RV
(RESIDENTIAL VILLAGE)

±182'

15' CLASS "B" BUFFER YARD

ONE (1) FDS DUMPSTERS

DELIVERY DOOR

ZONED – O-I
(OFFICE – INSTITUTIONAL DISTRICT)

18'   9

32   25'

28'

EMERGENCY EXIT DOOR

±160'

SPLIT SYSTEM HVAC PAD

30'

FAMILY DOLLAR
8,320 SF
104' X 80'

104'

COOLER UNITS TO BE INTERIOR HYBRIDS

REQUIRED BUILDING YARD

35'   10

BUILDING SETBACK LINE

REQUIRED STREET YARD

80'

SIGNAGE "LCM-1C"

SIGNAGE "LCM-1D"

Proposed pole, Transformer, guy wire, UG service

30'

±142'

ENTRY DOOR

±61'

SIGNAGE "MS-2C"

QUEENS DR. SW

N.C. HWY 49

ZONED – O-I
(OFFICE – INSTITUTIONAL DISTRICT)

Proposed Guy Wire

Existing 3Ø OH

◻ EXISTING
◻ TRAFFIC
◻ SIGNAL

NOTE:
1. PLAN IS BASED ON PRELIMINARY INFORMATION AND TO BE USED FOR SCHEMATIC PURPOSES ONLY NOT FOR CONSTRUCTION.
2. CURB CUTS HAVE NOT BEEN REVIEWED OR APPROVED BY STATE AND LOCAL DOT.
3. ALL ACREAGES, METES, AND BOUNDS SUBJECT TO SURVEY.
4. ANY LANDSCAPING SHOWN IS AN APPROXIMATE LOCATION. FINAL DESIGN WILL BE DONE BY A LICENSED PROFESSIONAL.

FAMILY DOLLAR APPROVAL STAMP

CONCORD, NC:

NC-49 & Queens Dr. SW

SITE PLAN

Site Data Summary

Existing Zoning: CDC-1
        *Zoning Map Amendment to
        (CDC-1) Required

Traffic Count: Hwy 49 : 17,332 AADT

Parcel ID: 55297175880000

Area Summary:
31,855 sf (0.73 ACRES)

Parking Summary:
Required: 28 spaces (1 / 300 Sq Ft)
Provided: 28 spaces
Stall Size: 9' x 18'

Building Setbacks:
Front: 10'
Side: 0'
Rear: 0'

Landscape Requirements / Notes:
-15' min. buffer when abutting a Residential Zone
-8' min. buffer when abutting Office/Industrial or Commercial
-Street Yard Landscape Requirement
-Building Yard Landscape Requirement

Notes:
If Risk Class 0-2, No Bollards will be placed in front of the store.

	Drawn By:
Date Prepared: 10/01/2015	MM
Rev #1: 10/28/2015	MM
Rev #2: 12/02/2015	MM
Rev #3: 12/17/2015	MM
Rev #4: 01/28/2016	MM

Prepared For:

FAMILY DOLLAR

DURBAN GROUP

CORPORATE OFFICE:
106 FOSTER AVE
CHARLOTTE, NC 28203
PITTSBURGH OFFICE:
5500 BROOKTREE RD, SUITE 303
WEXFORD, PA

CABARRUS COUNTY

BOARD OF COMMISSIONERS
REGULAR MEETING

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:
New Business

SUBJECT:
County Manager - Funding Request for Two Items at the CCS Bus Garage

BRIEF SUMMARY:
Cabarrus County staff participate in the budget process each year with Cabarrus County Schools (CCS). The FY18 capital request for the schools totals $17,942,099. Two of these items need to be funded separately by the County due to the severe need for additional school buses and mobile units. Kannapolis City Schools will also receive new buses for school year FY18.

Attached you will find two requests, for the purchase of three floor lift systems and for a bed for a state-funded wrecker, needed at the bus garage for daily operations. They have not made the list for funding for the past two years and will compete with needs still totaling $14,632,099. County staff has found available funding to purchase these items in FY17 so that repairs and maintenance can be expedited safely for both districts.

REQUESTED ACTION:
Motion to adopt budget amendment.

EXPECTED LENGTH OF PRESENTATION:
5 Minutes

SUBMITTED BY:
Pamela S. Dubois, Senior Deputy County Manager

BUDGET AMENDMENT REQUIRED:
Yes

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

BUDGET AMENDMENT:

Date:	3/20/2017	**Amount:**	$2,000,000
Dept. Head:	Susan Fearrington (prepared by staff)	**Department:**	Finance-Public School Capital Fund

☐ Internal Transfer Within Department   ☐ Transfer Between Departments/Funds   ☑ Supplemental Request

Purpose:
This amendment records the Public School Building Capital Lottery funds requested from the Department of Public Instruction. The funds will be used towards the FY17 school debt service payments. Cabarrus County Schools' portion is $1,754,000 and Kannapolis City Schools' portion is $246,000.

Account Number	Account Name	Approved Budget	Inc Amount	Dec Amount	Revised Budget
32067210-6444	Lottery Proceeds	$18,019,308.00	$2,000,000.00		$20,019,308.00
32097210-9704	Cont to General Fund	$18,019,308.00	$2,000,000.00		$20,019,308.00
	Total				

ATTACHMENTS
☐ [Two CCS Bus Garage Capital Request](#)

Budget Request

School:	District Wide
Department:	Transportation - Bus Garage
Project Title:	Purchase (3) floor lift systems for buses
Total Cost:	$ 85,500 ($28,500 each)

Previous Request Y/N:	Yes
Notes:	2016-2017 requested (2) $57K;Budget Committee ranked 11 out of 15; not funded
	2015-2016 requested (1) $27,500; Budget committee ranked 7 out of 11; not funded

Project Description
Purchase 3 additional floor lift systems for bus garage to improve safety and expedite repairs of buses for specific "under the bus" repairs.

Background & Justification / Status
CCS currently has seven floor lifts and one 'in floor' lift system for buses. There are a total of 14 garage bays assigned to mechanics for bus repairs. Mechanics are having to wait in line for one of the existing units to complete certain types of repairs on their assigned vehicles resulting in longer "parked" time for the bus. Adding an additional lift will increase efficiency. There are also safety and workers compensation issues to consider. Mechanics use a creeper to roll under the bus to do repairs as opposed to the lift system. This places them in a situation where they are in close proximity to dirt, particles and fluids falling on them.

Budget Objectives	Impact on Objective
Comply with laws, policies and negotiated agreements.	Yes
Positive impact on safety, security, health, and sanitation.	High Positive Impact
Positive impact on student learning experience.	Low Positive Impact
Positive impact on the recruitment, morale, and retention of employees.	Moderate Positive Impact
Positive impact on life cycle cost, ROI, replacement cycles, efficiency, sustainability, and recycling.	Moderate Positive Impact
Positive impact on equity.	No Positive Impact
Positive impact on programs to attract and retain Cabarrus County families to CCS as well as businesses to Cabarrus County.	Moderate Positive Impact
Positive impact on community use and involvement.	No Positive Impact

Impact if Delayed or Not Funded
If the lift systems are not purchased, mechanics will continue to wait for the existing systems to become available. This results in buses being out of service for longer than necessary periods. There will be an increased employee safety problem because the mechanics continue to use creepers to work under the bus. This could potentially increase workers compensation claims.

Budget Request

School:	District Wide
Department:	Transportation- Bus Garage
Project Title:	Bed for wrecker (State will purchase the wrecker)
Total Cost:	$ 95,000

Previous Request Y/N:	Yes
Notes:	2016-2017 requested $95K;Budget Committee ranked 12 out of 15; not funded
	2015-2016 requested $95K; Budget committee ranked 10 out of 11; not funded

Project Description

At this time CCS transportation has two wreckers, however DPI states that one of our wrecker should be replaced. One of the current "in-service" wreckers is a single axle vehicle and struggles to pull the larger/heavier buses which is about 90% of our fleet. The state will assume financial responsibility for the chassis and cab but the LEA must assume responsibility for the wrecker BED; this project will allow us to increase our large wrecker bed numbers to 2.

Background & Justification / Status

CCS Transportation Services is using an old wrecker for towing purposes. This wrecker is inadequate for towing the larger buses. The purchase of a new wrecker bed (with the state providing the chassis and cab) will increase our large wrecker bed numbers to two and enable Transportation Services to tow larger vehicles in a more efficient and economical manner.

Budget Objectives	Impact on Objective
Comply with laws, policies and negotiated agreements.	Yes
Positive impact on safety, security, health, and sanitation.	High Positive Impact
Positive impact on student learning experience.	No Positive Impact
Positive impact on the recruitment, morale, and retention of employees.	Moderate Positive Impact
Positive impact on life cycle cost, ROI, replacement cycles, efficiency, sustainability, and recycling.	Moderate Positive Impact
Positive impact on equity.	Low Positive Impact
Positive impact on programs to attract and retain Cabarrus County families to CCS as well as businesses to Cabarrus County.	Moderate Positive Impact
Positive impact on community use and involvement.	No Positive Impact

Impact if Delayed or Not Funded

The current single axle "in-service" wrecker struggles to pull the larger, heavier buses. Continued use of this wrecker will result in additional damage and ultimately cause the wrecker to be pulled off the road leaving us with only one wrecker capable of towing of buses.

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action at March 20, 2017 Meeting

SUBJECT:

BOC - Dissolution of Food Policy Council

BRIEF SUMMARY:

The Board of Commissioners voted to create the Food Policy Council in April 2010. The Council's last Board-appointed members came on in December 2013, and shortly thereafter in July 2014, the Food Policy Council voted to rename itself.

Renamed as the Cabarrus County Food and Farm Council, the group has continued to meet and operate, but as a separate entity versus an appointed board. All member terms on file have since expired, and our office has not received a request for the Board of Commissioners to make reappointments. It is recommended to officially dissolve the Food Policy Council.

REQUESTED ACTION:

Motion to approve a Resolution Dissolving the Food Policy Council Pursuant to NCGS 153A-76 and 153A-77.

EXPECTED LENGTH OF PRESENTATION:

5 Minutes

SUBMITTED BY:

Kelly Sifford, Planning and Development Director
Jonathan Marshall, Deputy County Manager

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

ATTACHMENTS

☐ [Resolution](#)

A RESOLUTION DISSOLVING THE
FOOD POLICY COUNCIL PURSUANT TO
NORTH CAROLINA GENERAL STATUTES §153A-76 and 153A-77

WHEREAS, the Food Policy Council was established by the Cabarrus County Board of Commissioners on April 19, 2010 in response to other sustainable community initiatives at the time; and

WHEREAS, since that time the Food Policy Council has not been active as a County-appointed board since December 2013; and

WHEREAS, all member terms have expired and requests have not been made for the Board to appoint or reappoint members; and

WHEREAS, members of the Food Policy Council voted to rename the Council as the Cabarrus County Food and Farm Council in July 2014; and

WHEREAS, the Cabarrus County Food and Farm Council now meets and operates separately from its Board-appointed origins; and

WHEREAS, North Carolina General Statutes §153A-76 and 153A-77 set forth the authority of County Boards of Commissioners over commissions, boards and agencies and authorizes the Board to dissolve the Food Policy Council.

NOW, THEREFORE, BE IT RESOLVED THAT THE CABARRUS COUNTY BOARD OF COMMISSIONERS HEREBY dissolves the Food Policy Council, effective March 20, 2017.

Adopted this the 20th day of March, 2017.

_____
Stephen M. Morris, Chairman
Board of Commissioners

ATTEST:

_____
Megan I.E. Smit, Clerk to the Board

CABARRUS COUNTY

BOARD OF COMMISSIONERS
WORK SESSION

MARCH 6, 2017
4:00 P.M.

AGENDA CATEGORY:

Discussion Items for Action

SUBJECT:

BOC - Resolution Amending the Board of Commissioners' 2017 Meeting Schedule

BRIEF SUMMARY:

The North Carolina Association of County Commissioners (NCACC) supplies meeting materials and requests counties schedule an annual legislative meeting with their local delegation prior to the NCACC district meetings in April.

Members of the Board have consulted their schedules and after receiving responses from our local legislators, Friday, March 24, 2017 has been selected for the Legislative Meeting. A resolution adding the legislative meeting will need to be approved.

REQUESTED ACTION:

Motion to suspend the Rules of Procedure.

Motion to adopt resolution.

EXPECTED LENGTH OF PRESENTATION:

1 Minute

SUBMITTED BY:

Megan Smit, Clerk to the Board

BUDGET AMENDMENT REQUIRED:

No

COUNTY MANAGER'S RECOMMENDATIONS/COMMENTS:

4-21

CABARRUS COUNTY

BOARD OF COMMISSIONERS REGULAR MEETING

MARCH 20, 2017
6:30 P.M.

MISSION STATEMENT

THROUGH VISIONARY LEADERSHIP AND GOOD STEWARDSHIP, WE WILL ADMINISTER STATE REQUIREMENTS, ENSURE PUBLIC SAFETY, DETERMINE COUNTY NEEDS, AND PROVIDE SERVICES THAT CONTINUALLY ENHANCE QUALITY OF LIFE

CALL TO ORDER BY THE CHAIRMAN

PRESENTATION OF COLORS

BOY SCOUT TROOP 222
HARRISBURG UNITED METHODIST CHURCH

INVOCATION

REVEREND WAYNE ALLEN
EPWORTH UNITED METHODIST CHURCH

A. APPROVAL OR CORRECTION OF MINUTES
1. Approval or Correction of Meeting Minutes

B. APPROVAL OF THE AGENDA

C. RECOGNITIONS AND PRESENTATIONS
1. Human Resources - Recognition of Sergeant Barry J. Bruce on His Retirement from Cabarrus County Sheriff's Office
2. Human Resources - Recognition of Dennis E. Testerman on His Retirement
3. EMS - Service Award Recognition
4. Proclamation - National Donate Life Month April 2017

D. **INFORMAL PUBLIC COMMENTS** (Each speaker is limited to 3 minutes)

E. **OLD BUSINESS**

F. **CONSENT AGENDA**
(Items listed under Consent are generally of a routine nature. The Board may take action to approve/disapprove all items in a single vote. Any item may be withheld from a general action, to be discussed and voted upon separately at the discretion of the Board.)

1. BOC - Dissolution of Food Policy Council
2. County Manager - Access Agreement for Lloyd Garmon Lane
3. County Manager - Easements for Duke Energy
4. County Manager - Funding Request for Two Items at the CCS Bus Garage
5. Finance - Audit Contract for Fiscal Years Ending June 30, 2017, 2018 and 2019
6. Finance - North Carolina Education Lottery Payment Applications for School Debt Service
7. Finance - Resolution Declaring Official Intent to Reimburse Expenditures with Proceeds of Debt Pursuant to U. S. Department of Treasury Regulations
8. Human Resources - Health Plan Renewal for Budget Year 2018
9. Infrastructure and Asset Management - Transfer of Surplus Vehicles to Midland Fire and Rescue
10. ITS - Storage Area Network Refresh Lease Agreement
11. Register of Deeds - Refund of Excise Stamps
12. Sheriff's Office - Request to Add a Full-Time Kennel Technician Position at the Animal Shelter
13. Sheriff's Office - Request to Award a Service Weapon to Sergeant Barry Bruce Upon Retirement
14. Tax Administration - Refund and Release Report - February 2017

G. **NEW BUSINESS**

1. EMS - Non-Emergency Franchise Renewal for American TransMed - Hearing 6:30 P.M.
2. County Attorney - Request for Refund of Portion of Excise Tax on Real Property Transfer
3. CCS - Capital Funding Request for Mobile Units and Bus Purchases
4. CCS - Funding Request for the New High School Land and Legal/Administration
5. CCS - Funding Request for Performance Learning Center Engineering, Architect and Administrative/Legal Fees

6. KCS - Capital Funding Request for Bus Purchases

7. KCS - Funding Request for Contingency to Cover a Change Order for the Kannapolis Middle School Construction Project

H. APPOINTMENTS TO BOARDS AND COMMITTEES

1. Appointments - Active Living and Parks Commission
2. Appointments - Board of Equalization and Review
3. Appointments - Juvenile Crime Prevention Council (JCPC)
4. Appointments - Mental Health Advisory Board
5. Appointments (Removals) - Nursing Home Community Advisory Committee
6. Appointments - Watershed Improvement Commission

I. REPORTS

1. County Manager – Monthly New Development Report
2. County Manager - Monthly Reports on Building Activity
3. EDC – February 2017 Monthly Summary Report
4. Finance – Monthly Financial Update
5. BOC - Receive Updates from Commission Members Who Serve as Liaisons to Municipalities or on Various Boards/Committees
6. Request for Applications to County Boards/Committees

J. GENERAL COMMENTS BY BOARD MEMBERS

K. WATER & SEWER DISTRICT OF CABARRUS COUNTY

L. CLOSED SESSION

1. Closed Session – Pending Litigation

M. ADJOURN

IN ACCORDANCE WITH ADA REGULATIONS, ANYONE WHO NEEDS AN ACCOMMODATION TO PARTICIPATE IN THE MEETING SHOULD NOTIFY THE ADA COORDINATOR AT 704-920-2100 AT LEAST FORTY-EIGHT (48) HOURS PRIOR TO THE MEETING.

Scheduled Meetings:

March 23	Cabarrus Summit	6:00 p.m.	Cabarrus Arena
March 24	Legislative Meeting	8:00 a.m.	Multipurpose Room
April 3	Work Session	4:00 p.m.	Multipurpose Room
April 18	Regular Meeting	6:30 p.m.	BOC Meeting Room
May 1	Work Session	4:00 p.m.	Multipurpose Room
May 15	Regular Meeting	6:30 p.m.	BOC Meeting Room
May 23	Budget Meeting	4:00 p.m.	Multipurpose Room
May 25	Budget Meeting	4:00 p.m.	Multipurpose Room

Mission: Through visionary leadership and good stewardship, we will administer state requirements, ensure public safety, determine county needs, and provide services that continually enhance quality of life.

Vision: Our vision for Cabarrus is a county where our children learn, our citizens participate, our dreams matter, our families and neighbors thrive, and our community prospers.

Channel 22 Broadcast Schedule

Cabarrus County Board of Commissioners' Meetings

The most recent Commissioners' meeting is broadcast at the following days and times. Agenda work sessions begin airing after the 1st Monday of the month and are broadcast for two weeks up until the regular meeting. Then the regular meeting begins airing live the 3rd Monday of each month and is broadcast up until the next agenda work session.

Sunday - Saturday	1:00 P.M.
Sunday - Tuesday	6:30 P.M.
Thursday & Friday	6:30 P.M.

CABARRUS COUNTY BOARD OF COMMISSIONERS
CHANGES TO THE AGENDA
MARCH 6, 2017

ADDITIONS:

Discussion Items – No Action
3.2   Communications and Outreach – Branding Discussion   Pg. 261

UPDATED:

4.21   BOC – Resolution Amending the Board of Commissioners' 2017 Meeting Schedule
          (Already included in the Agenda.)

SUPPLEMENTAL INFORMATION:

Discussion Items – No Action
3.1   IT – Website Redesign   Pg. 293
   - **PowerPoint Presentation**

Discussion Items for Action at March 20, 2017 Meeting
4.12   Finance – Resolution Declaring Official Intent to Reimburse Expenditures with Proceeds of Debt Pursuant to U. S. Treasury Regulations   Pg. 310
   - **Reimbursement Resolution**

4.21   BOC – Resolution Amending the Board of Commissioners' 2017 Meeting Schedule Pg. 312
   - **Resolution**

MOVED TO APRIL:

4.1   Human Resources – Springsted Compensation Study Review

CABARRUS COUNTY

**BOARD OF COMMISSIONERS
WORK SESSION**

**March 6, 2017
4:00 P.M.**

AGENDA CATEGORY:
Discussion Items – No action

SUBJECT:
Communications and Outreach – Branding Discussion

BRIEF SUMMARY:
The Board of Commissioners will receive an update on the County's branding process.

REQUESTED ACTION:
No action

EXPECTED LENGTH OF PRESENTATION:
20 minutes

SUBMITTED BY:
Kasia Thompson, Communications and Outreach Manager

BUDGET AMENDMENT REQUIRED:
No

COUNTY MANAGER'S RECOMMENDATIONS / COMMENTS:

Branding Project

Cabarrus County Board of Commissioners
March 6, 2017

Scope of the project

- Vision
  - Projects the strategic vision of the County Government
  - Develops recognition among residents
  - Attracts new residents and businesses
  - Engages employees
  - Aids with the recruitment of a talented and diverse workforce

- Backbone
  - County's mission statement, goals and objectives
  - Adopted strategic initiatives
  - Community survey

Scope of the project

- Research
  - Interviews, focus groups, public workshops
- Message development
- Brand identity
- Style guides and usage toolkits
- Brand launch
  - Strategy for implementation, suggestions for marketing campaign
- Program evaluation
- Budget: $70,000

The Process

- October 2016
  - Presented our intent to begin the branding project to BOC; approved as part of the FY17 budget

- December 2016
  - Posted a Request for Qualifications
    - Four firms submitted

- January 2017
  - Asked three firms to submit Request for Proposal

The Process

- February 2017
  - Received RFP February 6
  - RFP Presentations
    - Asked each of the three firms that submitted RFP to present to a committee of employees, management and BOC representation by Commissioner Honeycutt
    - Ranked level of confidence in 25 categories
  - Negotiated award of research/brand development contract

Contract award

- Avant Marketing: $42,980
  - Ranked highest in 21 of the 25 categories
    - "Prepared to engage employees/community into brand ambassadors."
    - "Strategic vision on-point with our goals."
    - "Gave me confidence in what their vision was for the Cabarrus County brand."
    - "They understand our needs and the process. Demonstrated strong case studies."

  - Decided to award the research, brand development and launch. Will continue our search for a firm with strong creative portfolio and track record. (In process now.)

Timeline

- 8 weeks beginning in April 2017
  - Audit of current brand communications
  - 30 one-on-one interviews with County officials, staff and community leaders
  - 2 business owner focus groups
  - 1 resident focus group
  - 1 County staff focus group
  - Development of brand concept –brand platform & brand positioning
  - Prepare and deliver research report and brand platform recommendations

Timeline

- Begin the creative process with design firm
  - PRIORITY: Get ITS the style guide information they need to create beta website
- 4 weeks, beginning after creative is approved
  - Develop Brand Action Plan including brand launch event
  - Work with Cabarrus County Television to develop an introduction script and storyboard
  - Conduct 2 *Living the Brand*, brand implementation workshops
  - Provide internal/external marketing communications plan

What to expect

- Active and passive opportunities for public participation
    ◦ Rely heavily on community input—added more focus groups to the contract
    ◦ Happening with the community, not to the community
    ◦ In-person and virtual presentations and feedback
    ◦ Delivered through all of our communication channels

- Choice
    ◦ BOC will have opportunity for feedback on messaging and design recommendations

- Informed collaboration with the website process
    ◦ Launch will coincide with the launch of the new website

Next steps

- Select a creative design firm
- Set schedule of events
- Develop branding process communications plan
  - Over communicate what we are doing
  - Transparency in the process
  - Involve the community
  - Engage our employees

Communicate! Communicate! Communicate!

Avant
MARKETING GROUP

February 6, 2017

Cabarrus County
65 Church Street SE
Concord, NC 28025

Thank you for your consideration of our services for the Cabarrus County Brand Development and Implementation Strategy project.

Avant Marketing Group is a market planning firm with a strong history of conducting successful market and brand plans. Although we have worked on a wide variety of marketing projects, branding for communities and governments truly lies at the heart of our expertise. Our brand planning is utilized by government organizations to differentiate themselves from surrounding communities and to foster commercial and residential growth opportunities. For example, the recently developed City of Florence, South Carolina brand is currently being extended to promote business development for the whole Florence County.

The strength of our brand development process is founded in our research-driven philosophy. Comprehensive and detailed research ensures that brand concepts are a true reflection of the values and strengths of your County, and that your stakeholders will be engaged in creation of the new brand identity.

When creating a brand for a community government, casting a wide research net provides more than just significant research results. It puts the authorship of the brand in the hands of community members. Unlike branding a product, maintaining the perception of a community requires that all stakeholders involved be engaged and represented.

As you will find detailed in our proposal, our branding process is designed to not only recognize and express what makes your region unique, it also serves to unite your residents under a common identity.

Thank you for this opportunity, we look forward to the prospect of working with you and your staff on this project. If you have any questions regarding Avant Marketing Group or our proposal, please do not hesitate to reach out to me.

Sincerely,

Paul VandenElzen
Avant Marketing Group

Brand Package and Implementation Strategy Proposal
Cabarrus County, North Carolina

Kasia Thompson
Cabarrus County
65 Church Street SE
Concord, NC 28025

kthompson@cabarruscounty.us
704.920.2336

Proposal Deadline: 4:00 p.m., Monday, February 6, 2017

Paul VandenElzen
Avant Marketing Group
6 The Pines Court, Suite E
St. Louis, MO   63141

vandenelzenp@avantmarketing.com
314.576.7700 x13

Table of Contents

2

If Cabarrus County is merely seeking an

advertising slogan or tagline to promote

itself, a local advertising firm will best suit

the County's needs.

If Cabarrus County is truly seeking a

<u>brand identity</u> that reflects the spirit, vitality

and values of the People of Cabarrus

County… Avant Marketing provides a

proven and effective approach that will instill

"propulsive energy" throughout the County in

meeting its growth and economic goals.

3

Contact Information

Primary Contact
Paul VandenElzen, Project Manager
6 The Pines Court, Suite E
St. Louis, Missouri 63141
Work: 314.576.7700 x13
Cell: 920.737.4455
Email: vandenelzenp@avantmarketing.com

Account Approach
Paul will serve as the primary point of contact for the project. He will handle day-to-day communication and coordination of project actions. All project developments will be reported in weekly status updates.

Paul takes a client-centric approach to project management; working with the client to be flexible and accommodating to the individualized needs of the project. He will be available at the client's convenience by email or cell phone.

Paul has managed many brand development projects for government organizations including the brands recently developed for Florence, South Carolina and Bayfield, Colorado along with the ongoing brand development for DeWitt, Michigan.

Secondary Contact
Mark Vogel, Senior Partner
6 The Pines Court, Suite E
St. Louis, Missouri 63141
Work: 314.576.7700 x11
Cell: 314.591.2103
Email: vogelm@avantmarketing.com

4

Firm Background & Approach

The Avant Marketing Group is a market research & planning firm located in St. Louis, Missouri. Our specialization is brand development and management for enterprises and organizations – including county governments. Branding is what we do and is our core expertise and source of revenue. Our government and municipal clients utilize our market research to grow brand equity for their communities, improve their economy and to attract visitors.

We have a long list of clients who have benefited from our branding process including Florence, South Carolina; Bayfield, Colorado; Salinas, California; University City, Missouri; and Medford, Oregon.

The City of Salinas, The City of University City and Downtown Medford have all employed the Avant Marketing Living the Brand development process to identify their communities and to engage economic development.

Avant Marketing was established in 2004 and has conducted both quantitative and qualitative brand equity research in the United States as well as in 38 countries internationally. Our research is the basis of our **Living the Brand** approach to brand management and brand equity development that is practiced by communities ranging from 2,400 to 150,000 in population as well as diversified corporations and companies conducting business around the globe.

Many times, counties totally focus on their marketing objectives and ignore the most important target audience – current residents and businesses. The Avant Marketing **Living the Brand** process ensures the engagement of your community throughout the entire process.

Our approach gains input, feedback and consent from internal stakeholders throughout the brand development. In this way, both residents and businesses gain ownership of the brand and have potential of becoming "Brand Fanatics" – who are your best and most cost-efficient means of promoting your community.

When the brand identity is based on the shared values of the community, the brand becomes a driving compass point that generates "propulsive energy" for the entire community.

Avant Marketing focuses on defining the shared values of the community and then develops key messages, slogans and taglines that translate those values relevant to the different audiences – including economic development, resident, tourist and resident target audiences. It is simple: brand first, messaging second.

5

Brand Process

Avant Marketing will employ its proprietary *Living the Brand* development process for this project. The *Living the Brand* process has several direct benefits:

- It connects people to your brand
- It generates ownership of county, business and developmental strategies among community leadership
- It gives your community a clearer sense of purpose and common direction
- It guides the way your community sells and promotes its image
- It provides criteria for business priorities and community decisions
- It crystallizes what's great about your community tied together under a common theme
- It gives you confidence

If properly developed, the new Cabarrus County brand will not only instill a strong sense of pride with existing residents and businesses, but will act as a strong "calling card" for potential residents, businesses and visitors to the community.

The developed comprehensive Brand Identity Platform is made up of four components:

Brand Vision – *To Be*

Brand Mission – *To Do*

Brand Position – *To Compare*

Brand Values – *To Behave*

These four components are then distilled into memorable shorthand that becomes the internal "Battle Cry" and external tagline that we refer to as the **Brand Essence – *To Distill*.**

Mark Vogel

Mark will lead the market research, planning and strategic brand development.

Mark is responsible for the platform development of Bayfield, Salinas, University City, Medford, and Florence. Work for DeWitt, Michigan is also near completion. He began his career leading corporate strategic plans and marketing activities. Most notably, Mark developed the current brand position for THE BOLD LOOK OF KOHLER, Andersen Windows and for the USDA Rural Development. He is recognized as a leading branding expert, including in the hospitality segment, having directed the branding and marketing efforts of Kohler's American Club Resort for over 10 years.

Mark received his B.S. in Communications from the University of Illinois, Champaign/Urbana. He is an avid outdoor enthusiast and raised his three daughters in St. Louis, Missouri.

Paul VandenElzen

Paul will manage this project and serve as the primary point of contact. He will be responsible for research recruitment and managing the brand development process. He has also project managed the branding efforts for Bayfield, Colorado, Florence, South Carolina and DeWitt, Michigan.

He received his B.S. in Marketing and Psychology from the University of Wisconsin Whitewater. He is an Eagle Scout and is very active as a community volunteer serving on the non-profit boards of Launch St. Louis and the Young Friends of the APA of Missouri.

Jonathan Lehmann

Jonathan has over 30 years of design and creative director experience, branding and marketing companies for institutions and products. He is strategically focused and translates research and client input into well-designed and engaging communications tactics. He is also a professional photographer and is responsible for the creative design of the Bayfield, Colorado brand, the new Florence, South Carolina brand and the ongoing development of the DeWitt, Michigan brand.

He has earned numerous awards in design and communications, including Addy, NAMA, CAMA and IABC awards. Jonathan graduated with a Bachelor of Fine Arts in Graphic Communications from Washington University in St. Louis.

Julia Vogel

Julia has been with Avant Marketing for over three years and is involved in the analysis of all quantitative and qualitative research projects. She was actively involved in the development of the University City, Missouri brand along with the Bayfield, Colorado brand, the Florence South Carolina brand and the current development of the DeWitt, Michigan brand.

She is an avid photographer and is continuing her studies in Communications and Visual Media.

7

University City, MO
The Honorable Shelley Welsch, Mayor of University City
6801 Delmar Blvd.
University City, Missouri 63130
Phone: 314.505.8608
Email: mayor@ucitymo.org

Town of Bayfield, CO
Chris LaMay, Town Manager
1199 Bayfield Parkway
Bayfield, Colorado 81122
Phone: 970.884.9544
Email: clamay@bayfieldgov.org

City of Florence, SC
Ray Reich, Downtown Development Manager
324 West Evans St.
Florence, SC 29501
Phone: 843.678.5913
Email: rreich@cityofflorence.com

8

With over 12 years of experience in developing and deploying brands, here are several municipalities that have benefited from Avant Marketing's work.

City of University City, Missouri

Need/Opportunity

University City is an inner-ring suburb in St. Louis County, Missouri. With a population of 35,000 residents, it is one of the oldest suburbs in the county and was one of Missouri's first planned communities. It is adjacent to St. Louis City and Washington University.

The community is extremely diverse with activist residents. Unfortunately, in recent years, several misconceptions of the community have been established. The perceptions of crime and a weak school system have influenced external audiences from visiting or considering the community for relocation.

Through a formal selection process, Avant Marketing was selected for the brand research and development assignment and to manage the public communications marketing program.

Intended Audiences

Primary: University City Residents
Secondary: Prospective Residents and Businesses; Domestic and International Tourists

Goals & Objectives

Define a true brand for the community that resonates with residents, potential residents and businesses that unifies all stakeholders to a common identity.

University City Overview and Branding Process

Avant Marketing conducted focus groups and one-on-one interviews with over 140 residents that included both civic and business leaders from the community.

Brand Platform Formation

Avant Marketing developed the following brand platform for University City:

BRAND VISION:
 To be a global community that celebrates diversity and the multi-cultural beliefs of our residents.

BRAND MISSION:
 To be a progressive and diverse community focused on the quality of life of all residents.

9

BRAND VALUES:
- We embrace cultural diversity in our community and among our residents
- We take great pride in our homes, neighborhoods and community
- We honor our history and heritage
- We value arts and culture
- We protect individualism and promote a vibrant environment for creativity and invention
- We are focused on the growth and quality of life for all residents

BRAND POSITIONING:
University City is a diverse and forward-thinking global community that offers a better quality of life for those seeking a vibrant environment in which to work, play, or to call home.

BRAND ESSENCE:
University City – Neighborhood to the World.

10

City of Salinas, California

Need/Opportunity
Salinas, California is a city of approximately 150,000 residents located in Monterey County of Central California. Home of John Steinbeck, its history is well documented in several of his novels. The community is agriculturally based – supplying over 85 percent of the country's leafy produce.

In recent times, the image of the community has been distorted by increased crime and gang activity. As Monterey County's largest city, this image has been detrimental to both resident and business development growth Avant Marketing was selected through a national search to research and develop a new brand identity for the community.

Intended Audiences
Primary: Salinas Residents
Secondary: Prospective Residents and Businesses; California Tourists

Goals & Objectives
Define a true brand for the community that resonates with residents, potential residents and businesses that unifies all stakeholders to a common identity

Salinas Overview and Branding Process
Avant Marketing conducted focus groups and one-on-one interviews with over 80 residents that included both civic and business leaders of the community. In addition, over 180 residents participated in an online survey for brand development input. Finally, a validation online survey was initiated with 45 previous research participants.

Brand Platform Formation
Avant Marketing developed the following brand platform for Salinas:

BRAND VISION:
    A progressive and diverse community focused on the quality of life and prosperity of all residents.

BRAND MISSION:
    We embrace our history, values and diversity, while promoting prosperity of our land and people.

11

BRAND VALUES:
- We respect and value our land and resources
- We take pride in the strong work ethic of our people
- We honor our history, heritage and diversity
- We are truly committed to family, neighborhood and community
- We are focused on growth and the quality of life for all residents

BRAND POSITION:
Salinas is a good place with good people…to grow and prosper…with full respect for our land, heritage and diversity.

BRAND ESSENCE:
Salinas – Rich in Land. Rich in Values.

BRAND MARKETING SLOGAN:
El Sabor de la Vida (The Flavor of Life)

SALINAS
RICH IN LAND | RICH IN VALUES

12

Bayfield, Colorado

Need/Opportunity

Bayfield is a small community located on the Colorado western slope and in the Four Points southwestern region of the state. In close proximity to Durango, it is commonly known as a "bedroom community" for the larger city and lacked its own brand identity.

Through a formal competitive process, Avant Marketing was selected to develop a new community brand identity and brand marketing plan. Interviews with community and business leaders and a well-attended focus group were conducted as part of the market research.

Though the community is viewed as "rural", there was opportunity to recognize many of the achievements of the community and its people. A strong school system, nationally-recognized library, state champion football team and growing industries – all happening within the scenic beauty of the Pine River Valley, provided an excellent platform for the brand development.

Intended Audiences

Primary: Potential residents and new business investment
Secondary: Current residents of Bayfield

Goals and Objectives

Develop an identity and sense of community for the residents of Bayfield that can be utilized to attract residents and business investment.

Brand Platform Formation

Avant Marketing developed the following Brand Platform for Bayfield:

BRAND VISION:
A thriving community that ensures the quality of life for all residents while maintaining our values and small town character.

BRAND MISSION:
We are a community focused on continued prosperity and economic growth while maintaining our small town values and natural scenic environment.

BRAND VALUES:

- We respect our heritage – our community work ethic is rooted in the hard-earned achievement of past generations.
- We respect independence, foster education, and value our natural scenic environment.
- We welcome diversity in our schools, residents and businesses that enhances the cultural fabric of our community.
- We are a community family devoted to the quality of life for every resident. We are helpful, caring and morally grounded.

BRAND POSITIONING:

Bayfield is a welcoming community that values diverse growth in our schools, residents and businesses which enhances our cultural fabric. We respect independence, foster education and value our natural scenic environment. We are a community family devoted to the quality of life for every resident – an authentic small town experience in the Heart of the Pine River Valley.

BRAND ESSENCE:

Bayfield, Colorado – Where Stars Shine Bright.

14

Government Partnerships

Avant Marketing Group has conducted brand development or marketing projects for the following government agencies over the course of the last 12 months:

- DeWitt Downtown Development Authority – DeWitt, MI
- Florence Downtown Development Corporation – Florence, SC
- Town of Bayfield – Bayfield, CO

Project Action Plan

Stage I - Research & Platform Foundation
As a market planning firm, our core expertise is market research which is the basis of all branding and marketing plans.

To begin the process Avant Marketing will conduct a brand audit reviewing the County's present brand messaging along with brand communications used by surrounding counties.

Critical to our brand development approach is the engagement of the internal audiences in the process. To do so, we are recommending the following market research activities:

Avant Marketing Group will meet with and interview elected officials, county staff and recommended community leaders. Our plan includes a minimum of 30 interviews that will be conducted over the phone and in-person.

From this input and analysis of the Cabarrus County 2016 Community Survey, Avant Marketing will develop a discussion guide for focus groups with business stakeholders. We recommend conducting two business owner focus groups.

Avant Marketing will develop an initial Brand Platform from the above research and analysis of the community survey. The Brand Platform includes the brand mission, vision, values and positioning statement.

Avant Marketing will then deliver a review of the research and Brand Platform recommendations to the County.

Brand Audit
Avant Marketing will conduct a brand audit to evaluate the strengths, weaknesses and alignment of the County's current brand communications. This audit will evaluate both the consistency of the County's identity as well as the relevant messaging that is conveyed. Analysis will include brand resources presently and brand resources used by organizations associated with the County.

We also conduct a specific audit of materials and communications from up to five (5) immediate Charlotte area counties.

Leadership Interviews
Elected officials, county staff and selected community leaders will be recruited to participate in a 30-minute in-depth interview concerning Cabarrus County. These probing interviews will explore the sustainable assets and values of the community that can be utilized in the development of the brand platform.

Avant Marketing Group will conduct at least 30 leadership interviews.

Business Owner Focus Groups
Avant Marketing will organize and moderate focus groups with County business owners. We are recommending conducting two (2) groups. Participants will be recruited based on the recommendations of county staff and chamber executives.

Each focus group can include up to 18 participants and will be moderated in town hall style. Discussions will be scheduled for 90 minutes in length and will focus on both the positive and negative attributes of Cabarrus County, a shared value exercise and review of several positioning statements for feedback.

Focus groups can be held at a County meeting room in Concord.

Stage II – Establishing the Identity
Avant Marketing will develop three (3) distinct creative representations of the brand identity based on the approved Brand Platform. Each representation will include graphic logo options and Brand Essence (tagline).

The work will be delivered to the County for review and approval. Once the logo is confirmed Avant Marketing will create a brand style guide and collateral materials including a variety of brand applications and a brand architecture detailing all brand extensions.

Brand Architecture
Avant Marketing will provide a comprehensive Brand Architecture for the multi-faceted usage that addresses County relationships between brands, naming conventions and service/program brand groupings. The Brand Architecture will include extensions for Cabarrus County Television, TimeWarner Cable Channel 22.

Cabarrus County Brand Style Guide

Avant Marketing will develop the Cabarrus County Brand Style Guide. This will be a comprehensive style guide including usage and non-usage standards for all communications components including font guidelines, logo usage and designated color palettes for both print and digital use.

The Style Guide will include high resolution image files for the Cabarrus County Brand Logo along with image files for all brand extensions detailed in the Cabarrus County Brand Architecture. The guide will be provided as an electronic file for distribution to staff and vendors.

Collateral Brand Materials

Avant Marketing Group will additionally provide templates for common brand applications.

This will include, but is not limited to; report templates, building signage, road signage, pole banners, uniforms, letterheads, business cards, television station identification, advertisements and brochures, and a pattern library that encompasses static user interface elements.

Stage III – Strategic Brand Implementation

To complete the brand development process Avant Marketing Group will develop communication plans for both the initial brand launch and ongoing brand communications.

The Brand Action Plan will detail actions required to launch the newly developed Cabarrus County umbrella brand. As part of the brand launch Avant Marketing Group will conduct two (2) brand training workshops with a total of up to 80 participants.

The Internal/External Marketing Communications plan will outline ongoing County messaging. Both plans will include detailed timelines and expense estimates.

Brand Action Plan

Avant Marketing will provide a Brand Action Plan targeted at internal audiences – including County staff and administration, County entities and enterprises (in particular business owners). This launch plan will include, but not be limited to the following:

- Brand Launch Event – A celebration event for internal audiences as well as a major press event to announce the new County branding.
- Collateral Brand Affinity materials for engagement of internal audiences.
- Avant Marketing will work with Cabarrus County Television to develop a script and storyboard to introduce the brand through the County's PEG channel.
- Avant Marketing will conduct 2 brand implementation workshops.

17

Living the Brand Workshops

These 3-hour workshops provide the essential information about the new brand as well as workshop exercises focused on developing "Brand Fanatics" among the internal audiences and influencers.

We are recommending two workshops (up to 40 participants per workshop) with participation from County Executives and Staff as well as participation from County Business and Community Leaders.

Workshops are organized based on the following outline:
- Importance of branding in our personal decision-making
- Importance of community branding
- Review of the branding process and research
- Shared value exercise which allows participates to internalize the new brand identity
- Examples of usage of the brand to promote the County in business and government communications

Internal/External Marketing Communications Plan

Avant Marketing will provide a marketing plan based on the new Cabarrus County Brand. The marketing plan will detail public relations activities, marketing strategies, online/social media strategies, advertising and collateral materials.

Of particular importance, the marketing plan will prioritize key external audiences and key messaging for each audience will be defined.

The Internal/External Marketing Communications Plan will include measures for tracking the success of brand metrics.

Project Phase	Detail Activity	Cost Estimate
Stage I – Research and Platform Foundation	Brand Audit of current brand communications 30 one-on-one Interviews with county officials, staff and community leaders 2 business owner focus groups Development of Brand Concept – Brand Platform & Brand Positioning Prepare and deliver research report and Brand Platform recommendations	$23,100 8 Weeks
Stage II - Establishing the Identity	Brand Identity – 3 distinct graphic translations Develop Cabarrus County Brand Architecture and corresponding brand extensions Deliver Cabarrus County Brand Guide and Standards and Collateral Brand Materials	$19,880 6 Weeks
Stage III – Strategic Brand Implementation	Develop Brand Action Plan including brand launch event Work with Cabarrus County Television to develop an introduction script and storyboard Conduct 2 *Living the Brand*, brand implementation workshops Provide Internal/External Marketing Communications Plan	$15,680 4 Weeks
Project Total		**$58,660** **18 Weeks**

All estimates detailed below are firm. Considering no changes or amendments to the scope of services detailed in the proposal document, Avant Marketing Group will complete this project for no more than the total quoted expense of $58,660.

Avant Marketing Group employs a blended rate of $140 per employee hour for brand development assignments. Avant Marketing will not charge for out-of-pocket expenses including travel and materials.

50 percent of total estimate is due upon project approval with the remaining amount due at end of project.

Following is the estimated cost of this project:

Stage I – Research & Platform Foundation	$23,100
Stage II – Establishing the Identity	$19,880
Stage III – Strategic Brand Implementation	$15,680
Total Estimate	$58,660

Project Authorization

I hereby agree that all details and facts stated in this proposal document are accurate and authorize the acceptance of the project on behalf of Avant Marketing Group.

Should Cabarrus County agree to employ Avant Marketing Group to carry out the services detailed in this proposal document without any changes we shall complete the project for no more than the total quoted expense of $58,660.

_____   February 6, 2017
Paul VandenElzen   Date
Avant Marketing Group

Website Redesign Project 2017

The Internet Then and Now

A walk down memory lane using the

| First Website 1998 | Major Redesign 2000 | Major Redesign 2001 | Major Redesign 2004 | Major Redesign 2006 | Major Redesign 2011 |

3-1

1998

ABOUT

GOVERNMENT

FAQ

E-GOV

OTHER

CONTACT

CABARRUS COUNTY
NORTH CAROLINA

Election Returns

Need parcel information or maps? GIS can provide the answers.

GIS PUBLIC ACCESS

GIS Public Access

Our Mission Statement

Commissioners	Employment Opportunities	What's New	Chamber of Commerce	Economic Development	Convention & Visitors Bureau

SEARCH

Search Our Site
Send comments on this site to our *Webmaster*
©Copyright 1997,1998 Cabarrus County. All Rights Reserved.
Website Counts and Statistics

2000
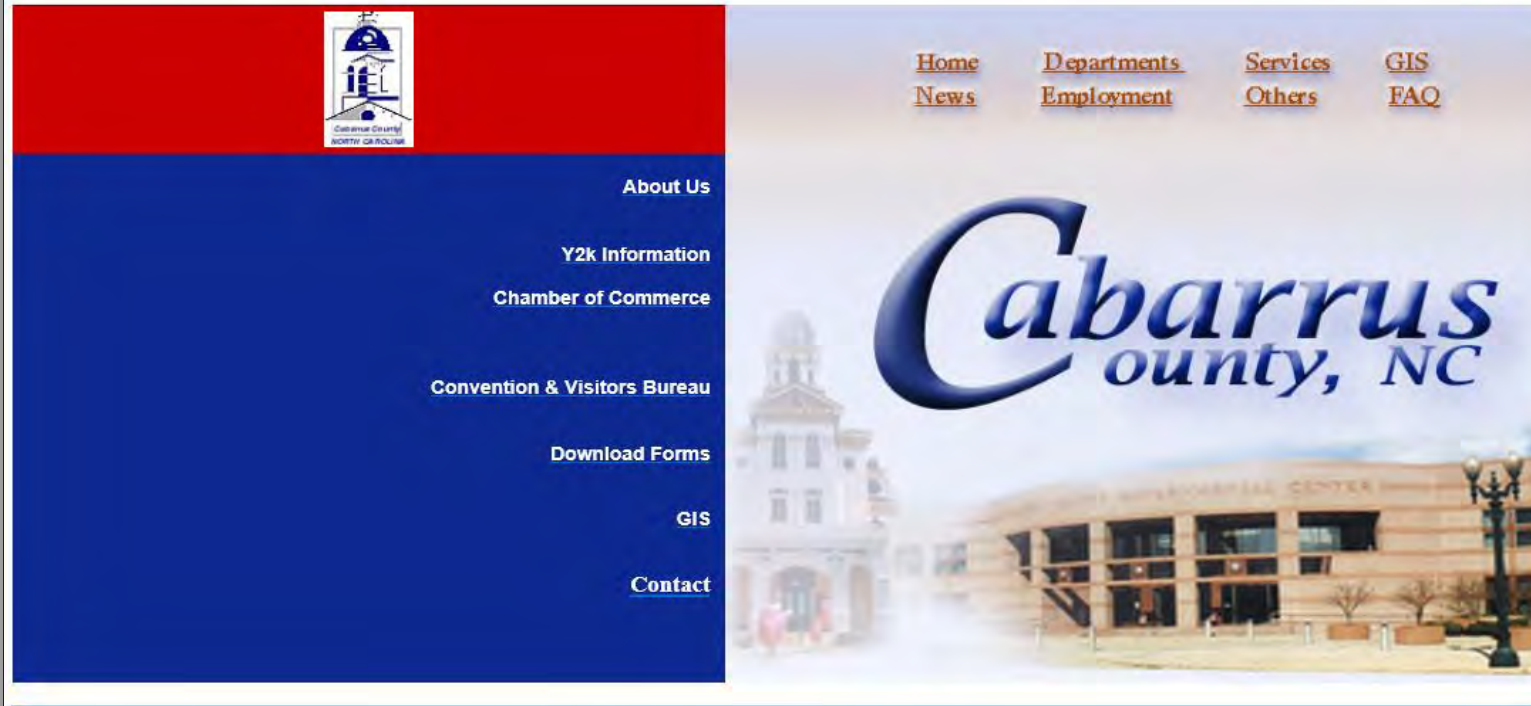
Home   Departments   Services   GIS
News   Employment   Others   FAQ

About Us

Y2k Information

Chamber of Commerce

Convention & Visitors Bureau

Download Forms

GIS

Contact

Cabarrus
county, NC

Send comments on this site to Webmaster
Copyright@1999 Cabarrus County. All rights reserved.
Last Updated 12/15/116.

3-1

2001

2004

INTERNET ARCHIVE

WayBack Machine

2006

INTERNET ARCHIVE
WayBack Machine

2011

INTERNET ARCHIVE
WayBack Machine

Core values to emphasis with our website redesign

County Vision Statement

Through **visionary leadership** and good **stewardship**, we will **administer state requirements**, ensure **public safety**, determine **county needs** and **provide services** to continually **enhance quality of life**.

Innovative
Value
Quality
Service

3-1

Website goals to achieve vision

We want to make it easy for people to get information and conduct business. This requires **thoughtful design** and **continuous improvement**.

- ## Prioritize content and digital services

  - ***Use resources wisely*** by seeking to ***collaborate services***, *share costs, minimize risk, and protect county assets and investments.*

- ## Accessible, easy to use and understand

  - *Support community connections through* ***purposeful and strategic communication***, ***enhanced education***, ***active community participation***, *and* ***increased access to and utilization of services***.

- ## Trusted secure source and resilient services

  - ***Provide for public safety by communicating*** *preparedness and safety awareness, responding to routine and catastrophic events, and maintaining and restoring the well-being of citizens*

3-1

Use decision tools for design continuous improvement
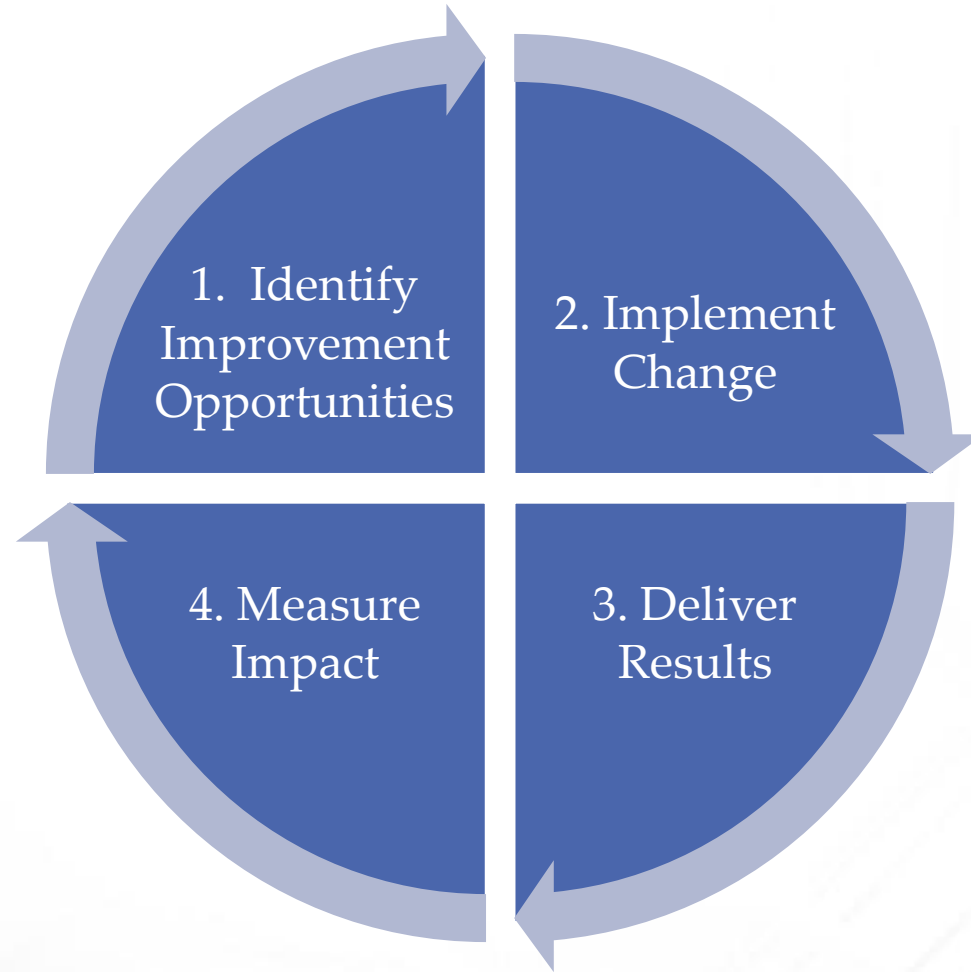
Decision tools
Deciding what's important

- County Vision

- Department Goals Objective

- Employee Survey

- Customer Survey
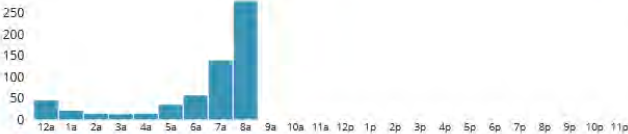
- Website Analytics

Decision Tools
Website Analytics

Use Decision Tools for thoughtful design, identify our core pages

Where do our **Business Goals** overlap with our **User Tasks**?
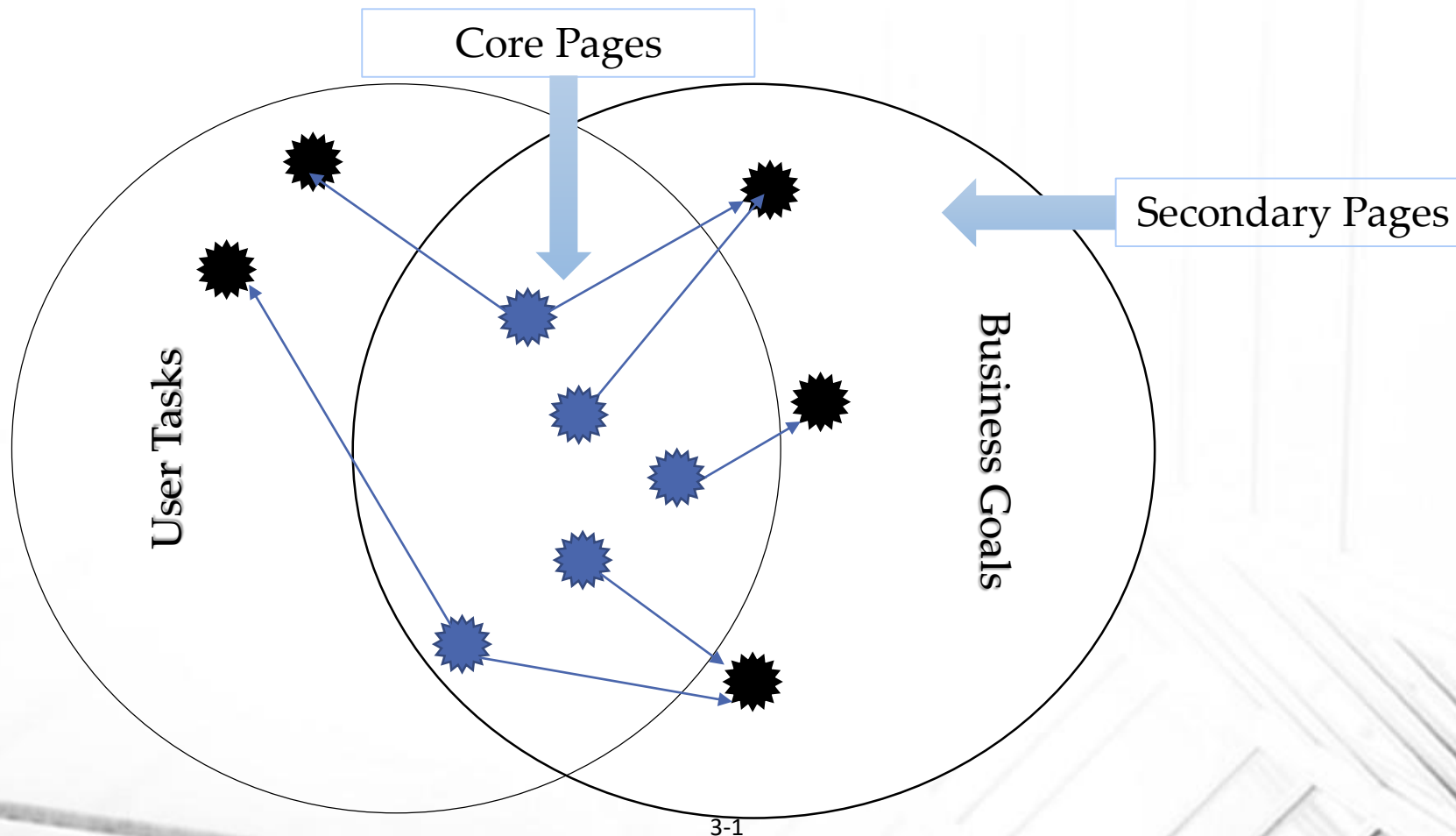
The Redesign Process
RFQ

- 19 Responses - 7 Selected for Demonstrations

- Vendor Demonstration January 30th – February 3rd

- Top Two Vendors Meeting With County Manger March 6th

Redesign Next Steps

- Website design committees will work with selected vendor - schedule TBD
  - Vendor discovery and planning
  - User experience & design
  - Content Strategy
  - Beta Site Development
  - Site Content Migration
  - Go Live !!!

Questions or Comments?

EXTRACT FROM MINUTES OF BOARD OF COMMISSIONERS OF

THE COUNTY OF CABARRUS, NORTH CAROLINA

The Board of Commissioners for the County of Cabarrus, North Carolina, met in regular session in the Commissioners' Meeting Room in the Cabarrus County Governmental Center in Concord, North Carolina, the regular place of meeting, at 6:30 p.m., on March 20, 2017, with Stephen M. Morris, Chairman, presiding. The following Commissioners were:

PRESENT: Chairman Stephen M. Morris; Vice Chairman Diane R. Honeycutt and Commissioners F. Blake Kiger, Elizabeth F. Poole and Lynn W. Shue**.**

ABSENT: [None.]

ALSO PRESENT: Michael K. Downs, County Manager; Pamela S. Dubois, Senior Deputy County Manager; Susan B. Fearrington, Finance Director; Richard M. Koch, Esq., County Attorney; and Megan I.E. Smit, Clerk to the Board

*   *   *   *   *

Chairman Stephen M. Morris introduced the following resolution, and its title was read:

RESOLUTION DECLARING OFFICIAL INTENT TO REIMBURSE
EXPENDITURES WITH PROCEEDS OF DEBT PURSUANT TO UNITED STATES
DEPARTMENT OF TREASURY REGULATIONS

BE IT RESOLVED by the Board of Commissioners of Cabarrus County:

1.   The Board hereby finds, determines and declares as follows:

(a)   Treasury Regulations Section 1.150-2 (the "Regulations"), promulgated by the United States Department of Treasury on June 18, 1993, prescribes certain specific procedures applicable to certain obligations issued by the County after June 30, 1993, including, without limitation, a requirement that the County timely declare its official intent to reimburse certain expenditures with the proceeds of debt to be issued thereafter by the County.

(b)   The County has advanced and/or will advance its own funds to pay certain capital costs (the "Original Expenditures") associated with financing the acquisition of parcels of real property generally located at 2011 and 2031 Highway 49, Concord, North Carolina, being tax parcels 55280312750000 and 55280380780000 and containing approximately 25 acres, more or less, including all improvements located thereon and further including the acquisition of any necessary rights-of-way and easements (the "Warehouse Property").

(c)   The funds heretofore advanced or to be advanced by the County to pay the Original Expenditures are or will be available only on a temporary basis, and do not consist of funds that were otherwise earmarked or intended to be used by the County to permanently finance the Original Expenditures.

(d)   As of the date hereof, the County reasonably expects that it will reimburse itself for such Original Expenditures with the proceeds of debt to be incurred by the County, and

the maximum principal amount of debt to be incurred with respect to the Warehouse Property is expected to be $4,600,000.

(e) All Original Expenditures to be reimbursed by the County were paid no more than 60 days prior to, or will be paid on or after the date of, this declaration of official intent. The County understands that such reimbursement must occur not later than 18 months after the later of (i) the date the Original Expenditure was paid; or (ii) the date the Warehouse Property were placed in service or abandoned, but in no event more than 3 years after the Original Expenditure was paid.

2. This resolution shall take effect immediately.

Commissioner _____ moved to approve the passage of the foregoing resolution and Commissioner _____ seconded the motion, and the resolution was passed by the following vote:

Ayes: [   ]

Nays: [   ]

Not Voting: [   ]

* * * * * * * * * *

I, Megan I.E. Smit, Clerk to the Board of Commissioners for the County of Cabarrus, North Carolina, DO HEREBY CERTIFY that the foregoing is a true copy of so much of the proceedings of said Board of Commissioners at a regular meeting held on March 20, 2017, as relates in any way to the passage of the resolutions hereinabove referenced, and that said proceedings are recorded in Minute Book No. [__] of the minutes of said Board of Commissioners, beginning at page ___ and ending at page ___.

I DO HEREBY FURTHER CERTIFY that the schedule of regular meetings of said Board of Commissioners has been on file in my office pursuant to North Carolina General Statutes §143-318.12 as of a date not less than seven (7) days before said meeting.

WITNESS my hand and the corporate seal of said County, this 20th day of March, 2017.

_____
Clerk to the Board of Commissioners
for the County of Cabarrus, North Carolina

[SEAL]

Resolution Amending the
Cabarrus County Board of Commissioners'
2017 Meeting Schedule

Whereas, on December 19, 2016, the Cabarrus County Board of Commissioners adopted a meeting schedule for calendar year 2017, which sets forth the dates, times and locations of various official county meetings;

Whereas, the Board desires to convene for the NCACC-sponsored legislative meeting, inviting their local legislative delegation to join them at 9:00 a.m. on Friday, March 24, 2017 in the multipurpose room at the Governmental Center in Concord, North Carolina;

Now, therefore be it resolved, the Cabarrus County Board of Commissioners hereby amends its 2017 Meeting Schedule as follows:

1. The Board of Commissioners will hold the Legislative Meeting at 9:00 a.m. on March 24, 2017 at the Governmental Center in Concord, North Carolina.

Adopted this the 6th day of March, 2017.

_____
Stephen M. Morris, Chairman
Cabarrus County Board of Commissioners

Attest:

_____
Megan Smit, Clerk to the Board