

## Revize Web Services Sales Agreement

This Sales Agreement is between Dupage County, Illinois (“CLIENT”) and Revize LLC, aka Revize Software Systems, (“Revize”). Federal Tax ID# 20-5000179 Date: 4-2-2026

<b>CLIENT INFORMATION:</b>	<b>REVIZE LLC:</b>
Company Name: <u>DuPage County</u>	Revize Software Systems
Company Address: <u>421 N. County Farm Road</u>	150 Kirts Blvd.
Company City/State/Zip: <u>Wheaton, IL 60187</u>	Troy, MI 48084
Contact Name: <u>Debra Deacy 630.407.5009</u>	248-269-9263
Billing Dept. Contact: <u>Debra.deacy@dupagecounty.gov</u>	
CLIENT Website Address: <u>www.dupagecounty.gov</u>	

### Website Redesign Scope (Main DuPage County Website):

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	<b>Phase 1: Kickoff Meeting and Discovery/Project Planning, one-time fee:</b>	Included
1	<b>Phase 2 – Design Mockups/Wireframes, one-time fee:</b> <ul style="list-style-type: none"> <li>One (1) mockup with up to three (3) rounds of changes for each of the following</li> <li>Main County Homepage and Inner Page</li> <li>Department Landing Page</li> </ul>	Included
1	<b>Phase 3A &amp; 3B – Development &amp; Sitemap Development, onetime fee:</b> <ul style="list-style-type: none"> <li>Convert approved mockups into Revize CMS enabled webpages</li> <li>Provide suggested content sitemap for CLIENT review/approval</li> </ul>	Included
1	<b>Phase 4 – Quality Assurance Testing &amp; Custom Development, one-time fee:</b>	Included
1	<b>Phase 5A – Sitemap and Manual Webpage Content Migration, one-time fee:</b> <ul style="list-style-type: none"> <li>According to the approved sitemap - up to 360 webpages &amp; 2,500 files (588 Webpages and 3,548 Documents on the current live website)</li> <li>Remaining files may be added in archive area at client's request</li> </ul>	\$11,028.00
1	<b>Phase 5B – Animal Control Pets API Recode, one-time fee:</b> <ul style="list-style-type: none"> <li>According to a best practices accessibility approach subject to the abilities and limits of API provided from Petango</li> </ul>	\$2,950.00
1	<b>Phase 6 –Revize CMS Content Editor Training &amp; Go Live, one-time fee:</b>	Included
1	<b>Grand Total First Year</b>	<b>\$13,978.00</b>

**Annual Services (Main DuPage County Website):**

1	<p><b>Annual CMS License, Hosting, Maintenance, and Support<sup>1</sup></b>                  Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, Unlimited Users, 100GB website storage, 300GB/Month Bandwidth, Annual Fee, SSL Certificate pre-paid annual fee:</p>	\$16,500.00
1	<p><b>RZ Assist - Accessibility Widget, annual fee:</b></p> <ul style="list-style-type: none"> <li>• End-user accessibility widget providing core visual, navigation, reading, and interaction enhancements designed to improve website usability, including features such as Text Size Adjustment, Screen Masking, Animation &amp; Image Pause, Plain Text Mode, Magnifier, Cursor Adjustor, and more</li> </ul>	Included

<sup>1</sup> Subject to onetime annual increase starting in year 3

**Optional Line Item:**

workNet Scope of Work This scope of work will only move forward upon receipt of a confirmed Purchase Order and written authorization to proceed.

**Website Redesign Scope (workNet DuPage Website):**

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	<b>Phase 1: Kickoff Meeting and Discovery/Project Planning, one-time fee:</b>	\$1,000.00
1	<b>Phase 2 – Design Mockups/Wireframes, one-time fee:</b> <ul style="list-style-type: none"> <li>• One (1) mockup with up to three (3) rounds of changes</li> <li>• Home page template and inner page design and layout.</li> <li>• Includes Responsive Web Design</li> </ul>	\$3,500.00
1	<b>Phase 3A &amp; 3B – Development &amp; Sitemap Development, onetime fee:</b> <ul style="list-style-type: none"> <li>• Convert approved mockups into Revize CMS enabled webpages</li> <li>• Provide suggested content sitemap for CLIENT review/approval</li> </ul>	\$4,300.00
1	<b>Phase 4 – Quality Assurance Testing, WCAG 2.1/2.2 Review &amp; Custom Development, one-time fee:</b>	\$1,600.00
1	<b>Phase 5–Content Migration, one-time fee:</b> <ul style="list-style-type: none"> <li>• According to the approved sitemap - up to 100 webpages &amp; files</li> </ul>	\$1,200.00
1	<b>Phase 6 –Revize CMS Content Editor Training &amp; Go Live, one-time fee:</b>	\$900.00
1	<b>Grand Total First Year</b>	<b>\$12,500.00</b>

**Annual Services (Main DuPage County Website):**

1	<b>Annual CMS License, Hosting, Maintenance, and Support<sup>1</sup></b> Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, Unlimited Users, 20GB website storage, 50GB/Month Bandwidth, Annual Fee, SSL Certificate pre-paid annual fee:	<b>\$3,400.00</b>
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<sup>1</sup> Subject to 4% annual increase starting in year 3

**Payment Schedule**

<b>Payment Amount</b>	<b>Payment Date</b>	<b>Includes</b>
\$ 13,978.00	5/1/2026	100% Content Remigrations Costs + Animal Control API Recode (Main County Website)
\$ 11,925.00	5/1/2026	75% 1 <sup>st</sup> Year Project Costs + Year 1 of Annual Hosting & Maintenance (workNet DuPage Website)
\$ 16,500.00	6/1/2026	Year 1 of Annual Hosting & Maintenance (Main County Website)
\$ 3,975.00	8/1/2026	25% 1 <sup>st</sup> Year Project Costs + Year 1 of Annual Hosting & Maintenance (workNet DuPage Website)
\$ 16,500.00	6/1/2027	Year 2 of Annual Hosting & Maintenance (Main County Website)
\$ 3,400.00	8/1/2027	Year 2 of Annual Hosting & Maintenance (workNet DuPage Website)
\$ 18,000.00	6/1/2028	Year 3 of Annual Hosting & Maintenance (Main County Website)
\$ 3,536.00	8/1/2028	Year 3 of Annual Hosting & Maintenance (workNet DuPage Website)
\$ 18,000.00	6/1/2029	Year 4 of Annual Hosting & Maintenance (Main County Website)
\$ 3,677.00	8/1/2029	Year 4 of Annual Hosting & Maintenance (workNet DuPage Website)

**AGREED TO BY:**

**CLIENT**

**REVIZE**

**Signature of Authorized Person:**

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**Name of Authorized Person:**

\_\_\_\_\_

**Thomas Jean**

**Title of Authorized Person**

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**Program Manager**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

The Following Applications & Features will be integrated into Your Website:

<p><b>Citizen’s Communication Center Apps</b></p> <ul style="list-style-type: none"> <li>• Notification Center</li> <li>• Bid Posting</li> <li>• Document Center</li> <li>• eNotify with Text/Email Alert</li> <li>• FAQs/Accordion</li> <li>• Job Posting App</li> <li>• Multi-use Directory/Catalog</li> <li>• News Center</li> <li>• Online Forms</li> <li>• Photo Gallery</li> <li>• Quick Link Buttons</li> <li>• Revize Web Calendar</li> <li>• “Share This” Social Media Flyout App</li> </ul> <p><b>Citizen’s Engagement Center Apps</b></p> <ul style="list-style-type: none"> <li>• Citizen Request Center with Captcha</li> <li>• Online Bill Pay</li> <li>• Online Interactive Forms with Bookables</li> <li>• RSS Feed</li> </ul>	<p><b>Staff Productivity Apps</b></p> <ul style="list-style-type: none"> <li>• Agenda Posting Center</li> <li>• iCal Integration</li> <li>• File/Image Manager</li> <li>• Intranet</li> <li>• Link Checker</li> <li>• Menu Manager</li> <li>• Online Form Builder</li> <li>• Staff Directory</li> <li>• Website Content Archiving</li> <li>• Website Content Scheduling</li> </ul> <p><b>Site Administration and Security Features</b></p> <ul style="list-style-type: none"> <li>• Audit Trail</li> <li>• Auto Site Map Generator</li> <li>• History Log</li> <li>• Secure Site Gateway</li> <li>• Unique Login/Password for each Editor</li> <li>• URL Redirect Setup/Friendly Links</li> <li>• User Roles and Permissions</li> <li>• Web Statistics and Analytics</li> <li>• Workflows by Department</li> </ul> <p><b>Mobile Device and Accessibility Features</b></p> <ul style="list-style-type: none"> <li>• Alt-Tags</li> <li>• Font Size Adjustment</li> <li>• Language Translator</li> <li>• Mobile and Tablet Preview while Editing</li> <li>• Responsive Website Design (RWD)</li> <li>• WCAG Accessibility</li> </ul>
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**Terms:**

1. All invoices are due Net60. Project work will not begin until the initial payment has been received. Revize reserves the right to pause or suspend work, hosting, or support services if payment is more than thirty (30) days past due.
2. Additional content migration, if requested, is available for \$6 per web page and \$3 per document.
3. Additional bandwidth is available at \$360 per year for each additional 50GB per month.
4. Additional website storage is available at \$500 per year for each additional 10GB website storage.
5. This agreement is the only legal document governing this sale & Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Illinois.
6. Both parties must agree in writing to any changes or additions to this Sales Agreement. Any work requested by CLIENT that is outside the scope described in this Agreement, including additional design revisions, development, integrations, content migration, or consulting, will require a written change order and may result in additional fees and timeline adjustments.
7. CLIENT understands that the project completion date is highly dependent on their timely communication with Revize. During the project, CLIENT agrees to respond to Revize inquiries within 48 hours of the request and understands that project timelines will be delayed if they do not respond in a timely manner
8. The primary communication tool for this project and future tech support is the Revize customer portal found at <https://support.revize.com>.
9. This Agreement has a one (1) year term. Agreement will auto-renew each year according to the payment schedule above unless the CLIENT provides at least thirty (30) days' written notice prior to the applicable annual renewal date. All fees incurred or scheduled through the effective termination date remain due and payable. Early termination does not relieve CLIENT of payment obligations for services already rendered
10. If CLIENT maintains four (4) consecutive years of annual software subscription, support, CMS updates, and hosting, CLIENT shall be eligible for one (1) complimentary website redesign anytime in year 4 of the agreement or thereafter. The redesign is optional and must be affirmatively requested by CLIENT. CLIENT's decision to decline, defer, or not schedule the redesign does not constitute a failure or breach by Revize.
11. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.
12. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout. Revize is not responsible for verifying the accuracy, legality, accessibility, or completeness of CLIENT-provided content.
13. Storage is limited to relevant website data. Unreasonably large folders of documents or images are not permitted. Examples include, but are not limited to, plat or property maps, tax records, GIS data, and large or archival audio and video files, such as multiple years of meeting recordings or similar content more appropriately hosted on archive or streaming platforms and embedded into the website
14. After content migration, CLIENT is responsible for any additional content cleanup. This includes, but is not limited to, resizing photos, reformatting text, replacing photos/icons, consolidating unwanted content, adding future calendar events, and general prep of the site before go live. CLIENT will also have the ability to add new photos, content, and pages. Any post-migration cleanup or enhancements requested from Revize may be billed at Revize's then-current hourly or project rates.
15. As part of the original contract between CLIENT and Revize, Revize included a redesign of the website(s) anytime in year 4 or thereafter. Upon successful completion of this redesign, Revize and CLIENT will have fulfilled their obligations for the original contract. Additional services, features, customizations, migration, anticipated support or storage increases may require an additional charge.

16. Upon CLIENT request, Revize will perform a pre or post-go-live accessibility audit and remediation of the Animal Control pages with the intent to achieve a high level of WCAG 2.1 Level AA conformance for delivered templates and Revize-controlled elements. CLIENT acknowledges that content and data rendered via the third-party Petango API are outside Revize's direct control. To the extent the API does not supply required accessibility attributes (e.g., alternative text, semantic structure, or labels), full WCAG conformance for those elements cannot be guaranteed.
17. Revize will implement an RSS feed intended to trigger upon the addition of new animals, provided such functionality is supported by the Petango API. CLIENT acknowledges that RSS functionality is dependent on the availability and capabilities of the API, and Revize shall not be responsible for limitations where the API does not expose the necessary data or triggers.
18. Revize's Animal Control/Adoptable Animals integration is dependent on a third-party platform and API (currently Petango or its successor). CLIENT acknowledges that such third-party services are outside Revize's control and may be modified, deprecated, replaced, or discontinued at any time without notice.
19. In the event the third-party platform or API is materially changed, deprecated, or no longer supported, Revize shall not be responsible for resulting disruptions in functionality, accessibility, or data availability. Any required updates, reconfiguration, or migration to a new platform or API (including successor systems) shall be considered out of scope and may require a separate agreement and additional fees.
20. Revize intends to publish a general periodic summary of platform updates via a centralized webpage. These summaries are for informational purposes only, may not include all updates, and are not specific to CLIENT's configuration. Timing and content may vary.
21. Current website storage is 9.72GB repository, 9.7GB CMS, 23.4GB live website. The storage capacity for this agreement is set at 100GB. This allocation is intended to accommodate backups, system files, and reasonable growth of website content. If storage usage exceeds this limitation significantly for any three-month period, and Revize determines the increase is likely permanent, Revize will investigate the cause and provide details to CLIENT. Both parties agree to work in good faith to optimize storage usage or amend this agreement to provide adequate storage resources. Revize will not charge any additional fees without the written consent of CLIENT.
22. Bandwidth limitation is set at 150% of the highest three-month average bandwidth usage for year one of service post-go-live for the website. Website will remain live even if traffic exceeds this limitation due to temporary, legitimate spikes in traffic, such as events, emergencies, news, etc. If traffic exceeds the limitation significantly for any three-month period, and Revize believes this traffic increase is likely permanent, Revize will investigate the cause and provide details to CLIENT. Both parties agree to work in good faith to tweak the website to remain within bandwidth limitations or amend this agreement to provide adequate bandwidth resources. Revize will not charge any additional fees without the written consent of CLIENT.

## Project Timeline Statement of Understanding

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

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

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

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

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

## Enterprise Revize CMS License

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

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

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

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

Upon termination or expiration of this Agreement for any reason, CLIENT's access to the Software will be discontinued. Upon written request and provided all amounts due under this Agreement have been paid in full, Revize will export and deliver the content within 30 days in the original file formats, or a conforming industry standard alternative, for all content and media assets. The export will include all site content and will be delivered via a secure storage device or secure FTP process.

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

## WCAG Accessibility and Compliance Terms

1. Revize will build the website to highly conform with the Web Content Accessibility Guidelines WCAG 2.1 Level AA ("WCAG 2.1 AA") at the time of delivery while actively incorporating WCAG 2.2 AA best practices as standards evolve using current industry-recognized approaches. This includes keyboard access, semantic markup, ARIA where appropriate, color contrast, focus management, and accessible forms for the delivered templates.
2. Conformance does not extend to: (i) third-party modules, plug-ins or integrations not provided by Revize (e.g., payment gateways, third-party calendars, embedded third-party widgets), (ii) content authored, uploaded, or maintained by the Client (including documents such as PDFs), and (iii) legacy pages or archives unless specifically included in the Statement of Work.
3. CLIENT website editors are responsible for ensuring they have an understanding of WCAG compliance principles. CLIENT agrees they are responsible for the content they post and shall make reasonable efforts to avoid posting content that does not conform to these guidelines. This includes, but is not limited to, posting non-compliant PDFs, failing to include descriptive ALT descriptions on photos, etc.
4. CLIENT agrees and understands accessibility compliance is not a fixed or absolute standard. It is more of a spectrum rather than a pass/fail standard. Because testing tools and methodologies may produce different results, Revize and the CLIENT agree to focus on accommodating user needs and maintaining a continuing, good-faith approach to accessibility and regulatory compliance.
5. Revize provides tools and features designed to support website accessibility and best practices. However, Revize does not guarantee legal compliance with WCAG, ADA, or other regulations. Ongoing compliance requires active participation by CLIENT, including content management and policy decisions.
6. For an additional fee, Revize offers an ongoing WCAG scan and remediation service. This service will scan the website at regular intervals after the website goes live and remediate any WCAG compliance issues with an allocated bucket of additional development hours. Remediation priorities can be set by CLIENT and may include content remediation (e.g., PDFs, Flyers, etc.). Revize also includes an accessibility checker within the Revize CMS editor. This utility will alert users of suspected accessibility issues.
7. CLIENT acknowledges and agrees that any accessibility tools, widgets, scanners, dashboards, or related features included in this Agreement are provided as supportive aids only. Use of these tools does not guarantee full or perfect compliance with WCAG, ADA, Section 508, or any other accessibility law, regulation, or standard.
8. If PDF remediation is included in this agreement, completion time is highly dependent on the number and the complexity of PDFs.
9. Additional development hours may be necessary to complete remediation to CLIENT's satisfaction and are available at Revize's then current rate.
10. Additional PDF remediation may be requested at Revize's then-current rate.
11. CLIENT may elect to add RZ ClearDocs as an optional service at a future date without requiring a formal amendment to this Agreement. If CLIENT elects to add RZ ClearDocs within twelve (12) months of the Effective Date of this Agreement, Revize will honor the pricing and Founding Partner Discount outlined herein. If CLIENT elects to add RZ ClearDocs after the twelve (12) month period, such services shall be subject to Revize's then-current pricing and available promotions at the time of activation. Activation of RZ ClearDocs will be invoiced separately and incorporated into the next applicable billing cycle.

12. RZ Clear Docs is an automated software tool that converts PDF documents into HTML format to provide a more accessible, web-friendly alternative for viewing document content. The resulting HTML version is intended to improve usability, searchability, and compatibility with assistive technologies.
13. RZ Clear Docs does not modify, remediate, or otherwise alter the original PDF files posted by the Client. The original PDF documents remain unchanged and continue to be maintained and controlled by the Client.
14. The HTML output generated by RZ Clear Docs is intended to serve as an accessible alternative version of the source document content. While the system is designed to improve accessibility and usability, it does not constitute full manual accessibility remediation of the original PDF file.
15. RZ Clear Docs relies on automated document processing technologies. As with any automated system, the accuracy and structure of the resulting HTML output may vary depending on the complexity, formatting, and quality of the source PDF document.
16. Use of RZ Clear Docs does not certify that any PDF document meets WCAG, Section 508, PDF/UA, or other accessibility standards. The service is intended to supplement broader accessibility efforts by providing an accessible HTML viewing option.
17. RZ Clear Docs provides automated conversion services only and does not include manual document remediation, document editing, or verification of accessibility compliance unless separately agreed to in writing.
18. Revize represents that the Revize CMS platform and administrative interface are designed with accessibility in mind and aligned with generally accepted industry best practices, with the goal of supporting WCAG 2.1 Level AA principles. CLIENT acknowledges that accessibility standards are subject to evolving guidance, differing interpretations, and variations in testing tools and assistive technologies. Accordingly, Revize does not warrant or guarantee that the CMS administrative interface will fully conform to WCAG 2.1 AA in all instances or environments. CLIENT further acknowledges that achieving or improving accessibility within the CMS administrative interface may require modifications to, limitations on, or removal of certain features, functionality, or design elements, including those requested by CLIENT, where such elements conflict with accessibility best practices or technical feasibility. Upon written request, Revize will provide available accessibility documentation regarding the CMS platform. In the event that material accessibility issues are identified, Revize will make commercially reasonable efforts to address such issues through ongoing product improvements. Where applicable, Revize may provide a general roadmap of planned accessibility enhancements; however, specific timelines and deliverables are not guaranteed. CLIENT acknowledges that accessibility of content created, uploaded, or managed by CLIENT users remains the responsibility of the CLIENT.