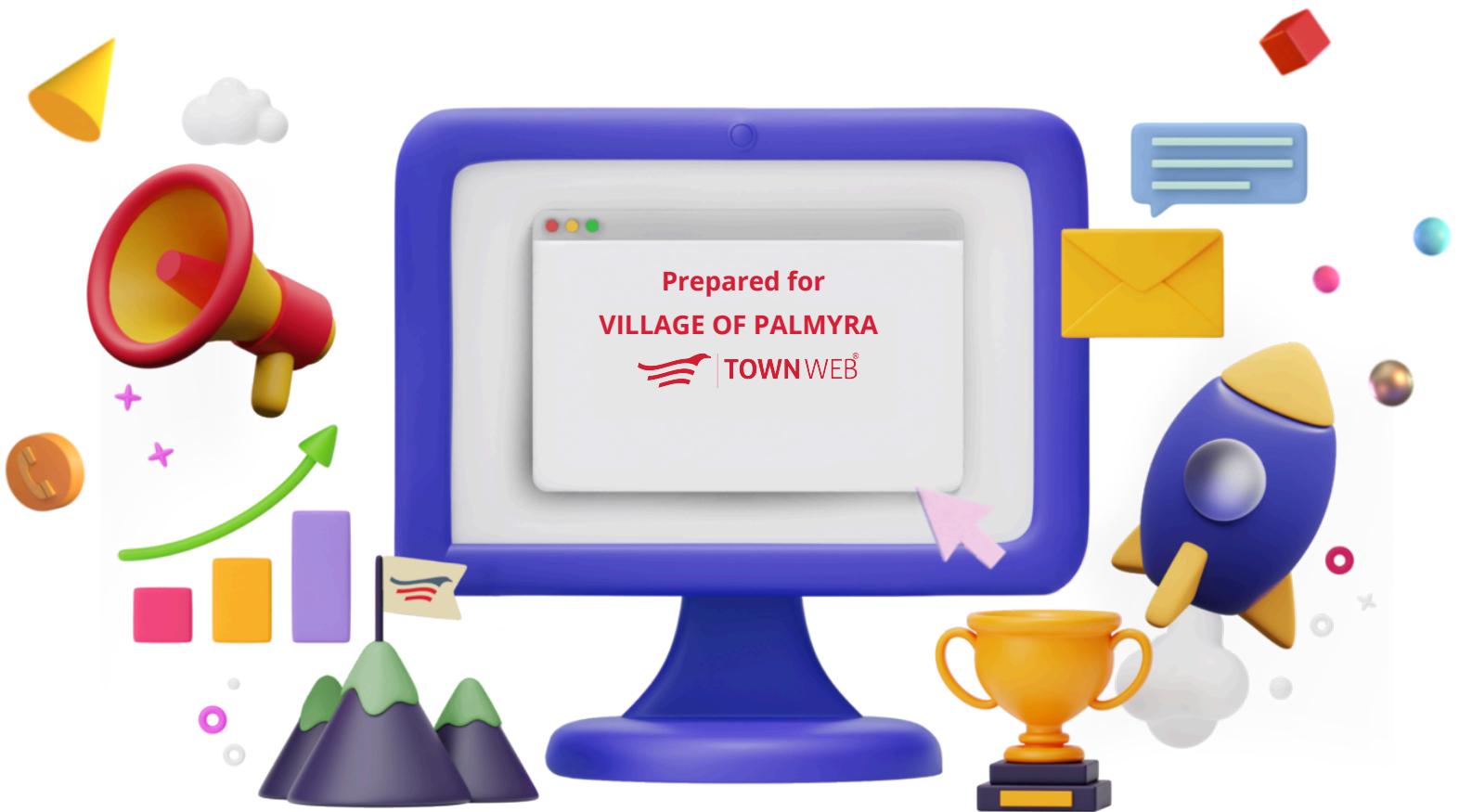


Town Web's Proposal for an Upgraded Website & Communication Platform



You Gain Civic Engagement Where Connectivity Meets Community

Delivered on: June 13, 2025 | **Submitted by:** Jelena Slavkovic, Town Web | **Expiring on:** October 31, 2025

Village of Palmyra
PO Box 380
Palmyra, , 53156-0380

Dear Laurie,

Thank you for your continued partnership with Town Web and for considering us for the next evolution of your municipal website. We are thrilled at the prospect of further supporting the Village of Palmyra in enhancing its digital presence and communication capabilities.

As a valued customer, you've already experienced the benefits of a Town Web website: professional design, ease of use, and effective communication with your residents. Now, it's time to elevate that experience. Our latest offerings provide advanced features and integrations, ensuring that your website remains at the forefront of digital municipal services, reflecting the dynamic nature of your community.

Upgrading your website with Town Web means not just a refresh of aesthetics but also an enhancement of functionality. Our updated platform will allow your team to publish news, events, and important updates more efficiently, ensuring that vital information reaches your residents swiftly and effectively. The inclusion of our Communication Platform as part of your package means that this process is further streamlined, allowing for direct engagement with your community through automated updates via email, text message, and social media.

We are excited to introduce you to our enhanced Digital Online Solution, which includes user-friendly electronic form submissions and an integrated payment portal, making it easier for your residents to interact with municipal services online. Our commitment to simplifying municipal life extends to our "White-Glove" Service, where our dedicated team takes care of all your digital needs, from form creation to workflow management, allowing you to focus on serving your community.

As we propose a new 3-year contract, we aim to not only renew our commitment to the Village of Palmyra but also to reinforce our promise to provide a professional, efficient, and user-friendly website and communication tool. In the following pages, you will find detailed insights into the advanced benefits and features that await the Village of Palmyra with the renewed partnership with Town Web.

Let's continue to work together to make the Village of Palmyra's digital presence as vibrant and effective as the community it represents. For any questions or to discuss the next steps, please feel free to contact us. We are eager to assist the Village of Palmyra in this exciting transition to a new and improved municipal website and communication platform.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter" or "Jelena", with a large, stylized "S" at the end.

Jelena Slavkovic | Jelena Slavkovic

Client Coordinator with Town Web | Client Relations Manager

jelena@townweb.com | jelena@townweb.com | Toll-Free: 877-995-TOWN (8696)

TOWN WEB IS HERE TO LISTEN AND HELP VILLAGE OF PALMYRA STREAMLINE ONLINE WORK

Municipalities' communication with their residents has drastically changed in the past two decades. Our team has interviewed dozens of city administrators and town clerks.

We learned that it was easier to communicate the happenings and official notices of a municipality in the late 90s. By publishing the official notices in the local newspaper and running the loop of the video recordings on the local cable access television station, everybody would know what was going on. However, things have changed.

Newspapers aren't the primary source of news like they were in the 20th century. Municipalities needed to stay current with modern methods of communication. This includes using newer technology, like text messaging, emails, and the various avenues of social media.

The channels of communication have multiplied. The demographics of your citizens have become more diverse. Millennials prefer to consume information differently from the Baby Boomer generation.

The challenge of local government is to provide information to **ALL** their constituents. Even if they're considered "*digital dinosaurs*" and want everything on paper and want to write checks. Or if they're "*digital natives*" and want the same information, but accessible on their phone and paying with a credit card.

Or somewhere in between for the rest.

This is exactly the challenge that your website vendor needs to solve for you. Town Web is uniquely positioned to solve this problem in a way that saves you and your staff time. Plus, it provides an online citizen portal that your citizens deserve.

The current challenge facing many local governments is the difficulty of effectively communicating with their constituents. Many existing municipal websites are outdated, difficult to navigate, and lack the necessary tools to keep the local residents informed and engaged.

We hear from countless others who also have problems maintaining a municipal website independently. It's cumbersome and overly complex. Still, many others do not get the type of support or assistance they expect to be successful in maintaining the website.

This problem is even more pressing in a post-pandemic world, where citizens are increasingly expecting digital services and communication from their government. The lack of an effective website and communication tool means that local governments are not able to effectively share news and notices, community and government events, and other department-related data. This has led to a decrease in the effectiveness of public services and an overall lack of engagement with local residents.

THIS IS WHERE TOWN WEB'S ONLINE DIGITAL SOLUTION HELPS YOU AND YOUR STAFF TREMENDOUSLY

Your Public Information Officer



At Town Web, we understand the critical role technology plays in the success of municipal websites. Our "White-Glove" service extends beyond exceptional customer support, encompassing the technical aspects that ensure your municipal website is secure, reliable, and always accessible.

You don't have to worry about annual domain management - we handle it for you. We maintain your website on our servers ensuring optimal performance. Our in-house developed Content Management Service (CMS) comes with a 99.9% uptime guarantee, providing a robust foundation for your website - and making your website the fastest municipal website on the web.

Every municipal site hosted by Town Web comes with a Secure Socket Layer (SSL) for secure and encrypted communication. We proactively monitor unauthorized access, keeping your website safe from potential threats. On top of that, daily backups of your site are stored off-site, ensuring quick recovery in case of unforeseen events. In the unlikely event of a setback, we guarantee immediate restoration of your website, utilizing the latest backup.

However, the backbone of Town Web's success lies in our commitment to unparalleled customer service. Our "White-Glove" approach ensures that you not only have a technically sound website but also receive unmatched support for any queries or needs.

Our support team is at your service round the clock, ready to assist with any technical, billing, or sales questions. With a commitment to resolving issues within four hours, our team ensures a prompt and efficient service experience. The most recent analysis says that no support ticket's left unanswered for more than 4 hours. Depending on the needs of your municipality, we provide a toll-free number you can reach us at during normal business hours. If you are eager to speak with our support masters in the higher-tier support package, you can do that - and it will never make a dent in your wallet. It's all included.

You will also receive one-on-one training, empowering you to manage updates and content independently. Ongoing training is provided for new staff or as needed, ensuring you make the most of your website's capabilities. While our Admin section is designed for ease of use, we understand some prefer a hands-off approach. Send us your content, and we'll handle the updates for you!

Choose Town Web for a holistic approach that combines technical excellence with unrivaled customer service. Elevate your municipal experience with our "White-Glove" service - where technology meets customer-centric support.



The Platform - Themes, Timeline, Technology & Features

User-Centric Design - Customized for you

Town Web's design team intertwines modern aesthetics with user-centric functionality, ensuring your municipal website not only looks sleek but also offers a seamless experience. The design concept focuses on ease of use for all users, regardless of their technical background. A contemporary layout ensures that your website is both visually appealing and intuitively navigable, whether accessed via desktop, mobile device, or tablet. ADA compliance further guarantees accessibility for all.

Our website solutions provide a range of themes, each designed to marry aesthetics with functionality. While cost-effective, these themes are not just pre-designed; they are a canvas awaiting your municipality's personal touch. Choose a theme and collaborate with your Project Manager and Account Manager to customize it, applying a unique color scheme, icons, and assets that resonate with your community. On top of that - you will be able to additionally add content of your liking to any page of your website.

Project Timeline

Embarking on a Town Web project is a breeze for you. We handle every aspect of the transition, ensuring minimal effort on your end. From transferring existing content to the new website to the meticulous design and development phases, our dedicated team manages it all. Your role is simple – guide us with your vision and wishes, and we'll transform them into a sophisticated and functional municipal website:

1. Designing the website layout and user interface
2. Integrating diverse content for a multimedia-rich experience
3. Configuring hosting, domain name, and new email addresses
4. Optimizing for enhanced search engine visibility
5. Implementing interactive features and contact forms
6. Ensuring security against malware and threats
7. Thorough testing, training, and a seamless Go-Live transition



Communication Platform - Only one place for all communication with the community

One of the main issues our customers faced ever since we started is the complexity of reaching out and communicating with as many members of the community as possible. Some regularly check out your municipal website. However, some only use their email and would like to get Newsletter updates on their emails. Over the last couple of years, there has been a significant increase in the number of constituents using Facebook for regular updates - and that's why we developed a set of tools that make communication extremely easy.

CALENDAR OF EVENTS

Facilitate transparent governance with a dedicated Calendar of Events. Specifically designed for Board and Council meetings, this feature ensures that residents stay informed about crucial municipal activities.

NEWS AND NOTICES WITH NEWS TICKER BAR

Keep your community engaged with a dynamic News and Notices section, complete with a News Ticker Bar. Timely updates and important announcements will be prominently featured, ensuring residents are always in the know.

EMERGENCY ALERTS AND NOTIFICATIONS

Prioritize community safety with an Emergency Alerts system. Urgent messages are displayed prominently on your homepage, simultaneously sent to all subscribers via email or text message, and posted to your Facebook page.

SUBSCRIBERS AND NOTIFICATIONS

Foster community engagement through subscriber management, allowing residents to subscribe to specific topics. Subscribers receive instant notifications via email and/or text messages, ensuring they stay informed on matters of interest.

CITIZENS' ENGAGEMENT AND REPORTING APP HEY311

Enhance citizen-city communication with Hey311, a dedicated app that streamlines service requests and non-emergency issue reporting. This user-friendly interface allows citizens to submit requests efficiently, and your city can manage and respond to them with ease.

Not-Yet-Seen Technology for Municipal Websites

Town Web's proprietary Content Management System (CMS), codenamed Juniper, is a state-of-the-art, cutting-edge web-based application coded with love in PHP and JavaScript that brings Municipal websites to a whole new level of simplicity, usability, speed, and security. Our team of developers worked for 12 months to bring to life the not-yet-seen technology in municipal websites which achieved 5 main key points:

1. **Stellar fast load times** - TTFB and first content paint do not exceed 500ms and are usually around 200ms. This translates to a "blink of an eye" once you type in the web address.
2. **Unbloated, static user side** - everything that loads after you type in the web address is loaded as static content super fast without encumbering your browser or device.
3. **Immutable and unhackable front end** - there is no direct connection to the database containing all the important stuff, the famous "below the kitchen sink stuff" that hackers love. Nothing is served directly from super-protected locations that we made untouchable from the internet. We value security so much that we rendered any potential hacking attempts useless because the server where your website is serves only what is public information, without any possibility of getting data stolen, lost, or manipulated. Guaranteed.
4. **Unparalleled experience** in managing your website content from our own proprietary Dashboard.

We guarantee that our new CMSv6 is a premium, hand-made, all-American Municipal CMS software designed and developed with the help of 15+ years of experience in serving over 800 US municipalities.



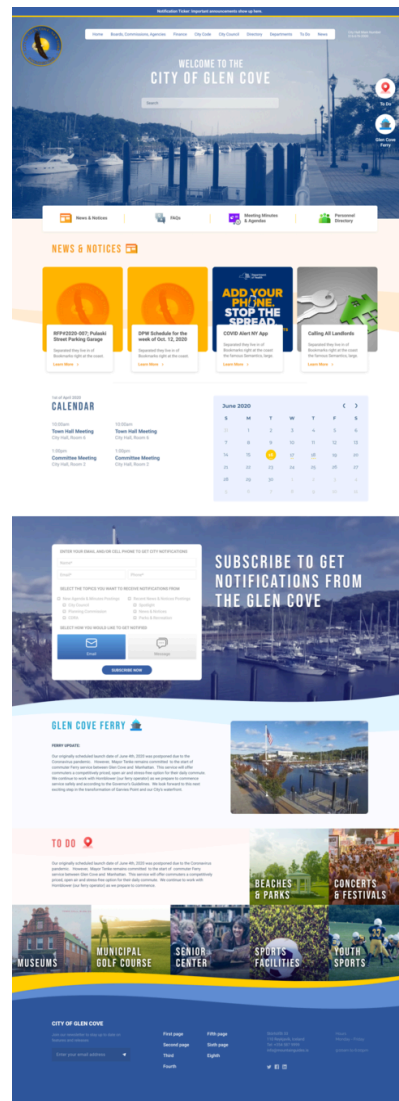
Make Your Municipal Website Unique

ON THE WHOLE-WIDE-WEB WITH THE ELITE WEB DESIGN PACKAGE

The Elite Web Design Package provides you with a "full-service" collaboration with our branding and design team, engaging your stakeholders in special meetings focused on design. These sessions, known for their enjoyable and interactive nature, include facilitated Discovery and Branding exercises that shape your custom UX/UI.

Opting for this exclusive package, you unlock a collaborative journey with our dedicated branding team, engaging in special meetings focused on design, Discovery, and Branding exercises.

These interactive sessions, far from the typical design experience, have been praised for their engaging and enjoyable nature. Attendees often find them surprisingly fun and beneficial. The collaborative efforts shape a unique User Experience/User Interface (UX/UI) for your website, ensuring it resonates with your municipality's personality.



The Elite Web Design Package extends the scope of work to encompass a wide array of branding and design services. From selecting premium typography and developing a UX/UI style guide for desktop and mobile to crafting custom illustrations and iconography, this package transforms your website into a visual masterpiece.

Embrace a visually enhanced website with a focus on personalized typography, custom illustrations, and a distinct UX/UI design that encapsulates your municipality's identity. The package includes the creation of a Style Guide, a versatile tool that extends its impact beyond your website to social media posts, letterheads, and other branding materials.

Immerse yourself in the design process, from Discovery and Branding exercises to the creation of appealing new designs for homepages and department pages. Our meticulous approach ensures that your municipality's online presence is not only functional but also visually striking, capturing the essence of your unique identity. Choose the Elite Web Design Package for a comprehensive and collaborative web design experience that goes beyond the ordinary.

Town Web's Online Digital Tools

Town Web's Online Digital Solution stands as an innovative cloud-based software platform, that connects seamlessly with your website. This comprehensive system, **aptly branded as "HeyGov,"** encompasses various modules designed to streamline municipal processes. The primary goal is to transition systems online, reducing workload and saving precious time for you.

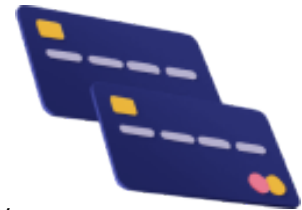


A key advantage of Town Web's Online Digital Solution lies in its ability to unite people, departments, and citizens on a single digital platform. At its core, the platform offers robust tools for drafting, editing, and managing documents. Notably, the forms, licenses, and applications created within this solution can seamlessly integrate into your website. These forms are intelligently linked to your payment system, ensuring effortless collection of fees with each form submission and simplifying your overall bookkeeping process.

HeyGov Pay

The era of checks and cumbersome payment methods is gone! Town Web brings you a state-of-the-art payment portal, featuring the HeyGov Pay Module, designed to redefine your municipal utility billing experience.

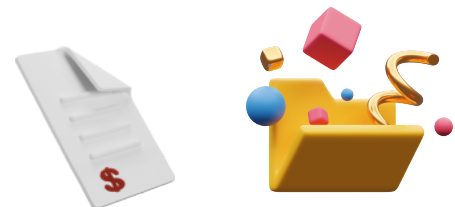
Connect effortlessly with HeyGov's payment portal to start collecting credit card payments. Enjoy the flexibility of accepting payments online, in person, or remotely. Plus, streamline reconciliation by directly syncing with your Utility Billing or Accounting software. HeyGov introduces a cutting-edge solution, sparing you from the nostalgia of handling checks. It's time to embrace technology that aligns with the fast-paced digital age.



You can offer your residents the convenience of online credit card payments. HeyGov's utility payment portal provides residents with a centralized hub for viewing invoices, storing payment methods, and setting up handy payment reminders – all at their fingertips. No more manual data entry or reconciliation headaches! HeyGov seamlessly integrates with your utility billing software, automating payment posting and reconciliation. Save valuable time and resources while ensuring accurate financial transactions. We have meticulously crafted a solution that anticipates your needs. And it's right at your fingertips.

HeyLicense

Town Web's HeyGov Modules redefine municipal processes, bringing efficiency and modernization to everyday tasks. With HeyGov's comprehensive HeyLicense Module, municipalities can seamlessly digitize and streamline their paperwork processes. This module allows for the effortless receipt and processing of various municipal forms, licenses, applications, and documents, such as dog licenses, building permits, operator licenses, boat launch permits, and land use applications. HeyGov facilitates the transition from traditional paper-based workflows to an agile and responsive digital platform. Citizens and local businesses can conveniently submit information, and the HeyGov solution ensures that paperwork becomes a fluid, digital asset, efficiently flowing through the entire organization with custom-built workflow rules.



Embrace a new era of licensing with HeyGov's user-friendly HeyLicense Module, offering a hassle-free online experience for tasks like dog licenses. Simplify the process with perfect payments—residents can easily manage their dog's license in just a few clicks. HeyGov is a powerful ally for local governments, designed to alleviate the burdens of daily tasks and save municipal staff up to five hours per week. Whether it's managing dog licenses or handling building permits, HeyGov offers modern solutions that transform traditional processes into streamlined, online experiences. Enjoy the convenience of online applications, tracking, workflow management, and secure payment processing—all in one comprehensive system. With HeyGov, municipal staff can effortlessly navigate the complexities of licensing and permitting in the 21st century.



HeyReserve

With HeyReserve's intuitive platform, your constituents and visitors can effortlessly book city amenities like park shelters and pavilions, streamlining the process for community or personal activities. It facilitates easy access to town rules, policies, and online fee payments, ensuring a seamless experience for all users.

Experience the convenience of HeyReserve in managing online park reservations, covering park pavilions, shelters, community centers, and more. Imagine having an online booking calendar embedded on your website, allowing residents to explore available dates, and times, and even make secure credit card payments for deposits and rental fees. It's like having an "Airbnb for parks & recs" at your fingertips, eliminating administrative overhead and providing a user-friendly booking calendar that enhances your community's engagement.



Our commitment to simplicity extends to the Simplified Short-Term Rental (STR) Applications feature. We understand the complexities involved in STR applications, and HeyGov is designed to streamline this process for you. The intuitive platform ensures that all applications are up to date and compliant with regulations, reducing errors and minimizing the need for applicants to seek clarification. With HeyReserve, you can easily track all applications, stay compliant, and provide efficient service to local property owners, saving both time and preventing unnecessary delays in the application process.

Make Yourself Accessible - Everywhere

Facebook Syndication

Integrating your municipality's website with its Facebook page has never been more straightforward. Thanks to Town Web's Facebook Syndication plugin, you can effortlessly sync your website updates with your social media presence. Picture this: a seamless process where posting on your website simultaneously updates your Facebook page. It's not just a time-saving feature; it's a game-changer for community engagement.

In an era where almost everyone is on Facebook, this plugin provides a powerful avenue to reach your residents effortlessly. No need for intricate technical maneuvers—our streamlined plugin ensures your municipality's web content harmoniously merges with your Facebook communications. Stay effortlessly connected with your residents, amplify your online footprint, and keep your community informed with just a click. With Town Web's Facebook Syndication plugin, bridging the gap between your website and social media is not just practical; it's an uncomplicated reality.

Advanced Business Directory

Introducing the Advanced Business Directory – an innovative feature tailored for municipalities to elevate the visibility of their local businesses. It allows you to meticulously categorize and showcase the diverse tapestry of businesses - from small to the big ones - in your community. Imagine an online hub where you can flaunt your community's diverse businesses, beautifully categorized and showcased.

Want to feature that cozy coffee shop or the local bookstore? No problem! Each listing is a mini-masterpiece – complete with snazzy images or logos, handy contact details, and killer descriptions. By seamlessly integrating this advanced directory into your website, you create a valuable resource for residents and visitors alike. Explore the potential of the Advanced Business Directory, where showcasing local businesses is not just a feature; it's a pathway to community enrichment and economic growth. Elevate your website with this tool and empower your local businesses to thrive!

Multi-Language Website

Improve your municipality's outreach efforts and foster community engagement with our Multi-Language feature. By embracing linguistic diversity, you open the doors to a more inclusive and connected community. Imagine the positive impact on resident engagement when your website effortlessly communicates in various languages, breaking down barriers and ensuring that every member of your community feels heard and valued. A multi-language website not only promotes inclusivity but also positions your municipality as responsive and considerate to the needs of a diverse population. Strengthen community bonds, encourage participation, and showcase your commitment to serving everyone in your locality effectively.



Embedded Livestream Video Feed

If you're looking to enhance transparency and engagement during board and council meetings, an Embedded Livestream Video Feed is a must on your website. With it your municipality can seamlessly embed live-streamed videos from YouTube directly onto your website, providing residents with an easy and centralized way to stay informed about ongoing discussions and decisions. The beauty of this plugin lies in its simplicity; it automatically detects when a video is being premiered, eliminating any additional effort on your part. Residents can conveniently tune into the live stream without navigating to external platforms, fostering a sense of community engagement and transparency right from your website. This user-friendly feature ensures that your residents are always in the loop, fostering a more informed and connected community.

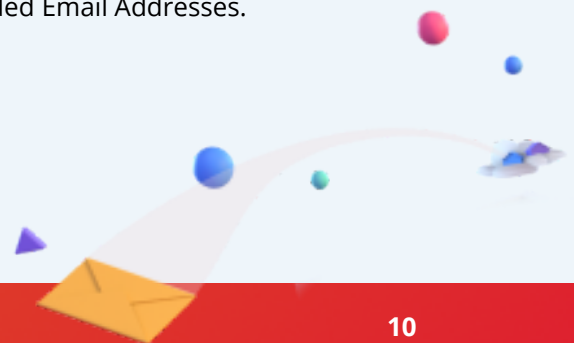
Advanced Search Option

Advanced Site Search is a dynamic solution designed to elevate user experience on your municipality's website. This powerful tool enhances user retention and satisfaction by optimizing the search functionality across your website, blog, and knowledge base. With lightning-fast results delivered in less than 50 milliseconds, it ensures that users find what they're looking for with unprecedented speed. The search engine supports all languages, automatically detecting and accommodating diverse linguistic needs. Town Web can tailor your search interface with custom filters and build a faceted search experience effortlessly. You can rest easy with sealed and signed API keys and tenant tokens that provide precise control over search access. Elevate your website's performance, increase user engagement, and offer a search experience that exceeds expectations—all with the user-focused "Advanced Site Search" feature.

Branded Email Addresses with FOIA Compliant Archiving System

Enhance your municipality's communication capabilities with our Branded Email Addresses, an optional feature powered by Google Workspace. As a Google Certified Partner, we offer a tailored email solution in collaboration with Jatheon, an established provider of email archiving solutions. This partnership ensures smooth communication, compliance with data retention regulations, and improved productivity for your municipality.

Benefit from the robust reliability of Google Workspace, an enterprise-level solution known for uninterrupted email access to millions of users worldwide. Trusted across various industries, including government bodies, Google Workspace delivers consistent, high-quality email services for your municipality. Experience unparalleled security features, including robust data protection, encryption, and advanced spam and phishing detection. Our partnership with Jatheon takes data retention compliance seriously by capturing, indexing, and securely storing all inbound and outbound emails, meeting the legal requirements of the Freedom of Information Act. Bid farewell to storage constraints, as our Branded Email Addresses provide ample space for your municipality's emails and files, allowing efficient storage, management, and access to business-related data. Stay connected and productive on the go with mobile accessibility, ensuring responsive communication from any device, be it a smartphone, tablet, or desktop. Improve your municipality's communication experience with the reliability, security, and productivity offered by our Branded Email Addresses.



Town Web Team and Portfolio/References

Collectively, our team has decades of web development and support experience, with a specific focus on creating engaging platforms for local governments to encourage communication and community involvement. Meet the key players:



Jelena Slavkovic
Customer Relations Manager
jelena@townweb.com



Jerrica Wagner
Senior Project Manager
projects@townweb.com



Peter Stanko
New Client Coordinator
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Marta Stankovic
Junior Project Manager
projects@townweb.com



Aleksandra Anastopoulos
Account Manager
projects@townweb.com



Francine Euniekrist
Junior Project Manager
projects@townweb.com

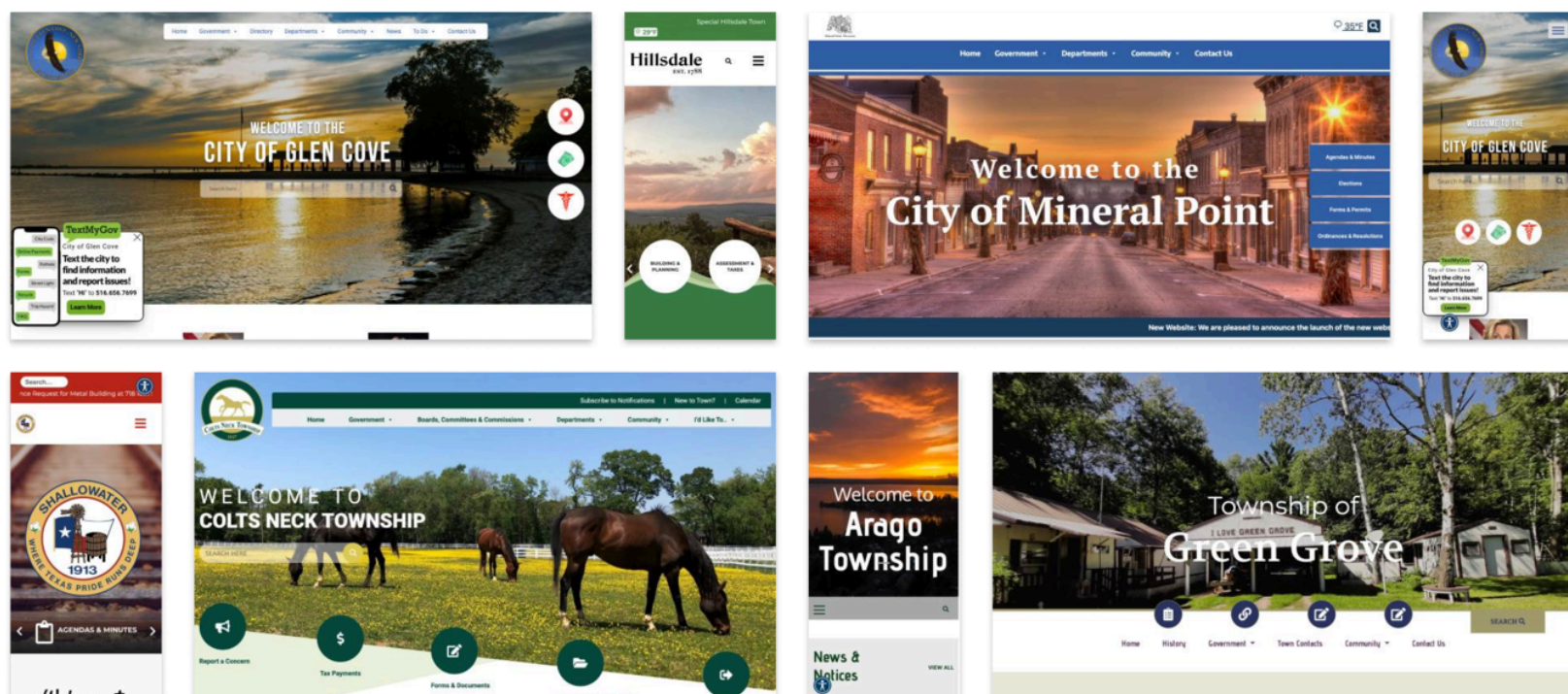


Flor Faustino
Customer Support Specialist
support@townweb.com



Nikita Sangweni
Customer Support Specialist
support@townweb.com

Town Web has developed more than 800 municipal websites in the previous 16 years while maintaining the average satisfaction level of customers above 97%. Here are some of the customers who have shared their love of working with us:



The Details of Our (Long-Lasting) Partnership

THE WEBSITE AND COMMUNICATION PLATFORM SETUP AND SUPPORT DETAILS

The setup is a one-time fee. It is the cost to build your website and transfer all the content from your existing website. You will work with a dedicated Account Manager (Aleksandra) and Project Manager (Francine or Marta) in real time for the design of your new municipal website. During the Onboarding Meeting, you will be shown all of our pre-built municipal themes from our design library. You get to select one, which we will completely customize for you and make it your own. We will customize the menu items, and the quick links and will custom design a banner based on the photographs you provide.

Included in your Website and Communication Platform setup fee:

- **We migrate all your old website content!**
- **Unlimited** number of pages and menu items
- **Unlimited** department pages with FAQs
- **Unlimited** Minutes & Agendas categories
- **Unlimited** Quick Links (*theme dependent*)
- **Unlimited** FAQs
- **Unlimited** calendars
- Agendas **linked to calendar**
- **Super menu** with dropdown (*theme dependent*)
- **Dedicated elections page**
- **Mobile-responsive** design
- Residents can **subscribe to emails and/or text messaging**
- Face-to-face meetings over Zoom, an easy-to-use video conferencing service

The following are included in Town Web's hosting, maintenance, and support:

- High-availability, reliable VPS (Amazon AWS or Google Cloud) website hosting and maintenance
- **Unlimited 24x7** technical support
- **24x7 website monitoring**
- **Guaranteed response time in less than 8 hours**
- **Technical and security updates** are applied automatically
- Nightly website **backups stored off-site**
- 12-month backup retention
- Immediate website restores (if ever needed)
- **Your login username and password** - you can make updates to the site on your own
- One-on-one training
- **Unlimited** training and re-training
- Access to our **free training and support library**
- **"White-Glove" Support** - send us content, and we will upload it for you - **if selected**
- **Phone support is available** Mon - Fri from 8 AM to 5 PM EST - **if selected**

Village of Palmyra Proposed Pricing

Description	Price	Qty	Total
Free Website & Communication Platform Upgrade (one-time fee)			\$0
☐ Elite Web Design Package			\$7,000
Website Hosting and Maintenance			\$600/year
Customer Support Plan - Unlimited 24x7 Tech Support			\$300/year
☐ Customer Support Plan - "White-Glove" Service via email and phone			\$300/year
☐ Town Web's Online Digital Solution - Bundle • HeyGov Pay - Collect online payments (citizens' payment portal) • HeyLicense - Online digital forms (up to 10 forms and digital workflows) • HeyReserve - Online bookings for facility rentals (up to 10 venues)			\$2,700/year
☐ Facebook Syndication			\$300/year
☐ Advanced Business Directory			\$300
☐ Embedded Livestream Video Feed			\$150/year
☐ Branded Email Addresses	\$216/year	5	\$1,080/year
Domain Name Management			\$20/year
TOTAL			\$920

Village of Palmyra Signature Page

It is our commitment to ensure that the Village of Palmyra's online presence stands the test of time, making your website the ultimate tool for all your digital municipal needs today, and in the years to come. With our services, you can take pride in the fact that your residents, tourists, and visitors will never perceive your municipal services as outdated.

The duration of the contract is three years.

The 1st year's fee of \$920.00.

The Website Upgrade is free.

The Annual Hosting Maintenance and Support fee will be invoiced on 8/1/2025.

The 2nd year's fee of \$920.00 will be invoiced on 8/1/2026.

The 3rd year's fee of \$920.00 will be invoiced on 8/1/2027.

By endorsing this quote, you unlock a comprehensive package detailed in the previous sections of the proposal. Here are the four key benefits tailored to meet your needs:

1. **Town Web's Website and Communication Platform**

You will be providing your residents with unparalleled transparency in municipal decision-making. Keep them informed on vital topics, offering instant notifications about topics that interest them the most.

2. **Digital Transformation with Town Web**

Town Web's Online Digital Solution stands as the most advanced platform for local government - with many more features yet to come. It facilitates payments from any funding source through any device, efficiently reducing the administrative workload for busy staff while catering to the convenience citizens demand. Your Digital Transformation team creates digital workflows and enables your licenses and forms to be filled - and submitted online. All while enabling online renting for your municipal facilities. Imagine saying "HeyGov" - and it's done.

3. **Your Public Communication Officer - Available 24x7**

Enjoy the peace of mind that comes with round-the-clock technical support. You can rely on us for any website-related query or issue, accessible via email, chat message, or even Facebook Messenger. We go the extra mile, assisting with no additional charges, including posting or editing on their behalf, saving you valuable time and resources.

4. **A No-Cost Website Homepage Refresh Every Three Years - if selected**

Before the third year of hosting expires, we initiate a meeting to explore fresh ideas for your site's redesign. Incorporating the latest design standards, we ensure your site remains modern, practical, and up-to-date, reflecting the evolution of design trends over the preceding three years.



SIGNATURE
Laurie Mueller

Laurie Mueller, Village of Palmyra, Clerk/Treasurer

To accept this quote, you can electronically sign it above, or sign and fax it to 321-600-9008. Once we have a signed copy, we will email you an invoice. Once the invoice is paid, your dedicated Account Manager Aleksandra will contact you to schedule the Onboarding meeting!