

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 15, 2026 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 W. 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of May 20, 2026- M
3. Public Comments
4. Treasurer's Report- Current Financial Status of BACB
5. PEG Grant Request-Village of Beverly Hills Parks & Recreation-M
6. Municipal Grant Request-Franklin Library-M
7. PEG Grant Request- Village of Franklin-M
8. Municipal Grant Request- Franklin-Bingham Fire Department-M
9. Approval of Muniweb Proposal to Migrate Website to Updated Platform and for Monthly Maintenance Costs -M
10. Approval to Solicit Requests for Proposals to Provide Local Government and Community Cable Television Programming Services-M
11. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
12. Executive Director's Report
13. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
14. BAPA/BAMA Report
15. Old Business
16. New Business

17. Public Comments

18. Board Comments

There will be a PEG Committee meeting immediately following the regular BACB Meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – May 20,2026

Before Gugni called the March 18. 2026 Cable board meeting to order at 7:45 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road, he announced that a new member had been approved, Mr. Darby Hadley, who will represent Birmingham. Unfortunately, he wasn't able to be at this meeting today but will be here for the July meeting.

Present: Deanna Brown, Jim Cleary, George Abraham – Birmingham
Gil Gugni, Chris Dobies, Pete McDonnell – Beverly Hills
D.E. Hagaman – Bingham Farms

Absent: David Eick, William Frykman, Darby Hadley-Birmingham
Rick David- Franklin
Ray Kamoo-Beverly Hills

Also Present: Rock Abood, Village of Beverly Hills Council Liaison
Evan Milan, Village of Franklin Clerk

APPROVE MEETING MINUTES FOR CABLE BOARD MEETING OF MARCH 18, 2026

Motion by Hagaman, seconded by Cleary, to approve the minutes of the Cable Board meeting on March 18, 2026.

Motion passed unanimously. (7- 0).

PUBLIC COMMENTS

There were no comments from the public.

MUNICIPAL GRANT REQUEST – FRANKLIN PUBLIC LIBRARY

No one from the Franklin Library was present at the meeting. This item was tabled until the July meeting.

PEG GRANT REQUEST – VILLAGE OF BEVERLY HILLS PARK & RECREATION

Carissa Brown, Village of Beverly Hills Clerk, on behalf of the Parks and Recreation Board asked approval to host its Annual Movie in the Beverly Park event which also provides popcorn. This event has been held in the park since 2022. A regular screen has been used in the past; however, the Board was requesting \$1,800 to cover the rental of a large outdoor LED screen.

Gugni explained that items #4, #5, #7 and #8 must be tabled because they all requested money. The Budget was supposed to be approved today. However, Rick David, who was going to give a presentation today on this was not available to present a report explaining where the Cable Board

is financially. In the July meeting these items can be approved. Several alternative solutions were suggested.

APPROVAL OF PERSONNEL COMMITTEE RECOMMENDATION – BONUS FOR EXECUTIVE DIRECTOR

David Eick, Personnel Committee Chair, is out of the country. Jim Cleary who is also a member of the Personnel Committee represented Eick. After Committee discussions the Committee voted to give Cathy White, Executive Director a one-time bonus of \$1,000 in lieu of a raise.

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Motion by Deanna Brown, seconded by D.E. Hagaman to approve the Recommendation of the Personnel Committee to give the Executive Director, Cathy White, a one-time bonus of \$1,000 in lieu of a raise.

Roll Call Vote

Deanna Brown	Aye
D.E. Hagaman	Aye
Jim Cleary	Aye
George Abraham	Aye
Pete McDonnell	Aye
Gil Gugni	Aye
Chris Dobies	Aye

Motion Passed (7-0)

APPROVAL OF PROPOSAL TO MIGRATE TO NEW PLATFORM & FOR MONTHLY MAINTENANCE COSTS

This item was tabled to be discussed at the July meeting.

APPROVAL OF PROPOSED BACB ANNUAL BUDGET FOR FISCAL YEAR 2026-2027

The Board referred to the proposed Budget which starts on July 1 and compares the current Budget with the proposed Budget. White spoke with Rick David who suggested that the Franchise Fee and PEG Revenue be reduced by 10% due to people cutting the cord. Board Expenses have been reduced by about 50% which also included a new Auditor and a lower auditing fee.

Based on David's analysis, next year's Administrative Grants are questionable. The Budget for PEG Operations is based on conversations with BCTV and what equipment might be needed for the truck and/or for the studio.

White emphasized that the numbers are conservative with respect to revenues. R. David had asked there be a moratorium on approving all expenditures or grant requests. He will be

presenting an all-inclusive presentation on how we should move forward with a budget like this. He also had suggested a vote should be taken and if need be, these figures can be mended.

Roll Call Vote

D.E. Hagaman	Aye
Jim Cleary	Aye
George Abraham	Aye
Pete McDonnell	Aye

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Gil Gugni	Aye
Chris Dobies	Aye
Deanna Brown	Aye

Motion Passed (7-0).

Also, because the microphones in the Council Chambers were Village properties, Dobies suggested that C. Brown put together a proposal for them and present it to the Village. Then the Village can bring the proposal to the Cable Board.

COMMITTEE REPORTS

Cable Action Committee

Abraham stated that after the last meeting the Committee had a short meeting which was primarily everything about the website. Gugni and White had a conference call with the owner of the company who was aware of the financial situation the Cable Board was in and was willing to reduce their original numbers. The company also suggested that a new website be established with the current materials. The gentleman with whom they spoke reminded them that for six or seven years they had never asked for an increase. All of this will be discussed in July.

PEG Committee

Gugni stated that even though Kamoo was not at this meeting there will be a meeting after this one because Steve Rota would like to address the Committee.

Personnel Committee

According to Cleary, there was nothing more to address.

EXECUTIVE DIRECTOR'S REPORT

White listed four (4) complaints she received since the last meeting. She stated that this time of the year there are problems with wires, drops and cable lines in the yards. There was one in Beverly Hills when a temporary drop was put in and Comcast had to return and put in a permanent one.

An additional issue involves residents not receiving all the channels they pay for. Comcast was in the process of negotiating with Scripps Broadcasting and had not yet reached an agreement on

price. It has now been resolved and the customers will be receiving a refund. All channels are back on Xfinity.

FINANCIAL

She gave the Board members copies of fund balances. She is still working on the other reports (pending clarification by the Village of Beverly Hills Auditor) which she should have by next meeting.

CHECK DISBURSMENT

She wrote seven (7) checks since the last meeting. One was to Charter Township of Bloomfield for the Quarterly contract payment and the rest related to equipment and minor things.

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PROVIDER RELATED TOPICS

There were no members from Comcast, AT&T, or WOW present at this meeting.

BAPA/BAMA Report

Greg Black stated he had had a conversation with Carissa Brown concerning the cost of equipment for the Village of Beverly Hills Annual Movie in the Beverly Park event. On behalf of Steve Rota, he reported that 34 regularly scheduled municipal meetings, Special Meetings and Workshops were completed, including a couple of special meetings for Franklin and a couple of Birmingham Commission workshops. 33 programs by individual producers and organizations were taped. There were 10 Spring Sporting Events in May, including Girl's Soccer and Lacrosse games.

He reported that the studio has been through some renovations and invited the Board Members to check it out. Starting next Wednesday and for every two 2 Wednesdays the Township will have a food truck at the building from 11AM to 2 PM.

Not in Rota's memo was information that on Monday the Village of Beverly Hills Memorial Day Parade would be covered.

OLD BUSINESS

White forgot to mention that NEXT sent a wonderful thank you note to the Cable Board thanking them for the grant it had been awarded.

Abraham mentioned that when he was in NEXT he noticed a plaque with the Cable Board's logo on it. It stated that the Board had given it to NEXT when a grant was given to them. He thought that a recognition might be a good idea to do in the future.

BOARD COMMENTS

There were none.

PUBLIC COMMENTS

Evan Milan, Village Clerk of Franklin, referred to a letter he had sent to White requesting funding to upgrade the Village's connection to the internet. This request will be included on July's meeting agenda.

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Rock Abood thanked the Board for recognizing White. He mentioned that the microphones used for the Council meetings had ongoing problems. Recognition of NEXT is very important. (He is a current member and has been for the last 12 years.) He commented that he was in favor of renting a large LED outdoor screen for Beverly Hills' annual movie event. He wondered if the Cable Board had envisioned its long-term mission and value to member communities? He included several suggestions which might be helpful in the years ahead. He had a question of how can the Cable Board help municipalities, such as the local communities transition from legacy cable system, fiber first and wireless first communication networks? His last comment was to "...thank those who gave up their lives and the families that raised these people to fight for our country and make us what we are today, the best free country in the world."

There being no further business, the meeting was adjourned at 8:20 AM.

The next meeting will be July 15, 2025,



Memorandum

To: Gilbert Gugni, Chairperson; Members of the Birmingham Area Cable Board; Cathy White, Executive Director

From: Village of Beverly Hills Parks & Recreation Board; Carissa Brown, Village Clerk

Re: Funding Request: Movie in the Park

Date: May 20, 2026

Summary

The Village of Beverly Hills Parks & Recreation Board is requesting \$1,800 in PEG funding to help cover the rental cost of a large outdoor LED screen for the Annual Movie in the Park night at Beverly Park.

This event scheduled for August 14, 2026, is a free community gathering for local families and residents to enjoy an outdoor movie experience together in a welcoming and accessible setting. The goal is to create an opportunity for neighbors to connect, spend time together, and enjoy positive family entertainment at no cost.

The LED screen rental is important because it will allow everyone in the park to clearly see the movie, even before sunset and across a larger outdoor space. It also helps make the event more accessible and enjoyable for families with children.

We expect the event to serve approximately 200–400 community members, including many local families, children and people from neighboring communities.

This project supports PEG goals by:

- Providing free public programming for the community.
- Offering family-friendly content with positive themes such as teamwork, empathy, and problem-solving.
- Encouraging residents to learn more about local PEG programming and community media opportunities.
- Bringing PEG-supported programming directly into the community in a more engaging and accessible way.

Financial Impact

The Board is requesting \$1,800 to help cover the cost of the outdoor LED screen rental (the total cost of the LED Screen Rental is \$3600.00), including setup and technical support for the event.

We appreciate your consideration and support for this community initiative.

The person who signs this contract is obligated under its terms. Pegasus makes no warranties, expressed or implied as to the equipments merchantability or fitness for any particular purpose. Pegasus shall not be responsible for any loss, damage or injury to renter or renter's property, including incidental, special or consequential damages, in any way connected with the proper or in-proper operation, use or defect in or failure of the equipment. Renter expressly indemnifies and hold Pegasus harmless of, from and against any and all claims, loss, costs, damages, attorney's fees and/or liability in connection with the rental and/or use of the equipment regardless of whether a lawsuit is filed by Pegasus to recover possession of said equipment. Renter acknowledges receipt of all equipment and that renter has examined the equipment and it is in good condition and declares that renter fully understands its proper operation and use. Renter shall not permit any person who is not qualified and familiar with the safe operation of the equipment to operate said equipment. Failure to return the equipment on the expiration and the due date in certain circumstances will be considered a theft, resulting in criminal prosecution.

Initials



22008 W. Eight Mile Road
Southfield, Michigan 48033

248-353-6130

www.pegasusentertainment.com

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Saved Wed, May 06, 2026 2:27 pm

Deliver Thu, Aug 20, 2026 3:00 pm

Out Thu, Aug 20, 2026 6:00 pm

Due Thu, Aug 20, 2026 9:00 pm

Pickup Thu, Aug 20, 2026 9:00 pm

Tel: 248-225-8250

Customer ID 25708

Use at: Beverly Park
18801 Beverly rd
Beverly Hills, MI

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Equipment Contract

Confirmed Rental Reservation

Delivery & Pickup

Beverly Hills Movie Night

Qty	Description	Part Nr	Unit Price	Adj	Extended
Rental Items					
1 Ea	VIDEO PACKAGE 15' wide HD video wall for movie viewing Super Bright day or night Rain or shine this is an outdoor video wall Macbook for clients DVD or thumb drive playback Can also add a blueray player if requested		2,600.00	0.00	2,600.00
1 Ea	AUDIO PACKAGE 2 - tops 2- subs small mixer w/eq for movie sound Rain covers just in case 1- wireless Hand held mic for client pre-show		200.00	0.00	200.00

Summary

	Tax Exempt
Rental	2,800.00
Deliveries	300.00
Labor	500.00
Subtotal	3,600.00
Total Charges	3,600.00

Anticipated Amount(s) Due

Due on opening:	3,600.00
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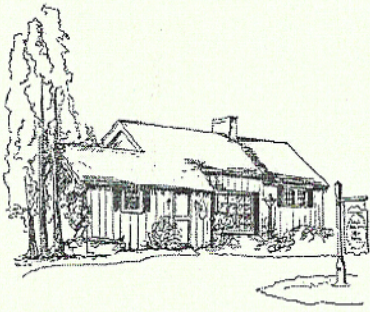
Renter further acknowledges that he has read and fully understands the within equipment rental contract and agrees to be bound by all the terms, conditions and provisions hereof. Renter acknowledges that he has received a true and correct copy of this agreement at the time of execution hereof.

RETURN EQUIPMENT BY:

X

SIGNATURE OF RESPONSIBLE PARTY

THIS IS YOUR CONTRACT. READ AND INITIAL ALL AREAS BEFORE SIGNING.



FRANKLIN PUBLIC LIBRARY

32455 Franklin Road • Franklin, MI 48025-1963 • (248) 851-2254 • Fax: (248) 851-5846

Birmingham Area Cable Board
ATTN: Cathy White, Executive Director
P.O. Box 165
Birmingham, MI 48012

Dear Birmingham Area Cable Board:

The Franklin Public Library is proud to be an integral part of daily life for residents of the Village of Franklin, as well as, residents of the neighboring communities of Beverly Hills, Bingham Farms, and beyond. Our library is an important community hub that supports the information, entertainment, and life-long learning needs of everyone who interacts with our services.

The residents of Franklin value the services offered by the Franklin Public Library and an important part of our services to the area includes Internet accessibility in the library and in the green space surrounding our building. In the past, BACB has generously granted FPL funds to provide Internet access to our community. We would like to respectfully request a continuation of this support in the amount of \$3800.00

We are grateful for the opportunity to request this support from BACB and believe that the partnership we have enjoyed throughout the years is both strong and valuable. We are delighted to be able to support your mission while fulfilling our own, serving our communities together.

Thank you so much for your consideration, your financial support will allow us to continue to provide high-quality Internet access free of charge to our community. Please contact me at 248-851-2254 with any questions you may have.

Sincerely,

Suzy Shipman
Director



March 30, 2026

Birmingham Area Cable Board
ATTN: Executive Director Cathy White
P.O. Box 165
Birmingham, MI 48012

RE: PEG Grant Request for Internet Service, FY 2026-2027

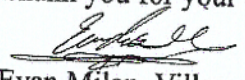
Members of the Birmingham Area Cable Board,

The Franklin Village Offices and the Franklin – Bingham Farms Police Department are currently served internet access through a contractual agreement with Comcast. The Police Department currently serves both the Village of Franklin and the Village of Bingham Farms; as such, access to reliable internet is integral to the public safety of both communities. Additionally, while reliable internet service is a requirement to the daily administrative functions of the village government, there is also a partnership with the BACB to record and broadcast all Board and Commission meetings, including Village Council, Planning Commission, HDC, and ZBA. In addition to the live stream of Board and Commission meetings, recordings of all meetings, housed on the BACB website, are linked on the village website for future reference by any interested party.

Comcast's current connection to the Village Offices is through an antiquated copper wire system that is no longer offered as an installation option by the provider. This inferior system of connection has routinely caused delays and interruption to streaming service during board and commission meetings. The village administrative team has worked with Comcast to draft a proposed contract for improved services, which will include the installation of a modern fiber connection. Under the current system, Comcast monthly charges average \$630; the improved fiber connection will provide improved service at a total of \$1,080 per month, with bandwidth of 500Mbps for Village Hall and 100Mbps for the Police Department. While the former service found that there was financial benefit to bundling services, such as cable along with internet access, the updated system will not require a bundle for a lower price. However, the improved services do come at a higher base price point.

The Village of Franklin is requesting a grant in the amount of \$12,960 for FY 2026-2027 (July 1, 2026-June 30 2027) to cover the cost of improved internet connection for the Village Offices and police department. Attached to this letter, please find the proposed services agreement for improved services, as well as statements for the current services.

Thank you for your consideration,


Evan Milan, Village Clerk

Village of Franklin, MI | 32325 Franklin Road, Franklin, MI 48025
Telephone: 248-626-9666 | Fax: 248-626-0538 | www.franklin.mi.us



Franklin-Bingham Fire Department

18 June 2026

Birmingham Area Cable Board
Ms. Cathy White, Executive Director
P.O. Box 165
Birmingham, MI 48012

Re: Grant Request for Internet Access Consideration for FY2026-2027

Dear Executive Director White,

The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station internet access, and Verizon Wireless for scene-based FIRE/EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive static IP addresses, so that we can host our public website as well as communicate with our personnel, via a secure internal web connection.

While we do not rely on county-based systems, due to cost, we remain reliant on internet connectivity, in that we must be able to communicate effectively during normal times as well as when involved or as a result of emergency situations, including:

- Access to the Oakland County and State of Michigan Emergency systems, as well as county medical authority medical protocols
- Access to the State of Michigan Health Alert Network System
- Access to the State of Michigan mandated EMS report systems (MI-EMSIS & ESO)
- Access to internet-based fire records and training reporting systems (ESO and FireRescue1 Academy)
- Access to multiple US DHS response and intelligence networks
- Access to NOAA severe weather services

Like many departments, we rely on reliable internet access while managing rising operating costs. As a result, meeting our current obligations cost-effectively has become increasingly difficult. I am requesting any available grant assistance to help cover the department's internet connectivity costs: \$169.90 per month for Comcast fire-station internet service and \$212.21 per month for Verizon Wireless internet access. For the fiscal year beginning July 1, these costs total \$4585.32. If approved, your support would help us maintain the level of service required to meet our public safety responsibilities. Thank you for your consideration and assistance. Please feel free to contact me at 248.626.9862 with any questions or requests for additional information.

Tony Averbuch, Fire Chief



Birmingham Area Cable Board

Proposal for muniCMS 2.0 Conversion Services
April 7, 2026

Mathew Kurian
mkurian@muniweb.com
888-MUNI-WEB / 1-888-686-4932

2045 McIntosh Dr., Troy MI 48098
www.muniweb.com

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Dear Ms. Cathy,

Email: execdir@birminghamareacableboard.org

Client: Birmingham Area Cable Board, hereafter referred to as the Client.

Thank you for your continued partnership with Muniweb and for reviewing our proposal for migrating from muniCMS® 1.0 to muniCMS® 2.0. An overview of the evolution from muniCMS® 1.0 to muniCMS® 2.0, including key functional and architectural differences, is provided in *Attachment 1 – Why muniCMS® 2.0*.

After further internal review—and in recognition of the approval and budgeting processes standard to your organization—we have refined this proposal to provide **greater clarity, simplicity, and long-term cost predictability**, while ensuring uninterrupted service continuity.

What This Proposal Delivers

- **One-time migration and redesign total costs are lower.**
- **Monthly hosting reflects the full muniCMS® 2.0 platform**, consolidating core capabilities that were previously separated or implied, which provides lower total costs
- When a migration option is selected, **Muniweb performs a complete migration of all existing website pages and content**, preserving structure, navigation, and public access.
- Many tools organizations rely on daily are now included as part of the **standard platform**, including capabilities that are optional, limited, or unavailable from the others.

Clear, All-In Pricing

All standard features, optional enhancements, and third-party services are **clearly documented** within the proposal and its attachments. There are **no hidden fees or post-award surprises**. Optional services, where applicable, are explicitly described and billed by Muniweb, providing a single point of accountability.

We appreciate your continued trust in Muniweb and welcome any questions regarding this revised proposal.

Warm regards,

Jay Sheth

Jay Sheth
muniweb®
jsheth@muniweb.com
Direct: 248.931.5556



Options	Description	One Time Cost	Monthly Hosting	Key Details
Standard Redesign	Select from four templates. Muniweb performs initial setup and provides training; Muniweb performs Complete content migration ADA compliance not including PDFs	\$5,500	\$200	Includes up to 6 hours of design refinements, full content migration, and ADA compliance for all non-PDF content . Includes a 2-hour training session for up to four staff members.

*Detailed Payment schedule and terms are outlined in Section 9 of this proposal.

For organizations migrating from **muniCMS® 1.0 to muniCMS® 2.0**, the monthly hosting fees above reflect continuity of certain third-party services currently in use by the Client within muniCMS® 1.0 at the time of migration such as Video, Constant Contact and CalendarWiz

These services are enabled and managed by Muniweb as part of the migration and initial launch. Expanded usage, additional services, or new third-party tools introduced after launch are addressed separately as described in **Section 8** and **Attachment 2**.

This migration-specific hosting structure applies only to clients transitioning from muniCMS® 1.0 and does not alter standard pricing for new website engagements.

Service Rates and Ongoing Assistance

Ongoing configuration, customization, operational assistance, and technical support services are provided separately.

Muniweb service rates and support options are detailed in Attachment 3.



Our proven four-phase project plan ensures a smooth transition to muniCMS® 2.0 — on time, on budget, and without disrupting your website presence or operations.

Milestone 1 – Project Initiation & Consultation

Duration: Approximately 3 weeks

This phase begins with contract execution and a **kickoff meeting** to establish project goals, team roles, and communication channels.

We then conduct a **Design and Systems Consultation** with key Client representatives to review design preferences, navigation goals, and desired site functionality.

During this stage, we:

- Review existing website content and analytics to assess current strengths and gaps.
- Identify new features or modules to be added as part of the 2.0 migration.
- Create a **web-based Client Workshop** portal to track project progress, approvals, and content readiness.

Deliverable: Flat homepage design mockups and system structure outline.

Milestone 2 – Design and Navigation Approval

Duration: Approximately 1½ weeks

Based on the Client feedback, we refine and finalize the **homepage** and create a complementary **interior page design** that ensures a consistent visual identity across the site.

In parallel, we review and finalize the **navigation structure** to ensure intuitive access to services, documents, and meeting information.

We'll also review the current site content with the Client's editors to confirm which materials will be migrated "as-is" and which require updates.

Deliverable: Approved homepage and interior page designs, along with a preliminary "website skeleton" viewable online for early navigation testing.



Milestone 3 – Website Construction, Migration, and Training

Duration: Approximately 4–6 weeks

Once design approval is complete, our development team:

- Builds responsive templates for each section of the site.
- Migrates existing and new content into the new muniCMS 2.0 platform.
- Performs internal quality assurance and **ADA/WCAG 2.1 AA compliance testing** using automated and manual accessibility tools.
- Conducts **cross-browser and mobile device testing** to ensure uniform performance.

During this phase, we also provide **editor training** for the Client's staff — up to four participants — following a *train-the-trainer* model to enable internal self-sufficiency.

Deliverable: Fully functional development website, accessible for client review, testing, and training.

Implementation Summary

The **typical project duration is 12–16 weeks**, depending on content readiness and review turnaround.

Providing final content and approvals promptly can shorten the overall schedule.

Milestone 4 – Go-Live and Deployment

Duration: Approximately 2–3 days

In the final stage, muniweb relocates the site to production servers, performs DNS setup, and runs final system checks.

The site is registered with major search engines, and the Client's staff receive a post-launch checklist for reference.

Deliverable: Live, ADA-compliant, responsive website — visually engaging, mobile-friendly, and fully managed under the new muniCMS 2.0 platform.



4.0 Project Timeline

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This timeline provides a representation of the typical timeline for a website redesign project after contracts are signed.

Task	Who	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Wk 9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
Design																	
Design Consultation	MWS & Client																
Design Mock-Up	MWS																
Design Review	MWS & Client																
Design Modifications	Client																
Content Consultation	MWS & Client																
Construct																	
Create CMS Templates	MWS																
Website Construction	MWS																
Provide Content	Client																
Content Migration	MWS																
Review of Website	MWS																
Browser and Mobil Testing	MWS																
Website Reveal & Review	MWS & Client																
Training																	
Website Editor Training	MWS & Client																
Deploy																	
Go Live / Deployment																	
Software Maintenance	MWS																
Content Updates	Client																
Customer Support	MWS																



Your muniCMS® 2.0 website will be hosted in **Muniweb's Tier III data centers**, providing the reliability, performance, and security required for critical operations. Muniweb's hosting infrastructure and monitoring systems are purpose-built for government websites, ensuring continuous uptime, data protection, and rapid disaster recovery.

5.1 Data Center Infrastructure

- Tier III, access-controlled facilities with **24/7/365 monitoring**
- Redundant power systems with **natural-gas generators and battery backup**
- Multi-carrier network connectivity supporting high-availability bandwidth
- Server-class hardware with **RAID-based redundant storage**
- **Daily incremental** and **weekly full backups** are stored both onsite and offsite
- Continuous performance and health monitoring of all critical systems

5.2 Disaster Recovery and Business Continuity

- **Recovery Time Objective (RTO):** 30 minutes
- **Recovery Point Objective (RPO):** 24 hours
- Automated backup processes with off-site replication
- Real-time system status monitoring and alerting
- Rapid failover to standby systems in the event of hardware or network failure

5.3 Network and Data Security

- Separate, redundant firewalls at both data-center and server levels
- Continuous intrusion detection with automated IP blocking
- Regular penetration and vulnerability testing
- Real-time DDoS monitoring and mitigation through third-party countermeasures
- Ongoing operating system, database, and application patching
- Antivirus protection and centralized log monitoring to ensure platform integrity

5.4 Performance and Platform Maintenance

- Regular hardware and software updates included as part of hosting
- Database optimization and routine security audits
- Secure HTTPS access for all websites
- SSL certificates are provided when Muniweb manages the DNS configuration required for certificate provisioning and validation.
- Proactive notification of planned maintenance to ensure transparency and minimal disruption
- Secure, managed data storage provisioned by default to support standard website content

Result

The Client's website will operate within a **secure, redundant, and high-performance hosting environment**, monitored around the clock to ensure maximum uptime, rapid recovery, and protection against evolving cyber threats.



Statement of WCAG 2.1 AA (ADA) Compliance

Every **muniCMS® 2.0** website is developed and tested to meet **WCAG 2.1 AA** accessibility standards, ensuring equal access for all residents, including those with disabilities. Accessibility is reviewed during both the **design** and **content phases**, using a combination of automated scans and manual evaluation to verify compliance.

This two-step process ensures your site launches ADA-compliant and provides the foundation for continued **compliance** through proper content management. As part of staff training, editors learn how to maintain accessibility when posting new material, ensuring the Client's website remains inclusive and legally sound over time.

Training and Knowledge Transfer

Muniweb provides hands-on, practical training so your staff can confidently manage and update the new website.

Highlights:

- Conducted remotely using your live website as the training environment.
- This system covers real-world tasks such as adding agendas, minutes, news items, and notices.
- Includes up to **four Client staff members**.
- Delivered using a **Train-the-Trainer model**, with digital reference materials provided.

This approach ensures Client's staff have the tools and confidence to manage daily updates, maintain ADA compliance, and preserve design consistency.

Client's Role in the Project

Your participation and timely input are key to a successful and efficient migration.

Client Responsibilities Include:

- Providing your vision for the website's look, feel, and structure.
- Supplying and reviewing existing content for accuracy before migration.
- Approving key milestones — homepage design, navigation, interior page layout, and mobile view.
- Attending approximately **three to five online review meetings** with the Muniweb project team.

Muniweb's collaborative process ensures that the final website reflects **The Client's unique identity**, meets accessibility standards, and empowers your staff to manage it effectively after launch.



The muniCMS® 2.0 platform is delivered as a complete, modern website solution. All Muniweb websites include the following standard capabilities, enabled by default and ready for immediate use.

Many of these capabilities may be enhanced, customized, or extended based on the Client's operational needs, internal workflows, scale, or integration requirements. Such enhancements are scoped separately and delivered on a time-and-materials basis or as a defined project.

Certain capabilities rely on optional third-party services (such as email marketing platforms, SMS gateways, specialized scheduling tools, or payment processors). When used, third-party licensing or usage fees apply and are managed by Muniweb.

7.1 Accessibility and Compliance

- **WCAG 2.1 AA-ready** templates and content structure
- **Accessibility-aware layouts** supporting screen readers and keyboard navigation
- Editor training focused on maintaining accessibility over time
- Support for integrated accessibility widgets and third-party accessibility tools

7.2 Transparency and Governance

- **Agendas, Minutes & Meetings** – Organized by board and year, with document and video support
- **Boards & Commissions Directory** – Member listings, terms, and meeting information
- **Bids & Proposals** – Scheduled posting, expiration, and archiving
- **Employment Opportunities** – Job postings with configurable application workflows
- **News & Announcements / Press Releases** – Publish and archive official communications
- **Document & Media Library** – Searchable repository for public records and files

7.3 Community Communication and Engagement

- **Alerts & Emergency Notices** – Site-wide banners and alerts for urgent communications
- **Email Notifications (Standard)** – Built-in email subscription and notification capability
 - Integration with managed third-party email marketing platforms (e.g., Constant Contact) is available for advanced campaigns and analytics
- **Calendar of Events (Standard)** – Built-in community calendar for events and meetings
 - Enhanced scheduling and publishing features using managed third-party services (e.g., CalendarWiz) may be enabled
- **Polls and Surveys** – Built-in tools for resident feedback and reporting
- **Image Galleries** – Organized photo and media galleries
- **Video Embedding** – Support for live or on-demand video via external platforms



7.4 Resident Services and Requests

- **Online Forms** – Secure, spam-protected online forms for public submissions
- **Contact and Inquiry Forms** – General-purpose contact and request forms
- **Action Center** – Centralized intake of resident service requests
- **Do Not Knock Registry** – Online opt-out registry with exportable records
- **Home Watch Request** – Resident requests for home-watch services

Workflow automation, routing, approvals, notifications, reporting, and integrations may be configured or extended as needed.

7.5 Community and Economic Development

- **Business Directory** – Searchable directory of local businesses
- **Available Buildings / Sites** – Listings for commercial or redevelopment properties
- **Social Media Sharing** – Publish selected content to social media channels
- **RSS / Syndicated Feeds** – Distribute content to external aggregators and services

7.6 Facilities, Programs, and Scheduling

- **Reservation System** – Online facility and room reservations
- **Event Registration (Non-Payment)** – Basic registration for programs and events

Payment processing, advanced approval workflows, and **expanded scheduling capabilities** may involve managed third-party services or additional configuration effort.

7.7 Payments, Utilities, and Tax Processing

Payment portals, merchant accounts, utility billing systems, and tax collection services are typically established and maintained by the Client through third-party providers such as BS&A or similar systems.

Muniweb manages the technical integration of these services with the muniCMS® 2.0 platform, enabling secure access and a seamless user experience for residents.

At the Client's request, Muniweb may also administer selected third-party services on the Client's behalf, including configuration, coordination, and ongoing operational support.



7.8 Internal Communication and Intranet

- **Intranet / Staff Portal** – Secure internal website for policies, documents, and staff resources
- **Group Chat / Internal Messaging** – Support for internal group communication using managed third-party chat services
 - **Tidio** for basic internal messaging and chat functionality
 - **Hyvor Talk** for advanced group discussions, moderation, and forum-style internal communication

Muniweb manages the selection and configuration of internal communication tools in line with the client's requirements. Applicable licensing or subscription fees, where required, are billed by Muniweb.

7.9 Design, Content, and User Management

- Responsive, mobile-first layouts compatible with modern browsers
- Browser-based content management (no special software required)
- Role-based user access with permissions and audit history
- Page preview, scheduling, and rollback functionality
- Dynamic navigation, breadcrumbs, and integrated search

7.10 Mobile Application Readiness

- **Mobile Application-Ready Architecture** – Structured content, feeds, and APIs designed to support native mobile applications
- Content, events, alerts, documents, and notifications may be delivered to mobile applications without duplicating data or workflows

Note: Design, development, deployment, and maintenance of native mobile applications (iOS and Android) are provided as a separately priced service. App store accounts, third-party licensing, push notification services, and ongoing application support are billed separately.

7.11 Messaging and Notifications

- **SMS Notifications** – Text message alerts delivered via managed third-party SMS gateways (e.g., Clickatell)
 - Subject to per-message or usage-based fees

7.12 Performance, Security, and Platform Operations

- Hosting in secure, redundant Tier III data centers
- SSL encryption (when Muniweb manages DNS)
- Regular platform, security, and infrastructure updates
- Daily incremental and weekly full backups
- Platform monitoring and operational maintenance



7.13 Technical Support and Services

Ongoing technical support, content assistance, configuration services, and enhancements are **not included** with standard hosting.

Support is provided under a separate support plan or on a time-and-materials basis, as selected by the Client. Available services may include:

- Time-and-materials assistance for updates or troubleshooting
- Scoped services for enhancements, automation, or integrations

Muniweb service rates and support options are provided in **Attachment 3**.

Result

Every muniCMS® 2.0 website delivers a complete, transparent, and accessible digital presence out of the box—without requiring organizations to purchase add-ons for essential website functionality.



While muniCMS® 2.0 includes a comprehensive set of standard capabilities as described in Section 7, Muniweb also offers a range of **enhancements, integrations, and managed third-party services** that may be enabled to support specific operational needs, continuity of existing services, or future expansion.

These services are **optional** and may be implemented during initial deployment, migration, or at any time thereafter.

Where third-party platforms or usage-based services are utilized, **Muniweb manages the vendor relationship, configuration, and billing**, providing the Client with a single point of contact and consolidated invoicing.

Pricing and usage considerations for managed third-party services are summarized in **Attachment 2**.

8.1 Continuity of Existing Services (Migration Clients)

For organizations migrating from muniCMS® 1.0, certain third-party services currently in use may continue to be enabled with muniCMS® 2.0 to preserve operational continuity.

These services may include (but are not limited to):

- Email marketing platforms
- Enhanced calendar and scheduling tools
- Appointment scheduling
- SMS notifications
- Internal communication tools
- Payment, utility, or tax processing integrations

For migration clients, applicable continuity services may be reflected in the migration pricing or hosting structure described in Section 2.

Additional services, expanded usage, or new services introduced after launch are addressed separately and may involve additional fees.

8.2 Communication and Messaging Enhancements

- **Email Marketing Platforms** – Advanced email campaigns, analytics, segmentation, and list management using managed third-party platforms (e.g., Constant Contact).
- **SMS / Text Messaging** – Text alerts and notifications delivered through managed third-party SMS gateways (e.g., Clickatell), subject to usage-based fees billed by Muniweb.



8.3 Calendars, Scheduling, and Appointments

- **Enhanced Calendar Services** – Advanced scheduling, publishing, and subscription features using managed third-party calendar services (e.g., CalendarWiz).
- **Appointment Scheduling** – Online appointment booking and availability management using managed third-party tools (e.g., Accuity).

8.4 Payments, Utilities, and Tax System Integrations

Payment processing, utility billing, and tax collection services are typically provided through **Client-selected third-party platforms**, such as BS&A or similar financial systems.

Muniweb supports and manages the **technical integration** between the muniCMS® 2.0 platform and these third-party services, enabling residents to securely access payment portals, utility accounts, and tax information directly from the website.

At the Client's request, Muniweb may also **administer and manage selected third-party services** on the Client's behalf, including configuration, coordination, and ongoing operational support.

Integration scope, administration responsibilities, and any associated fees are defined based on the selected services and are billed by Muniweb in accordance with the agreed terms.

8.5 Internal Communication and Collaboration Enhancements

- **Group Chat and Internal Messaging** – Advanced internal communication tools using managed third-party platforms, including:
 - Entry-level or basic chat services (e.g., Tidio)
 - Moderated discussion forums and threaded conversations (e.g., Hyvor Talk)

All internal communication tools are configured, administered, and billed by Muniweb.

8.6 Workflow Automation and Advanced Configuration

- Extended workflows, approvals, routing, notifications, and reporting
- Advanced form logic, integrations, and data handling
- Automation aligned with departmental or cross-departmental processes

These services are scoped based on Client requirements and delivered as defined projects or on a time-and-materials basis.



8.7 Mobile Applications

- **Native Mobile Applications (iOS and Android)** – Design, development, deployment, and maintenance of native mobile applications that surface muniCMS® 2.0 content, alerts, and notifications.

Mobile applications are provided as a separately priced service and may involve third-party platform fees, app store accounts, and ongoing support, all of which are administered and billed by Muniweb.

8.8 DNS, Domain, and SSL Management

Secure HTTPS access for muniCMS® 2.0 websites require proper DNS configuration and certificate validation.

Muniweb manages **DNS configuration** as required to provision, validate, and maintain SSL certificates and secure website access.

The Client may retain ownership and billing responsibility for the domain registrar. If the Client elects for **Muniweb also to manage the domain registrar**, Muniweb will administer domain registration, renewals, and related DNS services on the Client's behalf.

Any recurring fees associated with registrar administration and DNS management are billed by Muniweb in accordance with the terms outlined in **Attachment 2**.

8.9 Integrations and Custom Extensions

- Integration with external systems, data feeds, or enterprise platforms
- Custom development to support unique workflows or services

Integration and development efforts are scoped separately based on requirements.



8.10 Storage and Bandwidth Management

The muniCMS® 2.0 hosting environment includes storage and bandwidth designed to support standard website operations, including public documents, images, agendas, minutes, and typical website content delivery.

Included Resources

- **Storage:** Up to **20 GB** of total website storage
- **Bandwidth:** Hosting capacity designed to support **approximately 500 GB of monthly data transfer** under typical usage patterns

These allocations are intended to comfortably accommodate typical website traffic during standard business hours and normal public access periods.

Additional Storage

If the Client's storage usage exceeds the included allocation:

- Additional storage may be added in **10 GB increments** at **\$25 per month per increment**, which will be incorporated into the Client's monthly hosting fees.

Bandwidth Review

Bandwidth usage that **significantly and consistently exceeds** typical usage patterns—such as sustained high-volume downloads, large-scale media hosting, or non-website uses—will be reviewed with the Client.

If required, adjustments to hosting or additional fees may be proposed to ensure continued platform performance and stability.

Exceptionally high-usage scenarios, including large archival scanning projects, video hosting, or specialized data repositories, are reviewed separately and scoped as needed.

8.11 Service Delivery and Billing

For all enhancements and managed third-party services:

- **Recurring monthly fees** associated with enabled enhancements or managed services are **added to the Client's monthly hosting invoice**.
- **Non-recurring costs**, including setup fees, configuration, customization, usage-based charges, or project-based services, are **invoiced separately** in accordance with the terms agreed upon for those services.

Muniweb service rates for configuration, customization, operational assistance, and support are provided in **Attachment 3**.



9.1 Payment Structure

The following payment structure applies based on the selected option.

All invoices are payable electronically within **15 days of receipt** unless otherwise agreed in writing.

Redesign Projects

For redesign projects managed by Muniweb, the following milestone-based schedule applies:

- 50% due upon Project Initiation and contract execution.
- 50% due upon Website Deployment (Go-Live).

9.2 Standard Terms

- Invoices are due within **15 days** of issue.
- **All invoices are payable electronically only.**
- A finance charge of 2% per month (24% annual rate) will apply to all past-due balances.
- Payment delays may affect project scheduling or the activation of hosting.
- Hosting and support services are billed monthly beginning at project kickoff.
- Change requests or additions outside the original project scope will be billed separately at Muniweb's current hourly rates.
- Any required travel or onsite training expenses (if requested) will be pre-approved and billed at cost.
- Collection Costs and Attorney Fees. In the event Client fails to make any payment when due and such failure results in collection activity, enforcement action, or legal proceedings, Client agrees to reimburse INGSTRON for all reasonable costs incurred in connection with such collection, including but not limited to reasonable attorney fees, court costs, and collection agency fees, to the extent permitted by applicable law.

9.3 Limitation of Liability

Muniweb's total cumulative liability for any claim arising out of this agreement, whether in contract, negligence, or otherwise, shall not exceed twenty percent (20%) of the total fees paid by the Client under this proposal, not including the monthly fees.

In no event shall Muniweb, its affiliates, or subcontractors be liable for any indirect, incidental, consequential, or special damages, including loss of data, business interruption, or loss of profits, even if advised of the possibility of such damages.

The Client remains responsible for the accuracy, legality, and ownership of all content posted to the website.

9.4 Errors, Omissions, and Service Limitations

Muniweb makes commercially reasonable efforts to ensure the accuracy, reliability, and proper functioning of the muniCMS® 2.0 platform and all associated services provided under this proposal. Due to the inherent complexity of software systems, content migration,



integrations, configurations, and reliance on third-party platforms, inadvertent errors or omissions may occur.

If an error or omission is identified that is directly attributable to Muniweb's services, Muniweb's responsibility shall be limited to **promptly correcting the issue** within a reasonable and mutually agreed timeframe.

Muniweb shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of revenue, loss of data, interruption of services, or loss of public use, arising from the use of the website or related services.

Muniweb's total cumulative liability, if any, is subject to the limitation of liability set forth in Section 9.3

Services involving third-party platforms, integrations, data sources, or external systems are subject to the availability, accuracy, and performance of those third-party services and are outside Muniweb's direct control.

Nothing in this section limits Muniweb's commitment to good-faith support, transparency, and long-term partnership with the Client.

9.5 Force Majeure

Neither party shall be held liable for any failure or delay in performing its obligations under this agreement if such failure or delay results from circumstances beyond its reasonable control, including but not limited to acts of **nature**, fire, flood, war, terrorism, pandemic, civil unrest, government regulations, labor disputes, or failures of suppliers, networks, or hosting providers. In such cases, performance shall be suspended during the period of delay, and the affected party shall notify the other as soon as reasonably possible. Project timelines may be adjusted accordingly without penalty to either party.

9.6 Miscellaneous

- **Entire Agreement** – This proposal and any attachments represent the complete understanding between Muniweb and the Client regarding the services described. Any modifications must be agreed to in writing by both parties.
- **Assignment** – Neither party may assign its rights or obligations under this agreement without prior written consent, except that Muniweb may engage qualified subcontractors to perform specific tasks.
- **Severability** – If any provision of this agreement is found invalid or unenforceable, the remaining provisions shall continue in full force and effect.
- **Governing Law** – This agreement shall be governed by and construed under the laws of the **State of Michigan**, without regard to conflict-of-law principles.
- **Notices** – Any required formal notices shall be made in writing and delivered by certified mail or courier to the addresses below, unless updated in writing by either party.



10.1 Confidentiality

Muniweb shall not, during the term of this agreement or thereafter, disclose to any person, firm, or corporation any non-public information concerning the Client's business or affairs acquired in the course of providing services, except (a) with the Client's prior written consent or (b) as required by law.

Muniweb shall not use such information for its own benefit or to the detriment of the Client.

10.2 Ownership and Cooperation

The Client shall at all times own the website created pursuant to this proposal, including all Client-provided content, data, graphics, and approved design elements.

Upon expiration or termination, the Client may contract with another provider for any or all services described herein. The Client may modify the website at its sole discretion, and Muniweb will cooperate reasonably to facilitate such transitions, including export of site content and data.

Note: The Client receives a non-exclusive license only while being serviced by Muniweb to use the **muniCMS®** platform and related proprietary software required to operate the site.

Ownership of the underlying platform, source code, and proprietary technology remains with Muniweb.

10.3 Written Authorization for Billable Services

No out-of-scope or hourly services (such as enhancements, extra training, or content work) will be performed without written authorization from an approved Client representative.

Email authorization is sufficient for standard requests. Approved work will be billed at Muniweb's current hourly rates and in the agreed time increments.

10.4 Notices

All official notices and formal requests required under this agreement shall be delivered by **certified mail (return receipt requested), personal service, or national overnight courier** (e.g., FedEx) to the addresses below, or to such other address as either party may designate in writing.

Day-to-day project communications and approvals may be exchanged via email between the designated contacts.

If to the CLIENT:

Cathy White
Birmingham Area Cable Board
P.O. Box 165
Birmingham, MI 48012
Email: execdir@birminghamareacableboard.org

If to MUNIWEB:

Muniweb (an Ingstron Company)
2045 McIntosh Dr.
Troy, MI 48098
Email: jsheth@muniweb.com



This proposal and its pricing are valid for **30 days** from the date of issue. After that period, pricing, timelines, and availability are subject to review and adjustment based on current rates and workload.

By signing below, the Client acknowledges review and acceptance of the terms outlined in this proposal and authorizes Muniweb to proceed with the selected project option.

Accepted by Signature: _____

Print Name: _____

Title: _____

Date: _____

For Muniweb:

Signature: *Jay Sheth*

Jay Sheth, President
Muniweb (an Ingstron Company)
jsheth@muniweb.com | 888-MUNI-WEB (1-888-686-4932)
2045 McIntosh Dr., Troy, MI 48098

Muniweb sincerely appreciates the opportunity to continue serving **Birmingham Area Cable Board**.

Our goal is to ensure a seamless, secure, and accessible web experience that supports the Organization's transparency, communication, and community engagement goals.

We look forward to partnering with you on a successful migration to **muniCMS® 2.0** and to continuing our long-standing relationship built on trust, innovation, and service excellence.

Thank you for your continued partnership.



Why MuniCMS 2.0? – Technology and Platform Evolution

This attachment summarizes the platform evolution from muniCMS 1.0 to muniCMS 2.0. For the definitive list of standard muniCMS 2.0 features, please see Section 7.

Category	MuniCMS 1.0	MuniCMS 2.0	Benefit of MuniCMS 2.0
Core CMS Platform	Proprietary CMS ASP.NET	Based on Open-Source CMS .NET Core	Modern, flexible, open-source architecture with no license fees
Technology Stack	.NET Framework, SQL Server	.NET Core, C#, SQL Server Azure-ready	Cross-platform, cloud deployable, future-proof technology
User Interface	Legacy back-office editor	Modern UX with live edit	Cleaner UI, faster navigation for non-technical users
Design Framework	Responsive but fixed templates	Mobile-first flexible grid	Improved accessibility, faster load times
Accessibility	ADA compliance (general)	WCAG 2.1 AA + UserWay widget	Stronger legal compliance, better usability for all users
Hosting / Security	Tier III MI datacenters, RAID-5	Enhanced Tier III + DDoS mitigation, weekly penetration tests	Improved security and redundancy
Integration	Limited API support	Open-API + Zapier integration	Easier connection to third-party systems (GIS, payment, CRM)
Backup & Recovery	Daily incremental, weekly full 24 hr RPO 6 hr RTO	Off-site cloud backups 24 hr for Media files 4 hr RPO 1 hr RTO	Faster recovery and reduced data loss risk
SEO & Navigation	Manual meta tags, static menu	Dynamic sitemap, auto SEO tagging	Improved visibility and easier maintenance

Module availability highlights (1.0 → 2.0)

- New in muniCMS 2.0 (not available in 1.0): Calendar of Events (Event Board), searchable FAQ module, and integrated Accessibility Widget support.
- Modernized communications: improved e-notifications plus SMS/email alert options (when enabled).
- Better content organization: enhanced document/media library tools and modern content structuring for easier public access.
- Stronger accessibility foundation: templates and content structure aligned to WCAG 2.1 AA, supported by editor training.
- Improved publishing experience: modern editor UX with live edit/preview and cleaner navigation for non-technical staff.



MuniCMS 1.0 vs 2.0 Standard Modules Comparison

This table lists the **standard** modules available in MuniCMS 1.0 and MuniCMS 2.0, highlighting the key benefits of MuniCMS 2.0. MuniDIY is based on MuniCMS 2.0 and is a scalable, economical option, with pre-built templates designed for smaller communities.

Module / Feature	CMS 1.0	CMS 2.0	Muni DIY	Benefit of MuniCMS 2.0
Accessibility Widget	—	✓		User-Way Accessibility widget integrated. User-Way is a Plug-in to improve ADA Accessibility
Agendas & Minutes / Meetings	✓	✓	✓	Integrated video links, and field to add additional custom files, and agenda management.
Alerts / Notices Emergency	✓	✓	✓	Dual-mode alerts (banner + pop-up) SMS Service can be attached for extra fee
Bids / Proposals	✓	✓	✓	Enhanced scheduling and presentation formatting.
Boards & Commissions Directory	✓	✓		Easier department linking and photo integration.
Business Directory	✓	✓		Enhanced listings with promotions.
Calendar of Events- aka Event Board	—	✓		Public event submission and moderation List view
Department / Employee Directory	✓	✓	✓	Searchable with photos, roles, and contact info.
Document & Media Library	✓	✓	✓	Improved file organization and metadata tags.
Employment Opportunities	✓	✓	✓	Schedulable postings with custom forms.
FAQ (Questions & Answers)	—	✓	✓	New searchable FAQ module.
Home Page Slideshow	✓	✓	✓	Modern carousel controls and accessibility-ready. Background image – can customize it to buttons
News & Announcements	✓	✓	✓	Better formatting and automatic archiving.
Online Contact Form	✓	✓	✓	Enhanced spam invisible protection does not need CAPTCHA.
Polls	✓	✓		Modern layout with real-time results.
Surveys	✓	✓		30+ question types with exportable data.
Video Services	✓	✓	✓	Live streaming and on-demand options. Embed any external service with a simple HTML code



This attachment summarizes **optional enhancements** including managed 3rd party services that may be enabled in conjunction with the muniCMS® 2.0 platform.

All services listed below are **administered, configured, and billed by Muniweb**, providing the Client with a single point of contact and consolidated invoicing. These prices are subject to change based on 3rd Party pricing.

Services may be enabled during initial deployment, or added at any time thereafter.

Ref	Module / Feature Name	Description	Cost / Billing Basis
A2-1A	Email Platform Constant-Contact - STANDARD	Email, social posting/scheduling, and advanced reporting. AI-powered automation with 3 templates and resend tools. Contact management with 10 segments and social ads manager. Events, payments, and 300+ integrations.	\$35/mo upto 500 contacts \$55/mo upto 1,000 contacts \$75/mo upto 2,500 contacts \$110/mo upto 5,000 contacts \$160/mo upto 10,000 contacts ADD \$50/mo for every 5,000 contacts Constant Contact charges will be invoiced monthly based on usage.
A2-1B	Email Platform Constant-Contact - PREMIUM	Everything in Standard, plus priority onboarding and support. Dynamic email content and advanced automation tools. Unlimited contact segments. Advanced advertising tools, including lookalike targeting, Google Ad Manager, and SEO recommendations.	\$80/mo upto 500 contacts \$110/mo upto 1,000 contacts \$150/mo upto 2,500 contacts \$200/mo upto 5,000 contacts \$275/mo upto 10,000 contacts ADD \$50/mo for every 5,000 contacts Constant Contact charges will be invoiced monthly based on usage.
A2-2	Enhanced Calendar Calendar-Wiz	Advanced event scheduling, publishing, subscriptions, and multi-calendar coordination based on selected category tier.	\$25/mo 8 Categories \$50/mo 50 Categories
A2-3	Appointment Scheduling Acuity	Online appointment booking and availability management for municipal services.	Starting at \$40/mo Pricing varies by selected plan and usage level.
A2-4	SMS / Text Messaging	Text message alerts and notifications for time-sensitive communications.	\$20/mo base \$5/mo for each SMS list \$0.04/msg for 2,000Msgs \$0.03/msg 2,001 to 5000 Msgs \$0.02/msg 5001+ Msgs
A2-5	Advanced Internal Group Discussions	Moderated discussions, threaded conversations, and internal forums.	Quoted separately Hourly or Fixed-Fee
A2-6	Online Payment Processing -	Integration with third-party payment portals for permits, fees, registrations, and services.	Quoted separately Hourly or Fixed-Fee
A2-7	Utility & Tax Payment Integration BS&A	Integration with municipal systems to support utility billing and tax payments.	Quoted separately Hourly or Fixed-Fee
A2-8	Mobile Applications (iOS / Android)	Native mobile applications surfacing website content, alerts, and notifications.	Quoted separately Hourly or Fixed-Fee



A2-9	Advanced Forms	powerful, user-friendly form builder for creating contact, application, request, survey, and other online forms It enables easy form design, validation, email notifications, workflow automation, and submission management	Initial fee \$150 \$15/mo Hourly fee applicable for Form creation
A2-10	Customized Workflow Configuration	Extended approvals, routing, notifications, and reporting.	Quoted separately Hourly or Fixed-Fee
A2-11	Custom Integrations & Extensions	Integration with external systems, data feeds, or enterprise platforms.	Quoted separately Hourly or Fixed-Fee
A2-12	DNS & Registrar Management	Management of DNS records required for SSL certificate provisioning, validation, renewals, and secure website operation. Includes domain registrar administration when managed by Muniweb.	\$150 annually (applies only when Muniweb manages the domain registrar)



Hosting Resources – Storage and Bandwidth

The muniCMS® 2.0 hosting environment includes storage and bandwidth designed to support standard website operations.

- **Included Storage:** Up to **20 GB** of total website storage
- **Bandwidth:** Hosting capacity designed to support **approximately 500 GB of monthly data transfer** under normal usage patterns

If storage usage exceeds the included allocation:

- Additional storage may be added in **10 GB increments** at **\$25 per month per increment**, which will be incorporated into the Client's monthly hosting fees.

Bandwidth usage that significantly and consistently exceeds normal usage patterns will be reviewed with the Client and may require hosting adjustments or additional fees.

Exceptionally high-usage scenarios—such as large-scale media hosting, archival scanning projects, or specialized data repositories—are reviewed separately and scoped as needed.

Billing and Invoicing Summary

- Muniweb serves as the **single contracting and billing entity** for all managed third-party services and optional enhancements.
- **Recurring monthly fees** associated with enabled enhancements are **added to the Client's monthly hosting invoice**.
- **One-time, usage-based, or project-specific costs** are invoiced separately in accordance with agreed terms.

Muniweb service rates for configuration, customization, operational assistance, and technical support are provided in **Attachment 3**.



Muniweb has **not revised its service rates since 2017 —almost a decade!**

Service Type	NEW RATES - 2026		
	Std 4 bus-hr response	Urgent – 2 hr Response	Panic – 1 hr Response
Basic Content Updates	\$80 / hr	\$110 / hr	\$165 / hr
Design & Layout Tweaks CMS Assistance Training Client QA Consultation	\$95 / hr	NA	NA
Custom Features Development Programming	\$125 / hr	NA	NA
Billing Increment	0.2 hr	0.2 hr	0.2 hr
Hours of Support	8AM–5PM ET M-F 4 business hrs. response	6AM–9PM ET M-F 2 hrs. response	24/7 1 hr response

MUNIWEB Services and Operational Updates

Category	MuniCMS 1.0	MuniCMS 2.0	Benefit of MuniCMS 2.0
Content Strategy Services		✓	Expanded editorial support and content planning.
Custom Module Development Charged hourly programming fee	✓	✓	Open API-ready for fast deployment.
Training	GoToMeeting, 3-4 users	2 Hr Teams Mtg For 4 people Recorded sessions, Online tutorials and manuals	Reusable resources and structured materials
Support	Standard Support 8AM–6PM ET 4 business hr response Urgent Support M-F; 24/7 Billed in 0.1 hr increments	Standard Support 8AM–5PM ET M-F 4 bus hrs response Urgent Support 6AM–9PM ET M-F 2 hrs response Panic Support 24/7 1 hr response Billed in 0.2 hr increments	Updates performed by Muniweb are WCAG 2.1 AA compliant.



MEMORANDUM

DATE: July 7, 2026

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No.2026-07 was received from a representative of the Birmingham Woods Condominiums regarding a Comcast wire which had come down and was blocking the driveway to their parking lot. A Comcast team went to the location and secured the wire at a higher height than it was before. Comcast will turn it over to their construction team for a permanent fix and this complaint is now closed.

Complaint No. 2026-08 was submitted by a Franklin resident who stated that tree branches fell in a protected wetland behind his house, bringing down a Comcast line. Comcast has removed and replaced the line and this complaint is closed.

Complaint No. 2026-09 was received from a Beverly Hills resident advising that he had cable lines running along the road in front of his house that were sagging. Comcast sent a team to the location and has added this item to their construction team's list of upcoming projects as it needs to be completed by a construction team rather than a maintenance technician. This complaint is now closed.

Complaint No. 2026-10 was submitted by a Birmingham resident requesting assistance in getting low-hanging wires running along the back of her yard raised or removed. Comcast sent a team to the location and determined the lines belonged to AT&T. The lines have now been repaired by AT&T and this complaint is closed.

FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of June 30, 2026 will be e-mailed to all Board members, as well as BACB financial reports as of June 30, 2026. Hard copies will also be provided at the meeting.

CHECK DISBURSEMENT

Seven (7) checks have been written since the date of our last meeting as follows:

1. Michigan United Credit Union (Visa): \$616.14
2. Harland Clarke (checks): \$25.28
3. Charter Twp of Bloomfield (quarterly contract payment April-June 2026): \$77,075.00
4. City of Birmingham (Administrative Grant): \$44,116.00
5. Village of Beverly Hills (Administrative Grant): \$16,036.00
6. Village of Franklin (Administrative Grant): \$7,497.00
7. Village of Bingham Farms (Administrative Grant): \$3,717.00

Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB
From: Steve Rota
Subject: Report May 2026 through June 2026
Date: July 7, 2026
Cc: Greg Black; Cathy White; Gil Gugni, Ray Kamoo, David Eick

BAMA Programs

During this time, we've completed 39 regularly scheduled municipal meetings, Special Meetings and Workshops, which include: the BACB meeting, Baldwin Public Library Board and Trust meetings, The Village of Bingham Farms Council meetings, The Village of Beverly Hills Council, Planning and Zoning meetings, The Village of Franklin Historic, Zoning, Council, and Planning Meetings. The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Zoning Board of Appeals, Historic Board and Design Review Board, Advisory Parking Committee, a Special Village of Franklin Council Meeting, Birmingham Joint Meeting and Birmingham Commission Workshops.

BAPA Programs

From BACB area individual producers and organizations, we've taped 34 programs.

- ❖ Celebrate Birmingham Parade.
- ❖ Daughters of American Revolution Annual Birmingham Memorial Day Service.
- ❖ In the Park Concert.
- ❖ Village of Beverly Hills Memorial Day Parade.
- ❖ Spectrum Orchestra.
- ❖ The Collectors.
- ❖ Birmingham Youth Assistance Annual Youth in Service.
- ❖ Birmingham Bloomfield Community Coalition and the Youth Action Teen Concert.
- ❖ Birmingham Concert Band.
- ❖ Two League of Women Voters Lecture.
- ❖ Two Aspects of Design hosted by Karen Sellenraad.
- ❖ Three BACB Sports Events - Girls Lacrosse, Boys Volleyball, and Girls Soccer.
- ❖ Three Oakland County Bar Association and the LWV Candidates Forums.
- ❖ Five Franklin Shows hosted by Michael Seltzer.
- ❖ Five Stir the Coco hosted by Carla Barlett.
- ❖ Five Eye on Oakland hosted by Chuck Moss.

SUMMER CONCERTS SCHEDULE in DOWNTON BIRMINGHAM SHAIN PARK

7/15, 7/22, 7/29, 8/5, 8/12, 8/19 and 8/26.

FOOD TRUCK WEDNESDAY AT BCTV

Come join us at BCTV this summer anytime between 11:00 AM and 2:00 PM on Wednesday, July 22, August 5, August 19, September 2, September 16 or September 30.