



Final Results from Scoring Grid for Web Design/Development Services

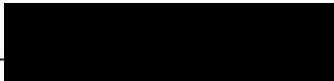
Date: 12/01/2025

Categories & Criteria	Final Results	Quote # 1- Revize	Quote #2-Pixelwerx	Quote # 3-Kangomedia
1. Cost Efficiency (25 points)-Cost-effectiveness, ensuring services are comprehensive for the price; consider value added vs. overall costs. 2. Service Quality (25 Points)-The response time as well as quality and clarity of provided information.. 3. Years of Experience and work with Government Entities (25 Points)- Numbers of years of experience in web design and working with government entities. 4. Quality of Design Based on Provided Portfolios (25 Points)- Overall aesthetic and ease of use of the designs based on the recommendation of IT.	Evaluator #1	99	35	59
	Evaluator #2	98	60	52
	Evaluator #3	96	77	78



Evaluation of Quotes Scoring Grid

Evaluator:



Evaluator 1

Date: 12/2/25

Categories	Criteria	Quote # 1- Revize	Quote #2-pixelwerx	Quote # 3-kangomedia
Cost Efficiency (25 points)	Cost-effectiveness, ensuring services are comprehensive for the price. Consider value added vs. overall cost.	23	10	15
Service Quality (25 Points)	The response time as well as quality and clarity of provided information.	25	0	15
Years of Experience and work with Government Entities (25 Points)	Numbers of years of experience in web design and working with government entities.	25	25	10
Quality of Design Based on Provided Portfolios (25 Points)	Overall aesthetic and ease of use of the designs based on the recommendation of IT.	24	0	19
Total Score (100 Points)		99	35	59



Evaluation of Quotes Scoring Grid

Evaluator: [REDACTED] Evaluator 2

Date: 12/2/2025

Categories	Criteria	Quote # 1- Revize	Quote #2-pixelwerx	Quote # 3-kangomedia
Cost Efficiency (25 points)	Cost-effectiveness, ensuring services are comprehensive for the price. Consider value added vs. overall cost.	25	16	10
Service Quality (25 Points)	The response time as well as quality and clarity of provided information.	24	10	14
Years of Experience and work with Government Entities (25 Points)	Numbers of years of experience in web design and working with government entities.	25	20	10
Quality of Design Based on Provided Portfolios (25 Points)	Overall aesthetic and ease of use of the designs based on the recommendation of IT.	24	14	18
Total Score (100 Points)		98	60	52

98

60

52



Evaluation of Quotes Scoring Grid

Evaluator: ██████████ Evaluator 3

Date: 12/3/2025

Categories	Criteria	Quote # 1- Revize	Quote #2-pixelwerx	Quote # 3-kangomedia
Cost Efficiency (25 points)	Cost-effectiveness, ensuring services are comprehensive for the price. Consider value added vs. overall cost.	25	20	16
Service Quality (25 Points)	The response time as well as quality and clarity of provided information.	23	17	22
Years of Experience and work with Government Entities (25 Points)	Numbers of years of experience in web design and working with government entities.	25	19	18
Quality of Design Based on Provided Portfolios (25 Points)	Overall aesthetic and ease of use of the designs based on the recommendation of IT.	23	21	22
Total Score (100 Points)		96	77	78



Web Development Proposal Comparison

Column1	Kangomedia	Revize (All Inclusions are during a 5 year contract)	Pixelwerx
Hosting	Included in a separate \$300 monthly charge	Included	Not Included
Design and Creation	Included	Included	Included
Multilingual	Included	Included	Included (English/Spanish only)
Backup and Security	Included	Included	Included
Content Optimization (Improve placement on search engines)	Not Included	Included	Included
Software and Server Maintenance	Included in the same \$300 monthly charge	Included	Not Included
Customer Support	Included in the same \$300 monthly charge	Included (Duration of contract)	Not Included
Training	Included (Time not specified)	Included (3 weeks)	Included (4 hours)
Work With Government Entities	No government work	Exclusively works with government entities.	Have worked with limited number of government entities including City of Laferia
Accessibilty	WCAG 2.1 and ADA compliance	WCAG 2.1 AA requirements and Section 508 and ADA compliance	WCAG 2.1 and ADA compliance
Aesthetics	Pleasing and well structiong, but lacks the visual impact we aim for.	Websites are easy to navigate and information is easy to find. Layouts are modern and flow well.	Functional, but basic.
Years of Experience	17 Years	30 Years	31 Years
Development Timeline	12-14 Weeks	24-30 Weeks	104 Hours
Price	\$17,000.00	\$9,510.00	\$13,900.00

Summary

Based on the cost comparison and the services included in each proposal, Revize offers the best overall value for the agency. Revize provides the most complete package, including hosting, design, multilingual support, backups, content optimization, ongoing maintenance, plugin upgrades, customer support, and training. In contrast, Kangomedia and Pixelwerx offer higher prices while excluding several key support and maintenance services. For these reasons, Revize is the recommended vendor for the website redevelopment project.

revize.

The Government Website Experts

WEBSITE HOSTING & COMPREHENSIVE DESIGN PROPOSAL FOR

Hidalgo County Community Service Agency, Texas

Revize is a Minority Business Enterprise (MBE)

Prepared by Christopher Gold
Christopher.gold@revize.com
150 Kirts Blvd. Troy, MI 48084
Ph: 248-928-8064 Fax: 866-346-8880
www.revize.com December 1, 2025
Pricing good for 30 Days



Project Approach/Technical Capabilities

The following list the details of each project's goals:

1. Visually Appealing Sites for Your Major Target Audience

Revize clients have told us that Revize has one of the best creative design teams in the industry. We will create a branded style for the site with eye-catching, functional elements that will help your prospective users increase communication and promote awareness. Your website is your front-facing advertisement to the world and should appeal to wide-ranging communities to attract families and businesses considering utilizing your services. The award-winning Revize designs have been sought by municipalities, development boards, healthcare leaders and government organizations across the country to increase education, embrace new perspectives and foster collaboration!

2. Easy to Find Content

Revize regularly conducts government web visitor usability studies, and as a result, we already know how web visitors want to navigate the website and get to the programs, services and information they desire in an easy-to-use manner! Revize has developed a navigation system to get to any web page in one click from the Home Page, and provides specific applications that allow for SEO optimized, functional directories and navigation that are as attractive as they are useful. The streamlined navigation includes elements such as drop-down menu navigations and mega-menus, content categorization, resource tabs and quick-links and the ability to create additions to website pages or link to all the third-party programs and online training platforms you need!

3. Increase Partner Engagement and Follow-Up

Our list of website features allows a plethora of features specifically tailored to increase interactivity with your local businesses, coalitions, and organizations. These applications include web forms for direct submissions with workflow, listing directories with keyword search, mapping and categorization for highlighting all your important partnerships, e-mail and text notifications, home page alerts, etc. We also design the website with "Calls-to-Action" in mind to inspire web visitors to take advantage of programs and information offered. We will also include bookables/appointment setting capabilities as well.

4. Increase Search Engine Visibility

Every Revize website is programmed to allow 100% of each page's content to be indexed by all the popular Search Engines. We also allow non-technical editors access to each web page's metadata so you can increase your web presence and contour the search so if someone enters a question in Bing or Google Search, it will try to pull them to the web page of your new website directly. This also includes allowing web crawling of the website, and you can even elect to implement a curated search function and categorization for all your internal searches! This can be especially important for your job postings that you can place in dedicated modules so users can see what is available quickly and easily! Additionally, we provide keyword directories to provide excellent representation for your staff as well as the community profiles you have created, which include mapping integration and can even embed your own third-party applications for increased functionality.

5. Seamless Integration with Social Media and Third-Party Applications

Revize: Revize will add Social Media icons and Social Media integration to your website's News Center. We will also create a social media wall or a clean looking social media center to show off your latest social media posts. More and more, younger populations seeking resources for career options find these elements through Facebook and other social media sites. With Revize, we incorporate these elements from the start!

6. Mobile and User-Friendly

Your new website will be functional on any electronic devices, including phones, tablets and PCs. Revize has made Responsive Website Design a standard for over 10 years. Because of this, we add additional responsive programming to take advantage of new mobile phone technologies and high-definition video cards to make your web visitors' website experience more enjoyable and smoother. This is especially important for low-income communities, as many cannot afford home computers and mobile devices are their best option.

7. Easy-to-Update Content and Integrations

The Revize CMS non-technical website editing solution has a 25-year maturity and was written for non-technical editors to edit the website in an easy-to-use "common-sense" manner through a methodology called Live-Page Editing. This allows for easy management of all functions of the website, including updating menus, removing content, embedding media, etc. The sites also all provide translations for every page with over 95 languages.

Clients have indicated that if you know know about 5% of Microsoft Word, you should be able to fully edit and update a Revize Government Website! This includes implementations of your own custom server applications into the Revize CMS and providing consistent, high-speed connections and loading for every functionality!

8. ADA Compliant Website

Your new website will adhere to the new WCAG 2.2 AA requirements and Section 508. We will also train your content editors how to keep ADA compliance when writing content. With your approval, Revize will also install an ADA Accessibly Widget, free of charge. This widget brings the ADA software for reading and resizing text, change color contrasts, etc. on demand for the visually impaired and/or disabled web visitor.

Example – Double Click on the Man Icon in the lower right corner to see it in action:

<https://www.olympiawa.gov>

9. Cyber-Security

Revize has not had any website security intrusions for over a decade. Revize has partnered with Amazon Web Services (AWS) and Google Cloud Service Platform (GCP) for its Live-Web server hosting infrastructure needs. Both AWS and GCP are industry leaders in high availability cloud server architecture, both server farm infrastructures are highly secured, scalable and redundant for 24/7/365 availability. Snapshot/Mirror Image backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster. Also, Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.



Did you know?

Revize will provide a project portal that allows you to check in on the status of your project at any time!

Timeline Summary

Phase	When	Duration
<p>Phase 1: Initial Meeting, Communication Strategy, SOW</p> <ul style="list-style-type: none"> Revize will conduct a staff interview and website design kickoff meeting with the client. After the meeting, Revize will provide a detailed project plan that assesses key findings and details. 	Weeks 1 through 3	3 Weeks
<p>Phase 2: Discovery & Design</p> <ul style="list-style-type: none"> Within (5) five weeks of the kick-off meeting Revize will provide (1) one custom homepage mockup, (1) one basic interior page mockup, and (1) one navigation mockup. Revize will provide revisions to each mockup based on the feedback received from the client, and will begin site-mapping process when client approves design 	Weeks 4 through 8	5 Weeks
<p>Phase 3 and 4: Template Development and CMS Integration</p> <ul style="list-style-type: none"> Mockups will be developed into HTML pages making them clickable and resizable. Following HTML Development, Revize will add in the Revize Content Management System which makes the website easily editable. Integration of any 3rd party software will begin during this phase 	<p>Phase 3: Weeks 9-12</p> <p>Phase 4: Weeks 12-16</p>	<p>4 Weeks</p> <p>5 Weeks</p>
<p>Phase 5 and 6: Quality Assurance, Accessibility and Custom Development</p> <ul style="list-style-type: none"> Revize will review all developed assets for functionality. The development team will review functionality, style sheet, and formatting checking for errors and verifying that site matches approved design mockups. Any custom needs identified earlier in the project will be executed during this phase and tested for quality assurance. ADA programming and beta site review with the client 	<p>Phase 5 Weeks 15-16</p> <p>Phase 6: Week 17</p>	<p>2 Weeks</p> <p>1 Week</p>
<p>Phase 7: Sitemap Development / Content Migration</p> <ul style="list-style-type: none"> Revize will deliver a suggested sitemap, in Excel format, for the website prior to this phase (Unless the client has chosen to create their sitemap). Client and Revize will review and provide updated versions for approval. Pages will be built out one-by-one according to this previously approved sitemap architecture. Pages that are not linked in the sitemap will be created as blank pages. Migration includes up to all webpages, documents, and new content up to the relevant amount on the current website. 	Weeks 18-24	7 Weeks
<p>Phase 8: Content Editor and Web Administrator Training and Go Live preparation</p> <ul style="list-style-type: none"> Revize will conduct a review of the beta site followed by a core team training (smaller group). After the beta site review, the client may request tweaks to the functionality of the website. Revize will conduct Website Usability testing and a separate full staff training for all CMS editors on-site in a classroom style setting. The training schedule will include editor training, and administrator training with a question-and-answer period. Results of the user experience testing will be provided to the client for review. Any change requests will be reviewed by Revize for feasibility and scope conformance before they are completed. Revize will conduct meeting with client IT department before go live to discuss the process and establish pre-go-live checklist (e.g. SSL certificates, redirects, subdomains, etc.) Retraining is available any time after Go Live. 	Weeks 25-27	3 Weeks
	Go-Live (Average)	24-30 Weeks

Revize Support Includes

- 8 AM – 8 PM EST Phone Support (Monday thru Friday)
- 24/7/365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and web site trends

Software Maintenance

As a Revize Client, you will receive full access to all enhancements to the core components and modules within the Revize CMS at no additional charge!

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

Maximum Response Times

1 hour for crisis issues

4-6 hours for critical issues

24 hours for normal issues



Revize Custom Design Cost Proposal

Hidalgo County Community Service Agency

Phase 1: Project Planning and Analysis and SOW as outlined by stakeholder and user feedback	\$500
Phase 2: Creation of Brand Identity – determine marketing goals and initiatives, targeted audiences and stakeholder priority. Discovery & Design from scratch – one design concept, three rounds of changes, home page design, inner page designs, content information architecture, UI redesign, and navigation framework to support easy access to key services.	\$700
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications (as dictated by needs of the scope of work). Includes the ability for editors to create new pages within the site using standardized framework and module options. You also receive all updates to all CMS modules for the life of your Revize relationship. You own the technology, design and content!	\$3,225
Phase 5 & 6: Quality Assurance, Accessibility and Custom Development, including integration of internal custom applications and SQL datasets (if applicable)	\$975
Phase 7: Site map development/content reorganization and migration from old website into new website including spell checking and style corrections. To help remove stale content, Revize will not be moving over old announcements, events or calendar items. Additional content migration, if requested, is available for \$3 per webpage and document. (approximately 70 pages and documents, based on requested client migration needs and available data).	\$210
Phase 8: Content editing and site administration training via web conference for content editors through “train the trainer” approach with selected staff (can also provide on-site training upon request for additional fee)	\$1,500
Go live!	Included
Custom Website Design Subtotal	\$7,110
Revize Annual Maintenance Fee (1st Year pre-paid during site development)	
<ul style="list-style-type: none"> • Includes Unlimited Tech Support, CMS software updates (5 users), security software updates, SSL security certificates, and website health checks. Website hosting Included free of charge. (10 GB storage space, 100GB monthly bandwidth limit) 	\$2,400/yr
Grand Total (1st Year)	\$9,510
5-Year Agreement (Term Length Optional)	

Revize provides a free website design refresh during last year of service if client signs a locked-in rate agreement
(Payment Plans on Following Page, Agreement Term Length Optional)

Optional Interest-Free Payment Plans

Option 1: Revize Year One Pay-In-Phases Payment Plan

During year one the client reserves the option to pay for the website upon completion of certain project phases. The first payment would be collected upon project start, second payment upon completion of Phase 2: Design Concept, and the final payment after completion of Phase 7: Client Training.

Payment Amount	Due Date	Payment Includes
\$ 5,706	Start of Project	60% of Project Cost and Year 1 Annual Hosting and Maintenance
\$ 3,804	Upon delivery of website at Phase 7 Training	40% of Project Cost and Year 1 Annual Hosting and Maintenance
\$ 2,400	Year 2	Year 2 Annual Hosting & Maintenance
\$ 2,400	Year 3	Year 3 Annual Hosting & Maintenance
\$ 2,400	Year 4	Year 4 Annual Hosting & Maintenance
\$ 2,400	Year 5	Year 5 Annual Hosting & Maintenance
\$ 2,400		Year 6 and Beyond Annual Hosting & Maintenance (until re-design or termination of contract as dictated by CLIENT)

Option 2: Revize Five-Year Interest-Free Payment Plan

Instead of paying for the total project cost in year one, Revize would spread out the total first year cost over five years of service.

Payment Amount	Due Date	Payment Includes
\$ 3,822	Year 1	20% of Project Cost + Year 1 Annual Hosting & Maintenance
\$ 3,822	Year 2	20% of Project Cost + Year 2 Annual Hosting & Maintenance
\$ 3,822	Year 3	20% of Project Cost + Year 3 Annual Hosting & Maintenance
\$ 3,822	Year 4	20% of Project Cost + Year 4 Annual Hosting & Maintenance
\$ 3,822	Year 5	20% of Project Cost + Year 5 Annual Hosting & Maintenance
\$ 2,400		Year 6 and Beyond Annual Hosting & Maintenance (until re-design or termination of contract as dictated by CLIENT)

Custom Design Website Features Included

In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for government. The applications and features are grouped into five categories:

VISITOR'S COMMUNICATION CENTER APPS

- Home Page Alert
- Document Center with keyword search
- FAQs with keyword search
- Staff/Listing Directory with keyword search
- Job Posting with keyword search
- RFP/RFQ Bid Posting
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- New Revize Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator – over 95 languages

VISITOR'S ENGAGEMENT CENTER APPS:

- Citizen Request Center with Captcha
- RSS Feed
- Online Bill Pay via Third Party Payment Provider (if required)

STAFF PRODUCTIVITY APPS

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- CMS Web Form Builder with drag & drop text fields
- Website Content Archiving
- Website Content Scheduling

SITE ADMIN & SECURITY APPS

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analysis with Google Analytics

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ADA Compliant WCAG 2.2 AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) – for great Mobile Device viewing i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices



ADA Compliance Disclaimer:

Revize designs and develops all websites to be ADA Compliant according to the WC3 Consortium's Web Content Accessibility Guidelines according to the 2.2 AA Level

Proposal & Statement of Work

Hidalgo County Community Service Agency Website Redesign & Modernization

Prepared For:

Hidalgo County Community Services Agency

Date Issued:

December 1, 2025

Project Overview

We're excited for the opportunity to partner with the **Hidalgo County Community Service Agency (HCCSA)** to design and develop a modern, accessible, and bilingual website that enhances the experience of residents seeking community assistance programs.

As a vital resource for Hidalgo County residents, HCCSA plays a key role in connecting families, veterans, and individuals with programs that improve their quality of life. This website redesign will focus on making those connections faster, easier, and more accessible, especially for mobile users and Spanish-speaking visitors who depend on the agency's digital presence to find critical support.

Our goal is to create a visually engaging, mobile-friendly, and ADA-compliant platform that simplifies how residents learn about and apply for services, while also making it easier for staff to manage forms, reports, and community communications.

This redesign will serve as a trusted public resource that reflects HCCSA's commitment to **accessibility, transparency, and service to Hidalgo County residents.**

Key Objectives

- **Improve User Experience (UX):** Design an intuitive navigation structure so visitors can quickly locate services, applications, and contact information.
- **Mobile Optimization:** Prioritize performance and responsiveness across all devices, ensuring seamless access for users on smartphones and tablets.
- **Bilingual Accessibility:** Offer full English and Spanish language support using a professional multilingual management system, avoiding machine-based translation for accuracy and cultural clarity.
- **ADA/WCAG Compliance:** Incorporate accessibility standards to ensure equal access for users with visual, auditory, or cognitive disabilities.
- **Centralized Form Management:** Implement secure, easy-to-update forms for client satisfaction surveys, pre-screening applications, referrals, and contact submissions.
- **Efficient Reporting:** Automate weekly reports from online form submissions to reduce manual data collection.
- **Transparency & Accountability:** Provide public access to board meeting agendas, reports, and announcements through a searchable document library.
- **Community Engagement:** Highlight outreach programs, events, and success stories through a user-managed event calendar and homepage announcements.

By combining clear communication, modern design, and robust functionality, the new HCCSA website will become a reliable digital hub that supports the agency's mission of empowering and assisting residents throughout Hidalgo County.

Project Deliverables

Scope Definition

The following deliverables outline the specific pages, features, and integrations included in this proposal. Any additional sections, features, or functionalities requested beyond this list will be estimated and approved under a separate change order.



Enhanced Website Design Package

We will build a custom-designed WordPress website tailored to HCCSA's mission and audience, focusing on usability, accessibility, and clarity for both English and Spanish-speaking visitors.

What's Included:

- **Custom Homepage:** A welcoming, community-oriented homepage featuring clear service links, program updates, and important announcements.
- **Service Pages (Up to 5):** Dedicated pages for **Utility Assistance, Veterans Assistance, Access to Success, Emergency Services, and AmeriCorps** — each providing service overviews, eligibility details, and printable or online application links.
- **About & Who We Are Pages (2):** A two-part section highlighting agency history, mission, and staff overview to build public trust and credibility.
- **Events Calendar:** A centralized page for posting and viewing upcoming events, outreach initiatives, and community meetings. Each entry includes event title, date, time, location, and description, with optional categories (e.g., Board Meetings, Public Notices) for easy browsing. Visitors can switch between calendar and list views, while staff can quickly add, edit, or remove events from the dashboard. *(Event ticketing, registration, or public submissions not included.)*
- **Document Library:** A searchable area for posting board meeting agendas, applications, and public notices (in English and Spanish).
- **Contact & Referral Forms (2 Total):** Custom-built forms with submission tracking, routing, and email notifications to appropriate departments.
- **Client Satisfaction & Pre-Screening Forms (2 Total):** Online forms integrated with automated weekly report generation to reduce manual collection.



Enhanced Website Design Package (*continued*)

- **Mobile-First Design:** Optimized layout and performance for mobile users, ensuring a smooth, intuitive experience on all devices.
- **Multilingual Accessibility:** Built-in bilingual functionality for English and Spanish content, managed through a professional translation system (not automated tools) to ensure accurate, culturally appropriate communication and improved visibility in search engines serving both language audiences.
- **ADA/WCAG 2.1 Compliance:** Accessibility best practices implemented through design, layout, and code review to ensure inclusivity for all visitors.
- **Analytics Integration:** Google Analytics setup to track visitor engagement and community interaction.
- **Professional WordPress Framework:** The new HCCSA website will be developed using industry-leading tools such as **WPML** (for bilingual content), **Gravity Forms** (for online applications and reporting), **Advanced Custom Fields (ACF Pro)** (for structured content), and **The Events Calendar Pro** (for event management).

These premium plugins are actively maintained, secure, and highly customizable, allowing us to build a stable, scalable foundation that minimizes long-term maintenance costs and empowers staff to update the website independently.

Custom functionality or additional modules beyond those described above may be quoted separately.



Accessibility Enhancements

The website will be designed and tested to meet **WCAG 2.1 AA accessibility standards**, ensuring compatibility with screen readers, high-contrast modes, and keyboard navigation.

To maintain continued compliance, the site will also include the **UserWay Pro accessibility widget**, providing real-time tools for users to adjust contrast, font size, spacing, and other visual preferences. This integration offers ongoing ADA/WCAG protection, enhances usability for visitors with visual or cognitive impairments, and helps the agency sustain long-term accessibility compliance without additional costs or maintenance.



Professional Care & Compliance Plan — \$300/mo

Our care plan ensures the HCCSA website remains secure, accessible, and fully functional year-round.

It combines professional maintenance, hosting, and compliance monitoring into one simple monthly plan.

Included Services:

- Managed hosting, SSL, and daily backups
- WordPress core, theme, and plugin updates
- Malware and uptime monitoring
- Premium plugin licensing (WPML, Gravity Forms, ACF Pro, The Events Calendar Pro)
- Content updates (up to 2 per month)
- Monthly analytics and performance reporting
- **Accessibility Protection Suite** – Includes a licensed **UserWay Pro accessibility widget**, ongoing ADA/WCAG monitoring, and quarterly compliance review

This plan protects your investment, ensures ADA compliance, and provides ongoing peace of mind that your website remains functional, secure, and inclusive for every visitor.

Website Scope Checklist

YES	NO	FEATURE	DETAILS
✓		Custom Design	A fully bespoke design created from scratch, tailored specifically to your unique requirements.
✓		Copywriting	Writing the website copy, tailored to your needs and target audience.
✓		Stock & Existing Photography	Use of client-provided photos and supplementation with stock photos from our library.
	✓	Customer Relationship Management Integration	Lead management system that tracks interactions, schedules, and follow-ups, ensuring no potential customer slips through the cracks.
✓		Multilingual Management System	Keep your translated content organized, easy for visitors to switch languages, and optimizes your website for search engine performance in English and Spanish.
	✓	Translation Services	Translation of website copy into foreign languages for multilingual accessibility.
✓		Icon Design	Selection of icons from our existing library to visually enhance your website. No custom icon creation included.
✓		Typography Design	Custom typography selected from our font library to maintain brand consistency. No fully custom typeface creation.
	✓	Font Licenses	Licensing of fonts not currently owned by the client or agency, with potential additional fees for special fonts.
✓		Infographic Design	Design of infographics or data diagrams to visually represent complex information.
	✓	Illustration	Creation of custom illustrations tailored to your website's content and style.
	✓	E-commerce	Integration of e-commerce functionality, including product catalogs, shopping carts, checkout processes, and account logins.
✓		Animations & Motion	Subtle animations such as fading elements to enhance user experience. No advanced or intricate motion effects.

Project Investment

One-Time Website Development Fee:

Covers the full design, development, and launch of your website

DESCRIPTION	SUBTOTAL
Enhanced Website Design Package	\$17,000
Payments are split into three milestones (see schedule below)	

Ongoing Website Care Plan (Optional, Billed Monthly):

Monthly Website Care Plan <i>Provides secure hosting, routine maintenance, premium plugin licensing, daily backups, performance monitoring, analytics reporting, and ongoing security protection. This recurring service ensures the website remains updated, compliant, and fully optimized after launch, and is billed separately from the initial development fee.</i>	\$300/mo
This is a separate, recurring service and is not included in the website development fee.	

Payment Terms & Invoice Schedule

Payment #	Milestone	Amount Due
1	Project Kickoff & Design Phase	\$8,500
2	Development Completion & Testing	\$6,800
3	Launch & Training Completion	\$1,700

- Invoices are sent electronically and **due upon receipt**.
- Late payments (30+ days past due) incur a **10% monthly interest fee**.
- Pricing is based on the outlined scope. **Any changes will require a separate estimate.**
- **This proposal is valid for 14 days from the Date Issued.**

Estimated Project Duration

Timelines vary depending on client feedback turnaround times. The estimated timelines provided in this document are based upon an assumption that the client will provide feedback and approvals within five business days of agency delivery milestones.


Estimated Completion: Within 12-14 weeks of completed onboarding.

If the project is not completed within 30 days of the Estimated Completion Date due to client delays in providing feedback, assets, approvals, content, direction, and so forth, we reserve the right to discuss and submit a change order to accommodate unforeseen expenses due to the unplanned extension of the project.

SIGNATURE OF ACCEPTANCE: By signing this document you represent to us that you are a duly authorized representative of your organization and upon its behalf agree to be legally bound by its terms and conditions. You hereby accept and authorize the commencement and payment for the project described above.

Project	Hidalgo County Community Service Agency Website Redesign & Modernization
Budget	\$17,000
Client	Hidalgo County Community Services Agency
Vendor	KNGO Network LLC dba KangoMedia
Date Issued	October 16, 2025
Valid Until	30 days from Date Issued

Hugo Moreno

 Signature

Hugo Moreno
Hidalgo County Community Services Agency

Invoice for Initial Deposit

To begin work, a 50% deposit is required. While we've already outlined the full pricing details, the table below auto-generates the initial invoice for your convenience. Future invoices will be sent upon milestone completion.

👉 (This system-generated table may appear different from the rest of this document but is necessary for processing the initial payment.)

Item	Price	Qty	Subtotal
<input checked="" type="checkbox"/> Enhanced Website Design Package	\$7,973.73	1	\$7,973.73
Initial Deposit	One Time		

Subtotal	\$7,973.73
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Texas Sales Tax	\$526.27
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Amount due	\$8,500.00
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Terms & Conditions

For the purposes of this Agreement, "Client" refers to Hidalgo County Community Services Agency, including its representatives, agents, and affiliates, while "Agency" refers to KNGO Network LLC dba KangoMedia, including its representatives, agents, and affiliates. By entering into this Agreement, Client engages Agency as an independent consultant to perform the services outlined in the proposal under the terms specified below.

Engagement: Client, by its execution hereof, engages Agency as an independent consultant to perform the services selected in the proposal on "Package Price". These Terms and Conditions, together with the proposed solution and pricing, are hereinafter referred to collectively as the "Agreement."

Term: This Agreement shall become effective on the date accepted by Client and shall continue until project completion or a maximum of six (6) months. This Agreement may be terminated immediately by Agency if (i) Client fails to pay any fees as and when due hereunder, or (ii) Client ceases to cooperate with Agency or otherwise makes it difficult for Agency to perform the services contracted hereunder, or (iii) Agency discovers that Client is utilizing its website for any purpose that violates federal, state or local law. Client may terminate this Agreement immediately if (i) Agency fails to meet agreed-upon milestones without justifiable cause for more than 30 days, or (ii) Agency materially breaches the terms of this Agreement and fails to cure such breach within 15 days of written notice.

Fees and Payments: Upon the effective date of this Agreement, as accepted by Client, Client agrees to pay an initial deposit or full project cost depending on the project type, which is due upon acceptance of this Agreement by Agency. The website development process is expected to complete within the estimated project completion date specified above, contingent upon the Client providing all necessary information, approvals, and access required by Agency to perform the development services efficiently. Delays in providing these requirements may result in an extended development period. Upon completion of the website development, monthly fees for the optional add-ons will commence. These monthly fees are due on the same calendar day each month following the completion of the website development (e.g., if setup is completed on May 10, the first monthly payment is due on June 10, and subsequent payments on the 10th of each month thereafter). Client acknowledges that if any fee is not paid within 30 days of its due date, Agency reserves the right to terminate all services immediately. All fees once paid are nonrefundable except in cases where Agency fails to deliver agreed-upon deliverables or terminates the project due to Agency's inability to perform. In such cases, Client will receive a prorated refund for undelivered work. Monthly CRM service fees are fixed for the first 12 months. After the initial period, Agency may adjust fees with 60 days' written notice. Client may cancel monthly services with 30 days' notice if fee increases are unacceptable.

General Changes: Unless specified differently in the Proposal, the Client is entitled to three revisions per each distinct service component (e.g., website design, website content, blog post content, or email sequence) included in the initial scope of work. Should the Client request changes that exceed these three allowed revisions or after final approval of each component, additional charges will be applied at Agency's standard hourly rate of \$125.00. This rate applies regardless of any maximum budget, contract price, or final price previously identified. If the Client requests changes that significantly alter the scope of the services—defined as adjustments requiring more than 50% of the time initially estimated to complete the deliverables or significantly increasing the value or scope of the services—Agency will provide a new and separate proposal. This proposal must be approved in writing by the Client, and any required additional retainer fees must be paid before work on these extensive revisions can begin.

Timing: Agency will prioritize performance of the Services as may be necessary or as identified in the Proposal, and will undertake commercially reasonable efforts to perform the Services within the time(s) identified in the Proposal. Client agrees to review Deliverables within the time identified for such reviews and to promptly either, (i) approve the Deliverables in writing or (ii) provide written comments and/or corrections sufficient to identify the Client's concerns, objections or corrections to Agency. Agency shall be entitled to request written clarification of any concern, objection or correction. Client acknowledges and agrees that Agency's ability to meet any and all schedules is entirely dependent upon Client's prompt performance of its obligations to provide materials and written approvals and/or instructions pursuant to the Proposal and that any delays in Client's performance or Changes in the Services or Deliverables requested by Client may delay delivery of the Deliverables. Any such delay caused by Client shall not constitute a breach of any term, condition or Agency's obligations under this Agreement.

Client Authorization: Client grants Agency permission to (i) Access and analyze the Client's digital assets, including websites, social media accounts, and other online platforms, to understand their structure and content for effective marketing. (ii) Make necessary changes to digital content and structures in alignment with agreed marketing strategies, including but not limited to advertisement placements, content updates, and performance enhancements. (iii) Use the Client's logos, trademarks, copyrights, and other digital media to create and publish marketing materials and advertisements as part of the service offering. (iv) Upload and manage content on the Client's digital platforms as deemed necessary for the execution of marketing campaigns and strategies. (v) Communicate with third parties related to the execution of services, including digital advertising platforms, content creators, and any other vendors or partners involved in the delivery of marketing services.

Reporting and Performance Reviews: If the client subscribes to a Agency website care plan, Agency will provide a monthly Google Analytics report detailing key metrics and insights. This report aims to ensure transparency and guide strategic adjustments to maximize effectiveness. One review meeting per month may be scheduled, at client's request, to discuss this report, address any client concerns, and refine strategies as necessary.

Services Provided: For a detailed overview of the digital marketing services provided under this agreement, please refer to the "Package Price" section of this proposal. This section includes comprehensive information on our offering, including website, Google Business Profile optimization, content creation, lead generation tools, CRM solutions, and more, designed to enhance your marketing efforts and streamline your sales processes.

Ownership of Materials: In the event of termination, the Parties agree that the website, graphics & content developed by Agency on behalf of the client as a function of this agreement will be released to the client at no additional charge once the project has been paid in full. After that time the Client may request an electronic copy of the Website Files & Database to be implemented and installed by a 3rd party on a new host (Unless a maintenance/hosting agreement with Agency is acquired by the client). Modifications by Client or their 3rd party may be required for the website to function adequately depending on the new host. This third-party, shall thereafter be solely responsible, and Client shall not hold Agency liable, for any aspect of the Website including, but not limited to: Wordpress updates and forward compatibility, Licensed plugins and add ons, redirects, form settings, hosting Website on a non-Agency server, and implementing a satisfactory transition of the Website. All final digital content, including blog posts and survey data created by Agency for the client, will become the property of the client upon full payment. This includes any deliverables specified in the scope of work. However, underlying methodologies, proprietary software, analytics, tools, or knowledge used by Agency to create and manage these deliverables remain the property of Agency. Agency reserves the right to use general knowledge, experience, skills, and understandings acquired during the undertaking of the client's project in future projects, provided that this does not involve disclosure of confidential information.

Portfolio Rights: Agency retains the non-exclusive, perpetual and worldwide right to display, reproduce and distribute the designs in Agency's portfolio and website, and third-party trade publications, awards or exhibits, solely for the purpose of promoting or exemplifying Agency's work, and the right to be credited with copyright ownership and authorship of the designs in connection with such use.

Client Acknowledgments:

1. **Acknowledgment of Marketing Efforts:** Client acknowledges that while Agency commits to employing its best efforts to maximize the effectiveness of digital marketing campaigns, the success of these campaigns can be influenced by external factors beyond Agency's control, including but not limited to market conditions, platform algorithms, and competitive activities.
2. **No Guaranteed Outcomes:** Client understands that digital marketing involves variables that are outside of Agency's control and, therefore, results cannot be guaranteed. This includes variations in lead quality and volume.
3. **Data Accuracy:** Client is responsible for providing accurate and up-to-date information necessary for the effective execution of marketing campaigns. Agency is not responsible for errors in execution or outcomes based on incorrect or outdated information provided by the client.
4. **Compliance and Legal:** Client acknowledges their responsibility to ensure that all marketing content and related activities conducted by Agency on behalf of the client comply with all applicable laws and regulations.
5. **Platform Limitations:** Client recognizes that digital marketing platforms may change their policies and algorithms, which may impact campaign performances and strategies.
6. **Intellectual Property:** Client guarantees that any elements of text, graphics, photos, designs, trademarks, or other artwork provided to Agency for inclusion in marketing campaigns are either owned by the client, or that the client has received permission from the rightful owner(s) to use each of the elements, and will hold harmless, protect, and defend Agency from any liability or suit arising from the use of such elements.

Mutual Indemnification: Each party agrees to defend, indemnify, and hold harmless the other party and its affiliates, officers, agents, employees, and permitted successors and assigns against any claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees, and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

Mutual Non-Disclosure: Both parties agree to maintain the confidentiality of all proprietary information received during the course of this agreement. Neither party will disclose or use the other's confidential information without prior written permission. This obligation shall survive the termination of this Agreement.

Force Majeure: Neither party shall be liable for any failure or delay in performing their obligations under this Agreement where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action, or any other event that is beyond the control of the party in question. In the event of such a force majeure, the affected party will notify the other party and make reasonable efforts to mitigate the effects of the force majeure.

Expenses: The Client agrees to reimburse the Vendor for any direct out-of-pocket expenses necessary for the completion of the services, including but not limited to third-party service fees, advertising costs, and travel expenses directly related to the Client's project. Expenses exceeding \$250 will require the Client's prior written consent. Receipts for all expenses will be provided to the Client.

Limitation of Liability: Under no circumstances shall either party be liable to the other party or any third party for any indirect, incidental, consequential, special, or exemplary damages arising out of or related to this agreement, including but not limited to lost profit or lost data, even if advised of the possibility of such damages.

Dispute Resolution: Any disputes arising out of this Agreement shall first be addressed through informal negotiations. If the matter is not resolved within 30 days of notification, both parties agree to submit the dispute to binding arbitration under the rules of the American Arbitration Association. The prevailing party in any arbitration or litigation will be entitled to recover its attorneys' fees and costs from the non-prevailing party.

Hidalgo County Community Service Agency

Website Design and Content Development Services

1. Project Overview

This proposal outlines the scope, deliverables, and investment for the redesign of the agency's website, aligning with the mission to support community engagement and improve access to essential services.

The redesigned website will serve as a clear, accessible, and bilingual information hub for the agency's clients, partners, and staff—improving usability, compliance, and digital communication.

2. Project Objectives

Our approach is designed to meet all stated objectives of the RFP, including:

- **Improved User Experience and Accessibility:** A modern, intuitive interface with WCAG 2.1 and ADA compliance.
 - **Service Transparency:** Clear, easy-to-navigate sections outlining programs such as CSBG, Bravo Zulu, Access to Success, and Utility Assistance.
 - **Client Engagement:** Weekly client feedback reports through form submissions.
 - **Bilingual Support:** Seamless toggle between English and Spanish.
 - **Mobile Responsiveness:** Optimized design for desktop, tablet, and mobile devices.
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3. Target Audience

The website will serve three primary audiences:

- **Clients: Low-income individuals and families seeking assistance.**
 - **Community Partners and Donors: Organizations and supporters seeking information and updates.**
 - **Internal Staff and Administrators: Personnel managing content, reports, and resources.**
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4. Scope of Work

A. Design and Development Services

(Billed at \$150 per hour)

1. Website Design & Layout (20 hours | \$3,000)

- **Creation of a clean, professional, and responsive design reflecting agency branding.**
- **Integration of color palette, typography, and logo provided by the agency.**
- **Layout planning for all primary and secondary pages, ensuring consistency and accessibility.**
- **Design mockups and revisions prior to development.**

2. Website Development & Functionality (40 hours | \$6,000)

- **Development on WordPress CMS (or similar approved platform).**
- **Custom templates for:**
 - **Home Page**
 - **Our Services / What We Do**
 - **Service Subpages (Utility Assistance, Veteran's Assistance, Access to Success, Emergency Services, AmeriCorps)**

- **Who We Are / About Us**
- **FAQ**
- **Contact Us (with integrated form)**
- **Referral Page (with referral submission form)**
- **Events Calendar (past and upcoming events)**
- **Responsive and mobile-first framework.**
- **Integrated search functionality (keyword-based).**
- **Bilingual support toggle (English/Spanish).**
- **Online Document Library for agendas, forms, and applications.**
- **Embedded Google Maps, social media links, and downloadable application links in footer.**

3. System Integration & Compliance (10 hours | \$1,500)

- **Integration with Google Analytics or equivalent tracking tool.**
- **Implementation of Google Translate and Fast Track (if required).**
- **SSL configuration and testing for secure access.**
- **WCAG 2.1 accessibility compliance testing.**

B. Ancillary Services

(Billed at \$100 per hour)

4. Content Migration & Backup (6 hours | \$600)

- **Backup of current website files, media, and database.**
- **Transfer of existing materials to the new WordPress environment.**
- **Review and verification of migrated content for accuracy.**

5. Content Development & Optimization (20 hours | \$2,000)

- Drafting and refining website copy for clarity and engagement.
- Bilingual translation coordination (English/Spanish).
- SEO optimization for high-traffic community keywords.
- Development of structured content for service pages, FAQs, and about sections.

6. Testing & Quality Assurance (4 hours | \$400)

- Cross-browser and device testing.
- Verification of all forms, links, and media assets.
- Load speed and security verification.

7. In-Person Training & Handover (4 hours | \$400)

- Live training session for staff on content management and page updates.
- Instruction on publishing events, reports, and documents.
- Documentation provided for future maintenance.

5. Investment Summary

Category	Hours	Rate	Subtotal
Design & Layout	20	\$150/hr	\$3,000
Development & Functionality	40	\$150/hr	\$6,000
System Integration & Compliance	10	\$150/hr	\$1,500
Content Migration & Backup	6	\$100/hr	\$600
Content Development & Optimization	20	\$100/hr	\$2,000



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Category	Hours	Rate	Subtotal
Testing & QA	4	\$100/hr	\$400
Training & Handover	4	\$100/hr	\$400
Total Estimated Investment	104 hours	—	\$13,900