

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, May 20, 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 March 18, 2026- M
3. Public Comments
4. Municipal Grant Request- Franklin Public Library-M
5. PEG Grant Request- Village of Beverly Hills Parks & Recreation-M
6. Approval of Personnel Committee Recommendation-Bonus for Executive Director-M
7. Approval of Proposal to Migrate Website to New Platform & for Monthly Maintenance Costs-M
8. Approval of Proposed BACB Annual Budget for Fiscal Year 2026-2027-M
9. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
  - c. Personnel Committee
10. Executive Director's Report
11. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
12. BAPA/BAMA Report
13. Old Business
14. New Business
15. Public Comments
16. Board Comments

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

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – March 18, 2026

Before Gugni called the meeting to order he introduced and welcomed the new member of the Cable Board, Bill Frykman. As a longtime resident he will be representing Birmingham. Unfortunately stepping back from the Board is Donovan Shand who represented Birmingham for many years. The City of Birmingham now is short one member on the Board. Anyone interested in that position please contact the Board. Gugni also reported that Carrie Lazotte, Cable and Community Relations Director for Bloomfield Township, has decided to move on. He thanked her for everything she had done for the Cable Board and wished her the best of luck.

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.

Present: Deanna Brown, David Eick, George Abraham, Jim Cleary, Bill Frykman – Birmingham  
Gil Gugni, Ray Kamoo, Chris Dobies, Pete McDonnell– Beverly Hills  
Rick David – Franklin  
D.E. Hagaman – Bigham Farms

Also Present: Rota – BCTV  
White – BACB Executive Director  
Gojcaj – Attorney for the Cable Board  
Rock Abood – Beverly Hills resident  
Greg Black – BCTV Representative

### **APPROVE MEETING MINUTES FOR CABLE BOARD MEETING OF January 21, 2026**

Motion by Eick, seconded by Kamoo, to approve the minutes of the Cable Board meeting on January 21, 2026.

Motion passed unanimously (11-0).

### **PUBLIC COMMENTS**

There were no comments from the public.

**ANNUAL AUDIT PRESENTATION FY 2024-25** Appearing by Zoom was Alyssa from Gabridge and Co. She presented the Independent Auditor Report on page 1, which included an unmodified opinion. A new Governmental Accounting Standards Board standard was implemented which was also unmodified on page 28. Also included were Financial Highlights on page 5. On page 7 was the Net Position Comparison of Assets and Liabilities. Page 8 showed the Change in Net Position. Page 9 has the Revenue Analysis. There were no questions.

This is the first year using Gabridge and Co. and the Cable Board saved over \$7,000. Rick David stated that the company also included in the packet a management letter which outlined the comments of the Auditor and included the observations about the Cable Board's policies, procedures and internal controls. David identified the one weakness in the Board's internal controls being the segregation of duties and explained this is difficult when there is only one person doing the work. The Board is aware of this, however, and the work is reviewed monthly

or quarterly by the Board. David did not consider this a weakness. Gugni noted that all expenditures made by White are approved by him before she can write a check.

**APPROVAL FOR ADMINISTRATIVE GRANT PAYMENTS FOR FISCAL YEAR 2024-25**

Rick David addressed this subject in his “Memorandum, 2025 Administrative Grants” dated March 18, 2026. He recommended that 40% of the excess of Franchise Fee revenues over Board Expenditures be set for this year ending June 30, 2025 and sent back to the various communities.

Motion by D.E. Hagaman, seconded by Kamoo to incorporate the recommendations found in David’s memo dated March 18, 2026.

David led the discussion and the history about the yearly percentage which had been given back to the community. Abraham thought that the percentage should be reduced to 30%. David explained that in the future the truck will need to be replaced and it is his desire to build the fund balance. Gugni gave a short history of the decline in percentages and in David’s chart it showed the seven-year trend in Franchise fees and PEG fees. The Fund Balances remain “healthy”. Funding for the new truck would be coming out of the PEG accounts which have been decreasing for the last four (4) years. Therefore, he is being conservative. Abraham had additional questions for David concerning the current value of the truck. Black provided an approximate value of the truck.

Rock Abood, Beverly Hills resident, joined the discussion and added his opinion regarding an update of the exterior of the truck.

Gugni suggested that a vote be taken incorporating David’s 40% recommendation as referenced in his memo. (Birmingham \$ 44,116; Beverly Hills \$ 16,036; Franklin \$ 7,497; and Bingham Farms \$ 3,717 totaling \$ 71,366).

Roll Call Vote

Brown	Aye
Hagaman	Aye
Cleary	Aye
Eick	Aye
Abraham	No
McDonnell	Aye
Kamoo	Aye
Gugni	Aye
Dobie	Aye
Frykman	Aye
David	Aye

Motion Passed (10-1).

Gugni thanked David for all his efforts in dealing with this subject and wonderful chart.

**APPROVAL OF ANNUAL PLAYBACK SERVER SUBSCRIPTION (BACB portion)**

Steve Rota, Operations Manager Cable, referred to a quote for the annual subscription fee which was in the Board’s packet. It includes the playback portion of BAPA/BAMA channels, the video on-demand portion, Fire Stick, Roku, any phone support and software updates. This year’s annual fee has increased by \$40 and includes additional advantages. If the Board does not want to pass this the people who watch on Fire Stick and Roku won’t be able to watch the programming anymore and staff won’t be able to get support from Cablecast if we have issues with the playback server.

Motion by Brown, seconded by Cleary to approve the request for \$3,150 as contained in the Advanced Lighting and Sound quote.

**Roll Call Vote**

Hagaman	Aye
Cleary	Aye
Eick	Aye
Abraham	Aye
McDonnell	Aye
Kamoo	Aye
Gugni	Aye
Dobie	Aye
Frykman	Aye
David	Aye
Brown	Aye

Motion Passed unanimously (11-0).

**COMMITTEE REPORTS**

**Cable Action Committee**

Abraham stated there had been a brief meeting to discuss the cost of the website change which was needed. A letter will be sent to the website provider requesting the lowering of the cost. White stated she had spoken with Muniweb and they were working on a revised quote. A meeting will be held following this one to discuss this issue further.

**PEG Committee**

Kamoo stated there had been a meeting following the January meeting. Chief Lawson from the Franklin Police Dept. and Carrie LaZotte did a presentation on drones and technology being used throughout Oakland County. However, more information was needed before a decision could be made. Rota told the committee that he was waiting to get some revised quotes on truck camera expenses and would send them to him. A PEG committee meeting would follow this one.

**Personnel Committee**

Eick stated that last week there was a meeting consisting of himself, Kamoo and Cleary. A Personnel Committee report with recommendations would be presented to those who stay after this meeting.

**EXECUTIVE DIRECTOR’S REPORT**

White listed two (2) complaints she received. The 1<sup>st</sup> complaint was submitted by a Beverly Hills resident about a downed wire. It appears that the line needs to be replaced, however, it is now up and functional. She also mentioned that she’s dealing with a new Comcast Representative, Jennifer Jambor, who seems to be very responsive. It turns out that the 2<sup>nd</sup> complaint she received was from a Birmingham resident who lives in Birmingham, ALABAMA.

She also sent the Financial Reports as of the end of February to the Board. Please let her know if there are any questions.

**CHECK DISBURSEMENT**

Regarding the six (6) checks she wrote last month, one was to NEXT for the PEG Grant which was approved and paid. Another significant one was a liability insurance check to MI Municipal Risk Management Authority.

**BAPA/BAMA REPORT**

Greg Black - Operations Manager, Bloomfield Township Cable and Community Relations. On behalf of Steve Rota, he reported that in addition to the municipal meetings that were covered, a special Village of Franklin Council meeting was also covered. Additionally, he mentioned that 33 programs by community producers were taped and 11 sporting events will be covered. He also mentioned that the new Thor Fiber Transmitter and Receiver have been installed in the Village of Beverly Hills control room.

**OLD BUSINESS**

Cleary stated that no one in Birmingham had responded about the significant grant that the Cable Board made to the Birmingham Public Schools for communications. Cleary also added that he is supposed to be seeing “someone” next week. However, as of yet no one has responded.

**NEW BUSINESS**

There was none.

**PUBLIC COMMENTS**

There were none

**PUBLIC COMMENTS**

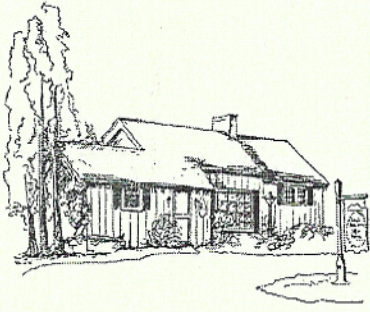
There were none.

**BOARD COMMENTS**

There were none.

The next meeting will be May 20.

There being no further business, the meeting was adjourned at 8:39 AM.



## FRANKLIN PUBLIC LIBRARY

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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



## **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

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### **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.

**THIS IS A CONTRACT**

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 \_\_\_\_\_



**ENTERTAINMENT**

22008 W. Eight Mile Road  
Southfield, Michigan 48033

**248-353-6130**

www.pegasusentertainment.com

**41305.1.4**



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C:\Ent5\Ent\Tp\TpCt.rpt

Operator: David Grossman  
 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

Matt  
 Village of Beverly Hills  
 18500 W 13 Mile Road  
 Beverly Hills, MI 48025



Tel: 248-225-8250

Customer ID 25708

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

**Equipment Contract  
 Confirmed Rental Reservation  
 Delivery & Pickup**

Beverly Hills Movie Night

Qty	Description	Part Nr	Unit Price	Adj	Extended
<b>Rental Items</b>					
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

<b>Summary</b>	
Rental	2,800.00
Deliveries	300.00
Labor	500.00
<b>Subtotal</b>	<b>3,600.00</b>
<b>Total Charges</b>	<b>3,600.00</b>

**Anticipated Amount(s) Due**  
 Due on opening: 3,600.00

I, the undersigned renter, specifically acknowledge that I have received and understand instructions regarding the use and operation of the rented equipment. 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.**

**MEMORANDUM**

**TO: BOARD MEMBERS**

**FROM: DAVID EICK, PERSONNEL COMMITTEE CHAIR**

**SUBJECT: RECOMMENDATION TO AWARD BONUS TO EXECUTIVE DIRECTOR**

**THE PERSONNEL COMMITTEE MET TO DISCUSS THE EXECUTIVE DIRECTOR'S EVALUATIONS.**

**WE REVIEWED THE RESULTS AND ALL WERE VERY POSITIVE WITH SCORING OF 4 & 5'S.**

**SO WE CAME TO A DECISION THAT WE WOULD RECOMMEND TO THE BOARD TO AWARD HER A BONUS OF \$1,000 FOR HER POSITIVE PERFORMANCE, EFFECTIVE WITH THE BOARD'S APPROVAL AT THE MAY MEETING.**



## **Birmingham Area Cable Board**

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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](mailto: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](mailto: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, <b>full content migration, and ADA compliance for all non-PDF content</b> . 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.

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#### 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.

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#### 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.

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### 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	
<b>Design</b>		█																
Design Consultation	MWS & Client	█																
Design Mock-Up	MWS	█	█	█														
Design Review	MWS & Client			█														
Design Modifications	Client				█	█												
Content Consultation	MWS & Client		█	█	█	█												
<b>Construct</b>				█														
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												█	█				
<b>Training</b>													█					
Website Editor Training	MWS & Client												█	█	█			
<b>Deploy</b>													█					
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.

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### 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.

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### 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

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### 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

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### 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.

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#### 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.

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### 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.

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## 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.

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## 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](mailto:execdir@birminghamareacableboard.org)

#### If to MUNIWEB:

Muniweb (an Ingstron Company)  
2045 McIntosh Dr.  
Troy, MI 48098  
Email: [jsheth@muniweb.com](mailto: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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 <b>Constant-Contact - STANDARD</b>	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 <b>Constant-Contact - PREMIUM</b>	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 <b>Calendar-Wiz</b>	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 <b>Acuity</b>	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 <b>BS&amp;A</b>	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.	<b>\$150 annually</b> (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.

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## 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.

**Birmingham Area Cable Board**  
**Proposed Budget**  
**Year Ended June 30, 2027**

	<b>Current Budget</b>	<b>Proposed Budget</b>
	<b>Year Ended June 30, 2026</b>	<b>Year Ended June 30, 2027</b>
<b>Franchise Fee Income:</b>		
Beverly Hills Franchise Fee	70,000	63,000
Bingham Farms Franchise Fee	16,000	14,400
Birmingham Franchise Fee	140,000	126,000
Franklin Franchise Fee	14,000	12,600
<b>Total Franchise Fee Income</b>	<b>240,000</b>	<b>216,000</b>
<b>Board Expenses:</b>		
Accounting Expenses	2,400	2,400
Administrative Grants	117,000	72,000
Advertising - Community Outreach	300	200
Bank Service Charges	100	100
Cable Contractor	-	340,000
Conferences	500	400
Contract labor	1,400	1,200
Executive Director	42,200	43,200
HR Services	1,500	1,500
Insurance	3,000	4,000
Mileage	800	600
Memberships	1,500	1,500
Office Expense	3,500	3,500
Telephone	1,000	1,000
Website	3,200	8,000
Auditing	21,000	11,000
Legal Fees	8,000	7,000
Technical Support	600	600
<b>Total Board Expenses</b>	<b>208,000</b>	<b>498,200</b>
Municipal Grants	32,000	57,800

<b>Total Franchise Fee Expenses</b>	<b>240,000</b>	<b>556,000</b>
<b>Net Franchise Fee Income</b>	-	-
	<b>0</b>	<b>(340,000)</b>
<b>PEG Revenue:</b>		
PEG Revenue:	<b>225,000</b>	<b>202,500</b>
<b>Other Income</b>		
Interest Income	15	15
Other Income	100	100
MBS Gains	2,000	2,000
<b>Total PEG Income</b>	<b>227,115</b>	<b>204,615</b>
<b>PEG Operations</b>		
Cable Contractor	308,300	-
Communications Expense	6,000	6,000
Equipment Purchases	10,000	40,000
Grants	200,000	200,000
Production Truck	110,000	100,000
Production Crew Uniforms	400	400
Program Expense	-	-
<b>Total PEG Operations</b>	<b>634,700</b>	<b>(141,785)</b>
<b>Net PEG Income</b>	<b>(407,585)</b>	<b>(141,785)</b>
<b>Anticipated drawdown from PEG Equity</b>	<b>(407,585)</b>	<b>(141,785)</b>

## MEMORANDUM

DATE: May 14, 2026

TO: Board Members

FROM: Cathy White

Re: Monthly Report

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### CUSTOMER COMPLAINTS

Complaint No.2026-01, which was pending on the date of our last meeting, has been resolved. This complaint had been submitted by a Beverly Hills resident who was trying to get Comcast to raise a downed line in her backyard. The cable drop was replaced by a Comcast technician, who also verified that all services were working. This complaint is now closed.

We have received four (4) complaints since our last meeting. Complaint No. 2026-03 was received from a Birmingham resident who indicated that a Comcast wire was blocking the back parking lot of Birmingham Woods Condominiums and he requested assistance getting the line repaired. This concern has been resolved by the Comcast team and this complaint is closed.

Complaint 2026-04 was submitted by a Beverly Hills resident requesting assistance to fix a Comcast cable that was laying on the ground along his back fence and hanging over the fence into his neighbors' yards. Comcast verified that the cable was owned by Comcast and advised that Comcast had performed several updates to their network over the last few months which necessitated some temporary wires. The temporary drop in this resident's yard is scheduled to be replaced on May 15, 2026 and therefore this complaint is pending.

Complaint No. 2026-05 was received from a Birmingham resident who was experiencing intermittent pixilation on his television sets for over three weeks. Comcast had been out to his home twice to fix the issue but it persisted. The escalation team sent a technician to replace the

equipment and indicated that this should resolve the problem. This complaint is therefore closed.

Complaint No.2026-06 was submitted by a Beverly Hills resident. She is not an AT&T subscriber and thus was having difficulty getting AT&T to address her issue. There is an old utility pole between her driveway and her neighbor's driveway (southernmost part) which had an old metal box that was leaning over. As she described it, the hole in the ground was loose and the metal box was not even standing upright. The equipment was marked "AT&T" and she requested assistance in getting it either removed or repaired. The escalation team advised that they scheduled the equipment to be removed, and the resident was advised accordingly. This complaint is now closed.

#### FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of April 30, 2026 will be e-mailed to all Board members, as well as BACB financial reports as of April 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. Charter Township of Bloomfield (Comcast internet for BCTV): \$1,080.87
2. Charter Township of Bloomfield (Quarterly contract payment): \$77,075.00
3. Charter Township of Bloomfield (Comcast internet for BCTV): \$1,042.09
4. Advanced Lighting & Sound (equipment): \$1,525.00
5. Advanced Lighting & Sound (Cablecast renewal): \$3,150.00
6. Michigan United Credit Union (telephone, office, insurance): \$747.08
7. David Eick (reimbursement for meeting refreshments): \$39.94

#### ADDITIONAL NOTES

1. Comcast's agreement with E.W. Scripps Broadcasting to carry the signals of its 40 broadcast television stations across the Comcast footprint expired on March 3, 2026, and the stations were removed since Comcast no longer had the right to carry them. Negotiations continued and the matter was ultimately resolved so the Scripps-owned channels are now back on Xfinity. Comcast is issuing credits to all impacted customers with the average customer receiving a credit of \$9.62.

# Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB  
From: Steve Rota  
Subject: Report March 2026 through April 2026  
Date: May 14, 2026  
Cc: Greg Black; Cathy White; Gil Gugni, Ray Kamoo, David Eick

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## **BAMA Programs**

During this time, we've completed 34 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 and a two Birmingham Commission Workshops.

## **BAPA Programs**

***From BACB area individual producers and organizations, we've taped 33 programs.***

- ❖ Oakland County Lecture.
- ❖ Birmingham Bloomfield Chamber Government Forecast.
- ❖ Birmingham Bloomfield Chamber Real Estate Forecast.
- ❖ League of Women Voters Lecture.
- ❖ Birmingham Concert Band.
- ❖ Aspects of Design hosted by Karen Sellenraad.
- ❖ Two Lunch and Learn Lecture.
- ❖ Two Birmingham Musicales.
- ❖ Two Franklin Shows hosted by Michael Seltzer.
- ❖ Five Stir the Coco hosted by Carla Barlett.
- ❖ Six Eye on Oakland hosted by Chuck Moss.
- ❖ Ten BACB Sports Events - Boys and Girls Lacrosse, Boys Volleyball, Baseball, Softball, Girls Soccer and Girls Water Polo.

## **SPRING SPORTS EVENTS in MAY**

5/7 – Girls Soccer at Seaholm vs Groves 2

5/13 – Girls Lacrosse vs. Bloomfield Marian.

## **BCTV STUDIO RENOVATIONS**

Our studio has been renovated and looks great. We encourage the Board and residents to come check out the updated look.