



PROPOSAL



Response to Request for Proposal 26-508 — Website Modernization Project

July 23, 2026

MOX Collective
1020 S Main St #310
Boise, ID 83702
(208) 240 - 7013



July 23, 2026

Re: Response to Request for Proposal 26-508 — Website Modernization Project

Dear Members of the Pend Oreille PUD Selection Committee,

We are honored to submit this proposal on behalf of Mox to design, develop, and implement the modernized website for Public Utility District No. 1 of Pend Oreille County at popud.org. As your web design partner, you will find that our team has a proven track record of creating successful platforms that combine sophisticated visual design with the critical, audience-specific functionality required for this project.

Our approach is defined by two core commitments to this project:

- **A methodology rooted in evidence and user behavior.** We believe in replacing guesswork with measurable data by training like athletes to master our craft, thinking like creatives to embrace curiosity, and working like engineers to apply rigorous technical solutions. By utilizing specialized user-path mapping and behavioral research, we will eliminate current navigational friction and establish clear, direct pathways for residential customers, commercial and industrial customers, and the community members, job seekers, and regulatory bodies who come to the District for public information.
- **A commitment to being your most intentional partner.** We do not just act as an outside vendor; we fully integrate into your team. Our process is rooted in being highly coordinated and consistently reliable, ensuring that communication is seamless and that we always have your back as we navigate the complexities of this digital transformation. That includes traveling to Newport at our own cost for the project kickoff, and returning on a committed cadence throughout the engagement.

We certify that we have carefully examined all RFP documents, fully understand your objectives, and are confident in delivering a modern, service-oriented digital experience.

We look forward to the opportunity to partner with Pend Oreille PUD to deliver a modern, high-performance website that serves customers across the county. Please feel free to contact us directly at jeff@wearemox.com or 208-240-7013.

Sincerely,

Jeff Barker

Co-Owner & Chief Operating Officer

View an online version of this proposal: pend.wearemox.com



Table of Contents

1. Executive Summary	1
2. Company Overview and Team	2
A. Company Overview	2
B. Our Project Team	3
C. Relevant Experience	5
D. Creative Philosophy	8
3. Scope and Methodology	9
A. Accessibility	9
B. Performance	10
C. User Experience	10
D. Work Plan	11
E. Proposed CMS and Technology Stack	13
F. Integrations	14
G. Hosting, Security, and Data	15
4. Collaboration and Communication	16
5. Project Implementation Timeline	17
6. Itemized Budget Proposal	18
7. Capability Response	24
8. Post Launch Success	27
9. References	27
Thank You	29



1. Executive Summary

Founded in 2021 and headquartered in Boise, Idaho, Mox is a full-service creative agency dedicated to creating digital experiences that are visually engaging, accessible, and easy to maintain.

We approach every project with a focus on clarity, usability, and long-term maintainability. Our team's combined expertise in user experience (UX) design, modern accessibility standards, and content management ensures that every site performs reliably across devices and remains simple for staff to update without coding knowledge.

As a collaborative studio, we stay closely involved at every stage, from initial planning through launch and post-launch support. We use modern tools such as Figma for design collaboration and ClickUp for project tracking, giving clients full visibility into progress and deliverables.

At Mox, we focus on three priorities that matter most to our clients:

- ***Creating products that are intuitive and meaningful for the people who use them.***
- ***Clear communication that leads to staying under budget and on time.***
- ***Driving results through evidence-based data and user research.***

We propose a seven-person team with proven collaboration across multiple creative projects, bringing deep experience in every stage of production, from planning and design to development, WCAG 2.1 AA compliance, and post-launch support:

- **Jeff Barker**, Co-Owner, Project Lead + Development Lead
- **Nathan Zanders**, Co-Owner, Research Director
- **Matthew McMorro**, Project Manager
- **Jonathan Marshall**, Creative Director/UX
- **Einar Schelin**, Copywriter
- **Forrest Tindall**, UI Designer
- **Ally Miller-Buck**, Production Designer

Mox carries comprehensive business liability and professional services insurance suitable for the scope of work described in this proposal. Certificates of insurance and all required coverage documentation will be provided upon award.



2. Company Overview and Team

A. Company Overview

Founded in Boise, Idaho, by Jeff Barker and Nathan Zanders in May 2021, Mox was built around the guiding principle: **“Bigger Than The Bottom Line”**. The firm is dedicated to being a creative changemaker, focusing on authentic, purpose-driven solutions that enrich the lives of our clients, their audiences, and our team. While the bottom line is important, we ensure that every project is conducted with integrity and humanity, delivering high-impact results without sacrificing our core ethical principles.

Mox Business Information	
Legal Name:	Mox Collective
Address:	1020 S. Main St. #310, Boise, ID 83702
Tax ID	83-3183860
Date Established:	May 15, 2021
Type & Size:	Creative agency; seven-person core project team
Geographic Area of Operation:	Headquartered in Boise, Idaho; serving clients nationally
Contact Information:	Jeff Barker, Co-Owner & Chief Operating Officer · Phone: 208-240-7013 · Email: jeff@wearemox.com
Website Link:	https://wearemox.com/
Portfolio Link:	https://wearemox.com/portfolio

Our approach is defined by a blend of disciplined effort and inventive problem-solving.

We Train Like Athletes by engaging in continuous learning and creative thinking exercises to build stamina and master our craft, ensuring every project is delivered with peak efficiency and performance.

We Think Like Creatives by embracing curiosity, empathy, and strategic questioning to ensure the final design resonates deeply and ethically with the user.

We Work Like Engineers applying rigorous, scalable, and secure technical solutions to create platforms that are not only beautiful but are engineered for long-term compliance,



staff maintainability, and security. This holistic philosophy ensures our work delivers maximum impact and integrity.

B. Our Project Team

Mox is committed to keeping this core team intact through launch. Should a team member leave the company or become unavailable, we will immediately provide a replacement of equal or greater expertise at no disruption to the project timeline or budget, subject to the District's final approval.

Jeff Barker, Project Lead / Development Director

Jeff brings over a decade of experience in UX design and digital strategy, having overseen more than 500 web development projects. He is highly skilled in front-end development, SEO, and UI/UX design. For this project, Jeff will lead development and technical execution, including the SmartHub hand-off, the search and document-library architecture, and accessibility engineering across every template. Based in Boise, Idaho.

Nathan Zanders, Research Director

Nathan oversees visual strategy, community research, and discovery workflows. With more than ten years of experience in creative direction and project production management, Nathan's background is key to grounding Mox's creative process in community needs. For this project, Nathan will lead discovery and planning, directing stakeholder engagement across the District's four systems and conducting the customer task analysis that determines how bill pay, outage reporting, and start-service are prioritized. Based in Boise, Idaho.

Matthew McMorrow, Project Manager

As Director of Client Experience, Matthew brings over six years of expertise in project management and client engagement. Since joining Mox in 2022, he has focused on technical execution and client satisfaction. Matthew will be your primary point of contact, managing day-to-day project coordination, communication via Teams or Slack, and scheduling through our Client Portal to ensure the project remains on track, in scope, and under budget. Based in Boise, Idaho.

Jonathan Marshall, Creative Director

Jonathan has over 15 years of experience in creative strategy, branding, and high-level ideation. He has led branding and digital marketing efforts for world-class agencies and Fortune 100 companies, including Nike, AKQA, Umpqua, and Swift. His career is defined by a commitment to purposeful partnerships, particularly in the education, public health, and social sectors. On this project he directs the visual system and the presentation of rate and capital-investment information. Based in Boise, Idaho.

Einar Schelin, Copywriter

Einar is a Producer and Copywriter with over five years of experience, specializing in video production, digital media, marketing, copywriting, and project management. He joined Mox in 2023, contributing his skills in storytelling, content development, and



media strategy to client projects. On this project, Einar leads the plain-language rewrite of rate schedules, policies, interlocal agreements, and regulatory postings. Based in Boise, Idaho.

Forrest Tindall, UI Designer

Forrest is a UI/UX and product designer who also builds. He came into technology from blue-collar work, where solving practical problems under pressure was the job, and brings that same grounded work ethic to digital products — translating complex user needs into clean, functional interfaces and the production-ready code behind them. Forrest works across the full product lifecycle, closing the gap between high-fidelity visual systems and technical implementation. Based in Boise, Idaho.

Ally Miller-Buck, Production Designer

Ally is a Production Designer with deep expertise in website design, digital platforms, and brand systems. She has designed and produced UI for over 50 websites and multiple applications, portals, and large-scale digital experiences. On this project, Ally handles production design across all templates and page builds, working from the approved visual system. Based in Coeur d'Alene, Idaho



C. Relevant Experience

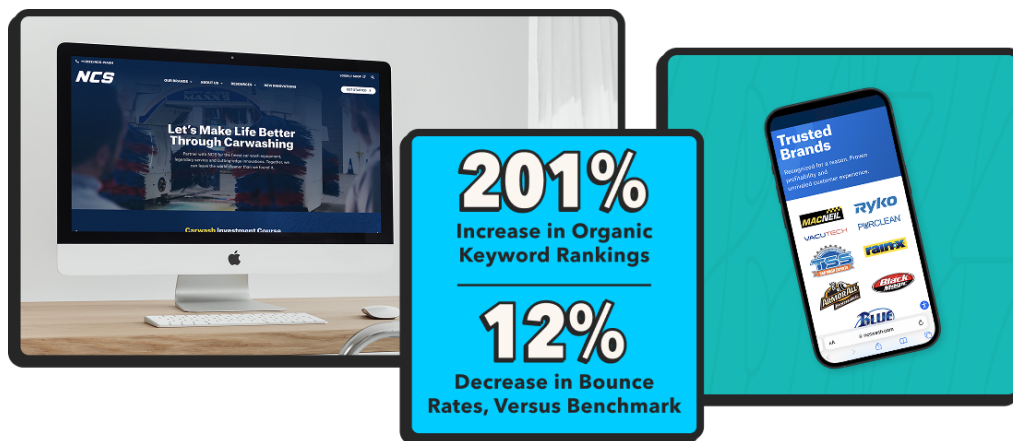
National Car Wash Solutions: Website + Learning Hub

Mox partnered with NCS to redesign their website with a focus on visual impact, clear messaging, and stronger user engagement. We set the key objectives for the redesign and rebuilt the site from the ground up. More than 60 pages of content were migrated into the new platform, including photos and core pages, with custom design templates created for each asset.

The redesign also ensured full WCAG and ADA compliance, working directly with the client's compliance staff and supported by ongoing compliance checks built into our design process. Laura Moriarity, Creative Director for NCS, described the Mox team as “an incredible asset” — more like internal team members than external contractors.

This project demonstrates our ability to take a complex, fragmented organization and deliver a clean, one-stop resource that balances communication with task-driven tools. It is directly relevant to the District, which serves four separately financed systems through a single website.

View website: <https://ncswash.com/>



7-Eleven Eye Tracking Project

We conducted a specialized user-experience study to refine the 7-Eleven car wash menu. Our goal was to replace aesthetic guesswork with measurable behavioral data, ensuring that customers could navigate complex pricing tiers without friction. We include it here because the District has asked for rate transparency tools and for clear prioritization of core customer tasks — and this project is instrumented evidence about how ordinary people read tiered pricing.

Our Methodology: The Science of Sight

We utilized RealEye webcam eye-tracking technology to record and analyze how participants interacted with four distinct design “stimulants”. This process allowed us to measure the exact moment of engagement and identify where “complexity-induced apathy” caused users to stop reading. By analyzing these heatmaps, we could see which elements were being visually digested and which were being ignored despite being gazed at.

Identifying Friction Points

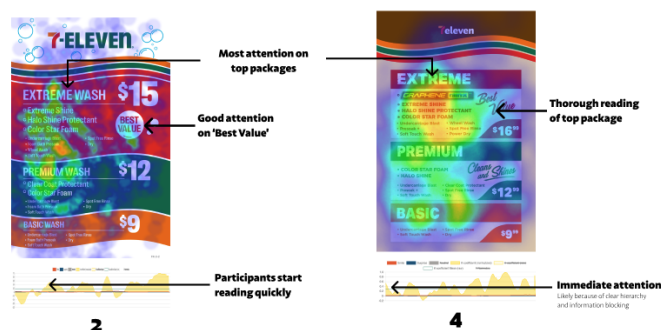
- **The Complexity Gap:** in some versions, participants viewed the subscription sections first but did not spend enough time to actually read the details.
- **Hierarchy Failures:** cluttered text and “strange blocking” led to top-package features being largely ignored.
- **Branding Interference:** certain brand elements had poor contrast and an outdated visual style that clashed with modern, bright designs.
- **Information Mismatch:** in post-survey testing, participants only correctly identified top-package features 40% of the time.

The Solution: Information Blocking and Flow

Based on these findings, we pivoted to a methodology focused on “information blocking” and “F-pattern” reading flows. Fully separating titles, details, and prices into distinct visual blocks captured attention quickly and naturally; bolder fonts and strategic bullet points on top-tier packages drove more thorough reading; and our final design logic resulted in participants starting to read almost immediately upon viewing the screen.

Through this rigorous testing process, we transformed a confusing menu into an intuitive, evidence-based interface that guides the user toward the most valuable options

We intend to apply this same methodology to the District’s rate presentation and to the task hierarchy on the homepage. Rate transparency fails not because the numbers are hidden but because they are presented in a way that defeats reading.





Oregon Tilth: Revamped Education Online Portal

We are partnering with Oregon Tilth to design and develop a high-impact digital learning platform for the Northwest Transition to Organic Partnership Program (NW TOPP). This digital hub is specifically engineered to serve crop and livestock producers across the Northwest region by preparing them to apply for USDA Organic Certification. Designed with a focus on structural clarity, accessibility, and intuitive user experience, the platform will feature 10 to 12 non-linear educational modules. We are transforming dense, bureaucratic regulations into plain, approachable language to support diverse rural communities on both desktop and mobile devices.

Each module hosts two to three short, practical videos with English and Spanish captioning, to maximize bilingual reach and accommodate low-bandwidth constraints. Launching September 2026. We include it because the core problem — making regulation legible to a rural, non-specialist audience over limited connectivity — is the same one the District faces with its policies, rate schedules, and compliance postings, and because it pre-answers the multilingual capability listed as future-focused in this RFP.

Community Impact & Modern Rebrand: Glocal Community Partners

We partnered with Glocal Community Partners, a non-profit organization dedicated to community mobilization, to deliver a comprehensive digital rebrand and modern website redesign. Built from the ground up on the flexible WordPress CMS platform, we engineered an intuitive information architecture that allows non-technical internal staff to effortlessly update resources, manage media assets, and publish news announcements.

A central focus was integrating fragmented third-party systems directly into the user experience — automated newsletter marketing and a secure digital donation platform — so the visitor never felt handed between systems. That barrier-free flow drove an immediate 40% increase in year-end giving. This is our clearest precedent for the integration challenge in this RFP: keeping the customer experience cohesive across the boundary between the District's website and an outside platform.

View website: <https://glocalboise.org/>



D. Creative Philosophy

At Mox, creativity is not about flash or ego; it's about impact and integrity. We approach every project with humility, persistence, and empathy — striving to understand not just what the story is, but why it matters and who it's for.

Our creative philosophy rests on six pillars:

- **Creativity is wise** – It's not enough to be right; true creativity is about being right at the right time, in the right way, for the right purpose.
- **Creativity is humble** – Great ideas come from collaboration, curiosity, and vulnerability — not from the fight to be right.
- **Creativity is persistent** – We wrestle with ideas until the right one proves itself. The process is not easy, but it's honest.
- **Creativity is empathetic** – Art and design are acts of empathy, rooted in understanding the people at the other end of the message.
- **Creativity is about questions** – We see creativity as an invitation to wonder, to explore, and to ask better questions.
- **Creativity is ethical** – We reject manipulation and value truth. Creativity, when done right, builds trust and community.

This philosophy defines everything we make — from concept to final cut. Through this lens, our team creates work that not only looks beautiful but also connects deeply with people and inspires meaningful engagement.

Because of our creative philosophy, ethical values, and collaborative approach our team has been able to work with these incredible organizations.





3. Scope and Methodology

This section is organized around the five areas named in the District’s evaluation criteria — accessibility, performance, user experience, work plan, and timeline — followed by our platform, integration, and hosting recommendations. The project timeline appears in full in Section 5.

A. Accessibility

We treat accessibility as a core engineering requirement from day one, building strict WCAG 2.1 AA compliance directly into our Figma designs and our WordPress code rather than retrofitting it before launch.

This matters more than usual on this project. Pend Oreille County skews older than the state average, broadband is uneven across the service territory, and the District’s customers include people who need to report an outage from a phone in a low-signal area. Accessibility here is not a compliance checkbox; it is the difference between a customer reaching you and a customer calling a neighbor.

While Elementor and similar page builders make editing easy, they can generate cluttered code that interferes with screen readers. Mox solves this by manually refining the backend structure to guarantee:

- **Full Screen-Reader Compatibility:** semantic HTML tags, ARIA labels, and hidden navigational elements that allow visually impaired visitors to seamlessly digest information across the site.
- **Comprehensive Keyboard Navigation:** logical focus states and bypass blocks so that individuals unable to use a mouse can traverse the entire website using standard keyboard commands.
- **Alt-Text Support and Readable Typography:** clean, high-contrast style sheets, adjustable typography rules, and native image alt-text fields within WordPress to ensure legibility for low-vision users.

Testing, Documentation, and Ongoing Conformance

We answer the District’s accessibility requirement in three distinct parts, because they are three different problems.

- **Testing.** Before launch we run automated scanning tools against every template, alongside manual screen-reader testing and full keyboard traversal. Automated scanners catch roughly a third of real conformance issues; the rest require a person.



- **Documentation.** We deliver a written conformance report covering each template, together with the remediation log showing what was found and what was fixed. This is the artifact the District keeps on file.
- **Ongoing conformance.** Accessibility drifts the moment staff begin publishing. Our training covers accessible publishing directly — alt text, heading order, meaningful link text, contrast — so your team maintains conformance rather than eroding it. Our three- and five-year support agreements include bi-annual accessibility health checks.

A note on precision: the ADA itself sets no fixed technical standard for websites, and conformance is measured against WCAG. We build and test to WCAG 2.1 AA, maintain that conformance over time, and document it. We would rather tell you exactly what we deliver than assert a legal compliance status that no vendor can guarantee on your behalf.

B. Performance

The District has asked for fast load times and optimized performance. We commit to measurable targets rather than adjectives.

- **Core Web Vitals.** Every primary template will meet Google’s “good” thresholds on both mobile and desktop at launch: Largest Contentful Paint under 2.5 seconds, Interaction to Next Paint under 200 milliseconds, and Cumulative Layout Shift under 0.1. We measure on a throttled mobile connection, not on office fiber, because that is closer to how your customers will actually load the page.
- **How we get there.** Modern image formats with responsive sizing and lazy loading, deferred and minified scripts, a lean plugin footprint, server-level and page-level caching, and a content delivery network so assets are served from a node near the customer rather than from a single origin.
- **Outage-day resilience.** The moment your site matters most is the moment traffic spikes — a storm, a Red Flag Warning, a wide-area outage. We build the alert banner and outage page as lightweight, cache-friendly components that hold up under a traffic surge and load on a weak mobile connection.
- **Baseline and proof.** During discovery we capture a performance baseline of the current site so that improvement is documented rather than asserted. We re-measure at launch and again during the optimization phase.

C. User Experience

Our user experience work begins from a single premise: the District’s website is a service counter, and it is open when the counter is not.



Task-First, Not Org-Chart-First

Most utility websites are organized the way the utility is organized. That is convenient internally and unhelpful externally. A customer arriving at popud.org is almost always trying to do one of a small number of things: pay a bill, report or check an outage, start or stop service, understand a charge, find a form, or reach a person. Everything else is secondary and can be structured accordingly.

In discovery we will validate that task list rather than assume it — through stakeholder interviews with the staff who answer the phones, through analysis of what customers actually call about, and through user-path modeling. The resulting hierarchy drives the homepage, the navigation, and the “How Do I...?” tools the District has asked for.

Four Systems, One Coherent Experience

The District operates four separately financed systems. Most visitors do not know which one they belong to, and should not need to. We design a front door that routes on need rather than on internal structure, while giving each system the depth it requires beneath the surface — including the interactive service-area mapping for electric, water, and fiber identified as a preferred capability.

Rates People Can Actually Read

This is where our eye-tracking research applies directly. We will apply the same information-blocking and reading-flow methodology described in Section 2C to the District’s rate schedules and to the presentation of capital investment information, so that a customer can find the rate that applies to them and understand what changed.

Plain Language as a Design Decision

Our Copywriter rewrites core content into plain, actionable language — not simplified to the point of imprecision, but structured so the action a customer needs to take is visible in the first sentence. Policies, interlocal agreements, and regulatory postings retain their formal text; what changes is the summary, the labeling, and the path to reach them.

D. Work Plan

Phase 1: Discovery and Planning

We ground design decisions in data rather than assumptions. We travel to Newport for an in-person kickoff at no cost to the District, meeting with leadership, commissioners, and the staff who handle customer contact, and we run a full content and performance audit of the current site. Stakeholder engagement is structured around your core audiences: residential customers; commercial, industrial, and wholesale customers across the electric, water, and community network systems; and the community members, job applicants, media, and regulatory bodies who come to the District for public information.



The phase ends with a recommended sitemap, navigation structure, and visual design strategy for your approval before development begins.

Phase 2: Design and Wireframing

We map the site's structural skeleton and navigation pathways using Figma wireframes. Once the structure is approved, we create high-fidelity visual mockups showing exactly how your identity, colors, typography, and content will look on desktop, tablet, and mobile. Plain-language copywriting runs in parallel, and we conduct a WCAG 2.1 AA design audit at this stage, catching contrast, hierarchy, and focus-order problems while they are still inexpensive to fix.

Phase 3: Development

We build on a WordPress core with the Elementor Pro framework, but we do not rely on standard templates; our developers write custom code inside that environment, giving your customers a bespoke frontend and your team a simple, drag-and-drop backend. This phase delivers the CMS configuration and editorial roles, the alert banner, site search with filtering, the document library, the consolidated careers page, and the rate and capital-investment presentation. Content migration happens here as well — we reorganize existing pages, news, documents, and media into the new structure rather than carrying the clutter forward, and build a full 301 redirect map so existing links, bookmarks, and search rankings survive the transition.

Phase 4: Implementation and Testing

Integration work, fillable and electronically signable forms, and analytics instrumentation are completed and then tested in a staging environment. Before pushing your new platform live, we conduct a multi-device Quality Assurance process, thoroughly reviewing every page for layout precision, cross-browser compatibility, and responsive performance. A primary focus of testing involves the comprehensive accessibility checks described above, alongside security hardening and two to three rounds of District revisions against a staging beta your team can walk through directly.

Phase 5: Launch and Training

We deploy from staging to popud.org during a low-traffic window, handling final database migration, SSL, domain routing, redirect execution, and sitemap submission. We then run hands-on training built for non-technical staff — site usage, editing content, publishing news and alerts, managing documents and media, and accessible publishing practice — and deliver a recorded, task-organized video library plus written documentation of the system architecture and maintenance procedures, so operational continuity survives future staff changes.

Phase 6: Post-Launch Optimization

Described in full in Section 8.



E. Proposed CMS and Technology Stack

We recommend building the District's new site on a WordPress core with the Elementor Pro framework, extended with custom code. We recommend it for three specific reasons that map to what the District has said it needs.

- **Your staff can run it.** The District's loudest complaint about the current platform is CMS flexibility and editing capability. A drag-and-drop editing environment with role-based permissions means designated staff publish news, post alerts, upload documents, and update rates with no coding knowledge and no ticket to a vendor.
- **You are not renting your website.** Proprietary government CMS platforms are capable products, but they are subscription products: the District would pay indefinitely for a platform it does not own and cannot leave without a rebuild. On a WordPress foundation, the District owns the code and the content outright and can change hosts or agencies without starting over. For a ratepayer-funded utility, that difference compounds over ten years.
- **It is not a template.** Platform vendors sell the same product to every utility, which is why so many PUD websites look alike. We write custom code inside the Elementor environment, so the interactive service-area map, the rate presentation, and the outage tooling are built around your four systems rather than adapted from a generic module.

That said, we are platform-agnostic by conviction. Web technology is evolving rapidly. If the District has a different preferred ecosystem in mind, or if Phase 1 discovery reveals that another platform would better serve your administrative workflows or IT environment, we are entirely open to shifting away from WordPress. We will make that recommendation on evidence, not on what is convenient for us to build.

Editorial Roles and Workflow

The District has staff across Newport, Lone, and Box Canyon, and content ranging from routine news to formal regulatory postings. Not everyone should have the same publishing authority. WordPress handles this natively:

Role	Capability
Administrator	Full site control, user management, plugin and theme changes
Editor	Publish and edit any content across the site; approves contributor work
Author	Publish and manage their own content within assigned sections
Contributor	Write and submit for review; cannot publish



Custom roles	Scoped to specific content types or sections — for example, an alerts-only role for operations staff who need to post an outage notice at 3 a.m. without access to anything else
---------------------	--

Editorial workflow is straightforward: contributors submit, an editor reviews, and content is published or scheduled. Scheduling, full revision history, and archiving are built in, which directly answers the District’s interest in content scheduling and publishing workflows.

On Word compatibility. The District has specifically flagged inefficient content formatting and Word compatibility problems. This is a real and common failure: pasting from Word carries hidden markup that breaks layouts and, worse, breaks screen-reader heading structure. We configure the editor to strip that markup on paste and map Word heading styles to proper semantic headings, so staff can draft in Word — as most people do — and paste in without producing a mess. We cover this explicitly in training.

F. Integrations

We will natively integrate streamlined access to the District’s existing core tools. Rather than bolting on disconnected plugins, we engineer the data connections so that information flows between systems without duplicate entry by your staff, and so the customer experience stays cohesive across platform boundaries. Integrations may include single sign-on, embedded modules, direct API connections, or clear pathways between systems — we recommend the approach per system based on what the vendor’s API actually supports, which we confirm during discovery.

System	What it does for customers	Our proposed approach
SmartHub	Account access, bill pay, usage history, service requests	Prominent, task-level entry points from the homepage and every relevant page; visual continuity across the seam so the customer does not feel handed off; single sign-on or deep-linked pass-through, confirmed against the platform’s supported capabilities in
Outage reporting and status	Report and check outages	Integrated into the alert banner and outage page; embedded map or status feed depending on the



Fillable and e-signable forms	Service applications, records requests, employment	Native form builder with conditional logic and file upload, plus an e-signature service; routing to the correct District inbox
SharePoint	Internal document and resource access	Integration points for internal resources, scoped in discovery (preferred capability)
Analytics	District insight into use and performance	Google Analytics 4 plus heatmap tracking, with a dashboard view for District staff

A straight answer about SmartHub. SmartHub is a hosted customer portal, and for the overwhelming majority of utilities the website’s job is to route customers into it cleanly rather than to rebuild it. We want to be precise about what we are proposing: a seamless, well-designed connection — entry points, visual continuity, and the smoothest sign-on path the platform supports — not a claim that we will reconstruct SmartHub functionality inside your website. If the District has a deeper integration in mind, we would welcome that discussion; we would rather scope it accurately with you than promise it in a proposal.

G. Hosting, Security, and Data

Data integrity and security are non-negotiable parts of our build process. We recommend hosting the new site on Siteground, or a similar high-performance managed environment, to utilize server-level firewalls and continuous malware scanning. Our Developer will implement a layered security system including SSL encryption and automatic core updates, and configure a native server-side backup system to perform automated daily backups of the entire website, including your database and resource assets. Restoration is tested as part of pre-launch QA, and backup and restore procedures are documented in the maintenance guide delivered at handoff.

We have done this work under pressure. Sockeye Brewing came to us with a site that had been repeatedly compromised; we rebuilt it on a hardened WordPress foundation, closing the vulnerabilities that had plagued the previous build while overhauling the user experience.

Personal Information

The new site will collect limited personal information through contact and service forms, any newsletter signup, and analytics. We will document, per form and per integration, what is collected, how it is routed and retained, and which third-party processors receive it. Data is protected in transit with SSL/TLS, access is controlled through the role



restrictions described above under a principle of least privilege, and public forms carry spam protection. Payment transactions are handled by SmartHub and its payment processor; no payment data is stored on the District's website.

We want to be equally clear about what we do not hold: Mox does not carry SOC 2, ISO 27001, FedRAMP, or StateRAMP certification. If the District requires a formally certified hosting environment, we will tell you that directly rather than obscuring it, and we will work with a hosting partner that meets your requirement.

4. Collaboration and Communication

Our Creative Manifesto is built on the belief that a successful partnership is rooted in radical transparency and shared purpose. We don't just act as a vendor; we act as an extension of your team. Our goal is to ensure you feel supported, heard, and completely confident in the progress of the website.

We recognize that the District team is not a technical team — and that is exactly why our process is designed to be steady, transparent, and supportive. Our role is to simplify complex decisions, avoid unnecessary jargon, and move at a pace that feels manageable for your staff. We view this as a true partnership, not a handoff.

The Kickoff: Building the Foundation

We believe the strongest partnerships start with deep alignment. To kick off this project, we will travel to your Newport office to conduct an intensive, in-person discovery session at no cost to the District. This is our time to align on your vision, deep-dive into the research discovery, and define the specific needs of residential customers, commercial and industrial customers, and the wider community that relies on the District for public information. Beyond the spreadsheets and sitemaps, we want to understand what it actually means to keep the power, water, and broadband on in Pend Oreille County. This face-to-face connection ensures that when we return to our desks, we are building with your goals, staff workflows, and community relationships top-of-mind.

How We Work Together

We use Figma for all design work, so instead of sending static files back and forth we invite you into the live design environment — leave comments, watch adjustments happen, and see the site take shape. There are no surprises at the end of a design phase. A dedicated Client Portal gives your team a single source of truth, available 24/7, for approving designs and copy, tracking milestones, and accessing contracts and invoices. For task-level visibility we use ClickUp and can provide District access to our workspace.

Our communication style is grounded in our values: we lead with empathy, stay focused on the data, and always maintain the flexibility required to navigate the complexities of a



multi-stakeholder public project. We have your back, and we've built our entire workflow to prove it.

5. Project Implementation Timeline

This plan follows our Research-First approach, ensuring we don't build until we understand, and includes the post-launch optimization phase. The District anticipates awarding a contract within thirty days of proposal receipt; the schedule below works forward from a contract start in early September 2026. These dates are flexible based on the start date.

Phase	Milestone	Start Date (Est.)	Completion Date (Est.)
Project Initiation	Contract completion, project start, and kickoff scheduling	Sept 7, 2026	Sept 18, 2026
Phase 1: Discovery and Planning	In-person kickoff, stakeholder interviews across all four systems, customer task analysis, content and IA audit, performance baseline, recommended	Sept 21, 2026	Oct 16, 2026
Phase 2: Design & Wireframing	Figma wireframes, high-fidelity responsive UI, plain-language copywriting, WCAG 2.1 AA design audit	Oct 19, 2026	Nov 20, 2026
Phase 3: Development	Core build with custom code, CMS configuration and editorial roles, alert banner, search with filtering, document library, careers hub, rate and capital-investment presentation, content migration and redirect mapping	Nov 23, 2026	Jan 15, 2027
Phase 4: Implementation and Testing	SmartHub connection, fillable and e-signable forms, analytics instrumentation, staging beta, multi-device and cross-browser QA, accessibility audit, security hardening,	Jan 18, 2027	Feb 12, 2027
Phase 5: Launch & Training	Deployment to popud.org, redirect execution, hands-on staff training, recorded video library, architecture and maintenance documentation	Feb 16, 2027	Feb 26, 2027
Phase 6: Post-Launch Optimization	Analytics and heatmap review, follow-up customer interviews, evidence-based design and technical refinements	Mar 1, 2027	May 21, 2027



Contract to public launch is approximately twenty-four weeks. Two notes on phase sizing: Phase 1 is four weeks rather than two because the District has four separately financed systems and three elected commissioners, which is more stakeholder surface than a single-service organization; and Phase 3 is seven weeks rather than six to absorb the Thanksgiving-through-New-Year period honestly rather than pretending it will not affect either team.

District Review Points

We name your review gates explicitly rather than implying them, so your staff and commissioners can plan around them: information architecture and sitemap review at the end of Phase 1; formal design approval at the end of Phase 2; staging beta walkthrough in Phase 4; and final launch sign-off in Phase 5.

6. Itemized Budget Proposal

Our financial approach is rooted in transparency, predictability, and fiscal responsibility. We are conscious that every dollar in this proposal is a ratepayer dollar that three elected commissioners will be asked to account for in a public meeting, and we have structured our pricing accordingly.

This proposal represents a fixed-fee, not-to-exceed investment of **\$75,900.00** for the complete scope of required capabilities outlined in this RFP. All contingency allocations are included within the total not-to-exceed project investment. Tiers 2 and 3 price the preferred and future-focused capabilities separately, so the District can decide what to add, and when, with full visibility into what each item costs. The RFP requests “costing estimation(s)”; we have provided them in that spirit.

This total includes all discovery, design, development, integration, training, documentation, and post-launch optimization services necessary to deliver a modern, compliant, and sustainable digital platform for Pend Oreille PUD. Every dollar is tied directly to a defined project phase and milestone.

Tier 1: Required Capabilities (Recommended Base Scope)

A Research-First Investment. \$12,400 of this total goes to discovery before a single page is designed. This is a deliberate choice: by investing in stakeholder mapping, customer task analysis, and audience pathway design, we eliminate the risk of building a platform your customers find difficult to navigate. This data-driven foundation reduces the need for extensive post-launch support.

Design and Development Excellence. Design (\$20,000) and development, integration, and deployment (\$36,000) focused on solutions tailored to the District’s operational needs, including plain-language copywriting support and early-stage WCAG 2.1 AA



review built into the visual layout. Building on WordPress and Elementor with custom code gives a bespoke experience your team can manage independently.

A Commitment to Post-Launch Success. A reserved fund of \$7,500 — approximately 11% of the \$68,400 core production cost — for real-world data tracking, follow-up customer interviews, and refinements based on how your community actually interacts with the live site. Every agency’s design is a hypothesis until real people touch it. This reserve is scalable: if the data shows fewer refinements are needed, that portion is simply not spent.



The table below itemizes the Tier 1 fee by task, showing the hours allocated to each and the rate applied.

Line Item	Units	Rate	Amount
Pre Production R&D			
Market + User Research	20	\$250.00	\$5,000.00
Customer Task Analysis	6	\$250.00	\$1,500.00
Content + Performance Audit	4	\$250.00	\$1,000.00
IA / Sitemap Development	6	\$250.00	\$1,500.00
Kickoff + Ongoing Meetings	15	\$100.00	\$1,500.00
Project Management	19	\$100.00	\$1,900.00
SUBTOTAL PRE PRODUCTION	70		\$12,400.00
Production Design			
Website UI	30	\$250.00	\$7,500.00
Creative Direction	18	\$250.00	\$4,500.00
Copy Writing Support	22	\$250.00	\$5,500.00
WCAG 2.1 AA Design Audit	6	\$250.00	\$1,500.00
Revisions	4	\$250.00	\$1,000.00
SUBTOTAL PRODUCTION	80		\$20,000.00
Post Production Development Deployment			
Website Development	68	\$250.00	\$17,000.00
Content Migration + Redirect Mapping	7	\$250.00	\$1,750.00
CMS Configuration + Editorial Roles	4	\$250.00	\$1,000.00
SmartHub + Integrations	10	\$250.00	\$2,500.00
Forms + E-Signature Build	5	\$250.00	\$1,250.00
QA + Cross-Browser Testing	16	\$250.00	\$4,000.00
Accessibility Audit + Conformance	8	\$250.00	\$2,000.00
Security Hardening	6	\$250.00	\$1,500.00
Revisions	10	\$250.00	\$2,500.00



Staff Training + Video Library	6	\$250.00	\$1,500.00
Launching Website	4	\$250.00	\$1,000.00
SUBTOTAL POST PRODUCTION	144		\$36,000.00
Post-Launch Optimization			
Analytics + Heatmap Review	10	\$250.00	\$2,500.00
Follow-Up Customer Interviews	8	\$250.00	\$2,000.00
Evidence-Based Refinements	10	\$250.00	\$2,500.00
Optimization Review Meetings	5	\$100.00	\$500.00
SUBTOTAL POST-LAUNCH OPTIMIZATION	33		\$7,500.00
TOTAL — TIER 1 NOT-TO-EXCEED	327		\$75,900.00

Rates applied above follow our standard card: \$250.00 per hour for strategy, research, creative direction, design, development, and copywriting, and \$100.00 per hour for meetings and project coordination. Production design work, where applicable, is billed at \$150.00 per hour.

Tier 2: Preferred Capabilities (Optional)

Tier 2 and Tier 3 fees are estimates based on the information available at proposal stage. We work hourly to keep our team accountable and the project in scope, and we will confirm each item as a fixed not-to-exceed figure during discovery, before any work begins.

Add-On	Fee	RFP Category
Interactive service-area mapping — electric, water, and fiber, with address lookup	\$5,000	Preferred
Enhanced document and file management with single-source updates	\$3,500	Preferred
Event and calendar functionality plus centralized regulatory posting page	\$2,800	Preferred
SharePoint and internal resource integration points	\$3,200	Preferred
TIER 2 SUBTOTAL	\$14,500	



TIER 1 + TIER 2 COMBINED	\$90,400	
---------------------------------	-----------------	--

Tier 3: Future-Focused Capabilities (Optional, Available at Any Time)

Add-On	Fee	RFP Category
Multilingual support (Spanish)	\$4,500	Future-Focused
Rate and bill-education cost calculator	\$4,200	Future-Focused
Public data dashboard — outage and system metrics, external data feeds	\$6,800	Future-Focused
AI or live chat implementation	\$3,800	Future-Focused
Online survey tools and customer education	\$2,500	Future-Focused
TIER 3 SUBTOTAL	\$21,800	

These items do not need to be decided now, and they do not need to be purchased together. The platform we build in Tier 1 is architected so that each can be added later without rework.

Ongoing Support and Hosting

The District has stated it is seeking a long-term solution. We offer support and hosting on one-, three-, and five-year terms, with the longer terms priced lower and carrying additional value rather than simply a discount.

Term	Hosting Only	Full Support (Hosting + 4 hrs/month)
1 Year	\$125 / month	\$400 / month
3 Years	\$115 / month	\$375 / month — locks fees against market adjustment; adds bi-annual accessibility health checks
5 Years	\$100 / month	\$350 / month — priority support, daily automated server backups, and an annual UX review using behavioral analytics

Support hours cover site edits, content updates, and technical troubleshooting. Work beyond the monthly allotment is billed at our standard hourly rate. We recommend the



five-year full-support term: it carries the lowest monthly cost, and the annual UX review means the site is evaluated against real customer behavior every year rather than drifting until it needs replacing again.

Rates, Billing, and Assumptions

Our rates reflect a professional services fee of \$250.00 per hour for strategy, creative direction, design, development, and pre-production services, \$150.00 per hour for production design, and \$100.00 per hour for meetings and project coordination. Approved out-of-scope work is billed at \$250.00 per hour.

Milestone Billing

The fixed fee is distributed across milestone-based payments tied to deliverables, invoiced electronically and subject to Net 30 terms or the District's standard warrant schedule:

- 25% upon contract signing and project initiation
- 25% upon formal approval of the Phase 2 designs
- 25% upon deployment of the Phase 4 staging beta
- 25% immediately following live site launch

Third-Party Software & Licensing Assumptions

Our total fixed-fee project quote covers our agency's design, development, and implementation labor. Mox covers all of our own internal tool costs (like corporate seats for Figma, ClickUp, Elementor, Google Analytics, Clarity) during the active build cycle. If we discover during Phase 1 that a highly specialized, premium third-party WordPress plugin is required to handle an advanced feature, we will present it to your team transparently, explain why it's needed, and pass the subscription fee through to you at cost with zero agency markup.

Ongoing subscription, user licensing, or API access fees charged by the District's existing software providers, including SmartHub, remain the District's direct responsibility.

Excluded Services

- **Third-party software and platform licensing fees** — we handle technical execution and integration; vendor subscriptions remain with the District.
- **Large-scale custom photography and videography** — this proposal includes design using existing District assets, optimized stock media, and core layout configuration. Custom shoots are available under separate scope.



- **Comprehensive drafting of every sub-page** — the fee includes dedicated plain-language copywriting for core pages, rate content, and the primary customer pathways, not original authorship of every historical document.
- **Out-of-scope structural changes after design approval** — new features or altered sitemaps requested after formal approval are handled through a written change order at the hourly rate above. We will never perform or bill out-of-scope work without the District's signed approval.

**All travel costs associated with visiting your Newport office for the kickoff and for on-site work throughout the engagement will be incurred by Mox Collective. We view this in-person collaboration as a vital investment in our partnership, so these costs are not passed on to the District.*

7. Capability Response

The District asked vendors to demonstrate their ability to meet the required capabilities and to outline availability of the preferred and future-focused capabilities. Each item from the RFP is answered below in the RFP's own order. Tier references correspond to the pricing in Section 6.



A. Required Capabilities — All Included in the Base Fee

Requirement	How We Deliver It	Phase
ADA-compliant design and accessibility standards	WCAG 2.1 AA engineered from design through code; automated and manual testing; written conformance report	2–5
Fast load times and optimized performance	Core Web Vitals targets committed in Section 3B; measured on throttled mobile	3–5
Fully responsive across devices and browsers	Mobile-first design; tested across current and prior major versions of Chrome, Safari, Edge, and Firefox	2–4
Prioritization of core customer tasks	Validated task hierarchy from discovery drives homepage, navigation, and “How Do I...?” tasks	1–3
Integration with existing platforms, including SmartHub	Task-level entry points, visual continuity, and the strongest supported sign-on path; confirmed in discovery	1, 4
Plain language content and high-contrast accessible design	Dedicated plain-language rewrite of core content; high-contrast type system	2–3
Intuitive navigation and accessible contact information	Rebuilt information architecture; contact and outage numbers persistent in header and footer	1–3
Robust search with filtering	Site-wide search indexing pages and documents, with filtering by content type,	3
Fillable and electronically signable forms	Native form builder with conditional logic, file upload, and integrated e-signature	4
Simple CMS with flexible editing, including Word compatibility	WordPress and Elementor Pro with role-based permissions and configured paste-from-Word handling	3, 5
Modern visual design and functionality	Full visual system designed in Figma and approved before build	2
Notification and alert banner capability	Site-wide banner with severity levels, scheduling, and an alerts-only staff role. Deployed early — see Section 5	3



Optional homepage messaging (carousel or rotating content)	Configurable homepage messaging module, staff-managed	3
Embedded video support including looping	Native embedding with autoplay, loop, and muted options; captioning supported	3
Clear access to policies, interlocal agreements, and regulatory	Structured document library with metadata, categorization, and search; plain-language summaries	3
Consolidated and simplified careers page	Single careers hub with current openings, benefits, application process, and e-signable application forms	3–4
Rate transparency tools and presentation	Rate presentation designed using the reading-behavior methodology in Section 2C, structured per system	2–3
Clear presentation of capital investment information	Visual presentation of capital projects and investment, built for a non-financial reader	2–3



B. Preferred and Additional Capabilities

Capability	Availability	Tier
Quick links and “How Do I...?” navigation tools	Included in base scope — a direct output of the task hierarchy	Tier 1
Enhanced document and file management, single-source updates	Available. Documents stored once and referenced everywhere; updating the source updates every location	Tier 2
Interactive mapping — electric, water, and fiber service areas	Available. Interactive map layered by system, with address lookup	Tier 2
Sticky navigation and streamlined menu design	Included in base scope	Tier 1
Icon-based navigation elements	Included in base scope	Tier 1
Website analytics and reporting tools	Included in base scope — GA4, heatmaps, and a staff-facing dashboard	Tier 1
Centralized regulatory and compliance posting	Available	Tier 2
Improved embedding options for multimedia and documents	Included in base scope	Tier 1
Integration points for internal resources such as SharePoint	Available, scoped in discovery	Tier 2
Event and calendar functionality	Available — commission meetings, public hearings, and community events	Tier 2

C. Future-Focused Capabilities

All of the following can be built on the proposed platform. We have priced them separately in Section 6 so the District can add them when the budget and the need align, rather than paying for them at launch.

Capability	Our Ability to Support It	Tier
------------	---------------------------	------



Online survey tools	Native survey and polling with results	Tier 3
AI or live chat functionality	Third-party chat or AI assistant integrated and trained on District content	Tier 3
Multilingual support	Full translation layer. We are currently delivering English and Spanish content for a rural Northwest audience (Section 2C)	Tier 3
Data dashboards and system metrics displays	Public-facing dashboards for outage, generation, or system data	Tier 3
Customer tools — bill education, cost	Interactive rate and bill calculators, a direct extension of our rate comprehension work	Tier 3
Integration with external data sources — weather, outage data	API connections to weather and outage feeds surfaced on the site	Tier 3
Content scheduling and publishing workflows	Native to the proposed CMS — included in base scope	Tier 1
Enhanced news and press release layouts	Included in base scope	Tier 1
Customer education hubs and informational resources	Structured education hub. This is the closest analogue to our Oregon Tilth work	Tier 3

8. Post Launch Success

We believe that a website’s launch is a beginning, not a finish line. Our post-launch strategy is designed to move beyond basic maintenance, focusing instead on the continuous optimization of the District’s digital presence. To ensure the platform remains a state-of-the-art resource, we have structured a two-tier approach: a data-driven refinement phase and a consistent monthly support plan.

Evidence-Based Refinements

As outlined in our budget, we have reserved \$7,500 — approximately 11% of the \$68,400 core production cost — specifically for the ninety days following launch. During this time we use the Google Analytics and heatmap tracking implemented at launch to gather quantitative data on real customer behavior: which resources are accessed most, where customers abandon a task, whether the outage and bill-pay pathways perform as designed. We combine this with qualitative follow-up interviews with actual customers.



This allows us to make evidence-based technical and design refinements, ensuring the final product is fully optimized against what people actually do rather than against assumptions made before launch. It also means the District gets a documented picture of how its customers use the site — useful well beyond this project.

Empowering Your Team

While we are always available for support, our goal is your independence. As part of our launch process, we deliver recorded training sessions and a custom “how-to” video library organized by task, alongside written documentation of the system architecture and maintenance procedures. This ensures District staff can handle routine content updates, alerts, and document postings independently, while our monthly support plan provides a reliable safety net for more complex enhancements as the District evolves.

Ongoing Monthly Maintenance

Beyond the initial optimization phase, we offer a dedicated monthly support package. We understand the administrative burden of maintaining a growing platform, and we are committed to being your long-term technical partner. We continue to oversee the server environment, ensuring daily backup protocols remain active and the site remains secure against emerging vulnerabilities, and your team retains immediate access to our developers as requirements change. Pricing is in Section 6.

9. References

We have notified each of the references below that the District may contact them.

Reference	Detail
Reference 1	Sydney Quintana, Director of Regional Marketing · National Carwash Solutions, Grimes, Iowa squintana@ncswash.com Project: full website redesign and rebuild, 60+ page content migration, WCAG and ADA compliance program
Reference 2	Nick Armstrong Glocal Community Partners, Boise, Idaho nickarmstrong@glocalboise.org Project: complete rebrand and WordPress website; staff-managed CMS; third-party platform integration



Reference 3	Claire Davis, Director of Digital Oregon Tilth · (314) 626-0682 Project: NW TOPP digital learning platform; plain-language translation of federal regulation; bilingual content for a rural
--------------------	---



Thank You

Our studio is in Boise, not Newport. That's the honest starting point. What we can tell you is that rural Northwest work is a lot of what we do. We're building a learning platform for Oregon Tilth right now that serves crop and livestock producers across the region, and much of that job is making dense federal rules readable for people on slow connections who don't have time to hunt for an answer. Your customers live in that same world.

What we'd be building here isn't really a website. It's the front counter for a utility that's been serving this county since 1936. It's open the three days a week your offices aren't, and at two in the morning when the power is out and someone needs to know whether it's just their house. It's also the public record of how a community-owned utility spends its customers' money, and the first thing a business looking at Pend Oreille County checks when it wants to know what power and broadband will cost.

We work with humility and we work closely. We're not a vendor you hand a brief to. You can expect the discipline of athletes, the rigor of engineers, and the heart of creatives who care about whoever is on the other end of the screen. You can also expect us to be straight with you when something is harder than it looks, when a request won't serve your customers, and when we don't know something yet. We've tried to do that throughout this document — about SmartHub, about certifications we don't hold, about what no vendor can honestly promise on legal compliance.

We have your back, from the first session in Newport through the long-term support phase. Thank you for considering us

Sincerely,

Jeff Barker

Co-Owner & Chief Operating Officer, Mox Collective

jeff@wearemox.com · 208-240-7013

Our References

Sydney Quintana

Director, Regional Marketing
National Carwash Solutions
Grimes, IA
squintana@ncswash.com

Related Work:

NCS College of Clean
Educational Platform

Ben Nelson

Director of Digital
Farm Equipment USA
Fruitland, ID
bnelson@farmequipmentusa.com

Related Work:

Farm Equipment USA
Tractor Videos

Steve Davis

Director
Genesis Community Health
Nampa, ID
Steve@genesisch.org

Related Work:

Bilingual Video Production

Drew Roberts

Marketing Director
Unie.com
Phoenix, AZ
drew@unie.com

Megan Vadnais

Owner
Foxy Kind
Phoenix, AZ
hello@thefoxykind.com

Blake Brunk

Owner
Briva Pools and Spa
Boise, ID
blake@brivapools.com
719-331-1659

Collin Hepworth

Product Owner
Suds Creative
Boise, ID
chepworth@sudscreative.com
330-645-4940

Connor Cox

Marketing Director
HighPoint
Boise, ID
highpointmarketingco@gmail.com

Auri Jalili

Owner
Waygood Coffee
Houston, TX
auri@meraki-companies.com



To Whom It May Concern,

I am pleased to recommend Mox as a trusted partner. I recently engaged their team to lead the complete branding work for our pool company, and the experience was outstanding from start to finish.

As a customer, I saw firsthand their ability to translate vision into reality using an engineering framework. They brought fresh creative ideas, listened closely to our goals, and then executed with precision. The final branding captured exactly the identity we were aiming for, and the process itself was marked by clear communication, responsiveness, and a high level of professionalism.

What stood out most was their ability to operate not just as designers, but as true partners who understood both the creative and business sides of the work. They consistently delivered on time, and their work has already had a measurable impact on how our business shows up in the market.

Based on my direct experience, I consider Mox a highly reliable and capable firm. They combine creativity, professionalism, and a strong partnership approach, and I have every confidence they will bring the same excellence to your project.

Sincerely,

Blake Brunk
Owner
Briva Pool and Spa
Boise, ID



1500 SE 37th St, Grimes, IA 50111, United States

515-986-3700

Greetings,

Mox isn't just a partner, they're the backbone of our event success.

Time and again, they've saved us, stepping in with innovation, precision, and solutions that elevate our presents far beyond anything our competitors or industry bring to the floor.

Their creativity, professionalism, and flawless execution have turned our booths into award-winning experiences.

Truly, we couldn't imagine doing events without them.

Thanks,

Andrew Clark

Events Director

National Carwash Solutions

Boise, ID

Aclark@NCSwash.com



Date: 10/8/2025

To Whom It May Concern:

I am writing to provide a professional trade reference for Mox, with whom we have maintained a business relationship since 2025.

Nature of Relationship: Customer of Mox

Length of Relationship: 1 year

Scope of Work Provided: Product launch video, stock photos of products, and social media posts

Based on our experience, Mox has consistently demonstrated exceptional professionalism, creativity, reliability, and meticulous attention to detail. They have proven to be a valued business partner, taking the time to thoroughly understand our product, brand positioning, and target audience.

Their collaborative approach and commitment to excellence have made a significant impact on our projects, and we look forward to continuing our partnership with them. We highly recommend Mox to any organization seeking a trusted and innovative creative team.

If you require any additional information, please feel free to contact me at btester@rivtekgear.com.

Sincerely,
Ben Tester
Founder
RIVTEKgear.com

