

CIVICCLERK®

A photograph of a long, polished wooden conference table in a meeting room. On the table, there are several clear water bottles and papers. A row of black office chairs is lined up along the right side of the table. The room has a warm, orange-toned wall in the background.

Hapeville, Georgia

RFP #20190412 – Agenda Management Software and Video Services

Presented by | Jillian Algieri, CivicClerk Account Executive



April 12, 2019 / May 29, 2019

302 South 4th Street, Suite 500
Manhattan, Kansas 66502
888-228-2233



Crystal Griggs-Epps
City of Hapeville
3468 N Fulton Avenue
Hapeville, GA 30354

RE: Agenda Management System

Dear Ms. Griggs-Epps:

Saving time, effort, and delivering access to important meetings is essential to run an efficient and transparent government office. In today's virtual world, making your government work better can be a challenge if you don't have the tools and resources to get the job done right. So how do you meet the ever-increasing expectations of your staff, government officials, and citizens with already-constrained resources? As your partner, that's where CivicPlus, LLC ("CivicPlus") and our CivicClerk Agenda Management System (AMS) can help.

Our company is passionate about our mission to help make local government work better. We know we aren't just delivering a one and done software program. We are helping build a trusted and long-term relationship between you and your community through our state-of-the-art technology and process. Collaborating with you throughout the process ensures we deliver the right solution, that will be easy for your staff to maintain and your officials and citizens to access.

The CivicClerk AMS is a robust, flexible, and easy-to-use suite of cloud-based tools built specifically for local government that will help you evolve your agenda and meeting minutes to today's standards. You'll be able to inform and empower your citizens and staff in more efficient ways which makes it easier for you *and* easier for them.

Our included proposal remains valid for 90 days from the due date of the RFP. Further, CivicPlus and any individual who will perform work for the City is free from any conflict of interest.

A Hapeville and CivicPlus partnership will save you time and money and will deliver your office an agenda and meeting system that will grow with you and where your staff, officials and citizens can find what they need, when they need it.

Sincerely,

A handwritten signature in blue ink that reads "Jillian Algieri".

A handwritten signature in blue ink that reads "J. Logan".



Jillian Algieri
CivicClerk Account Executive
algieri@CivicPlus.com
Direct Line 785-370-7785



Jeff Logan
Vice President of Sales
(authorized to bind CivicPlus)



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Executive Summary

Introduction

Your staff, officials, and citizens live in an instant access world, where a wealth of information and knowledge is expected to be available with a few clicks of a mouse. Isn't it time your agendas and minutes were available this easily? Simplify your agenda and minutes process, access information from any device, and eliminate endless stacks of paper and time creating physical agenda packets. CivicClerk is ready to provide you with ease of use and robust flexibility when it comes to your agenda and minutes creation and storage. Staff and officials can access the system from any device with a standard browser including computers, tablets, and mobile phones.

Our responsive design allows users to view and create agendas, minutes, and packets from their desk, laptop, or even on the go with a tablet or smartphone. Intuitive navigation provides easy access to all of our features and functionality and even first-time users can quickly get started. We will never archive or delete your information, keeping your information available and easy to find. Our CivicClerk AMS solution will provide the following:

Agenda Management	Board Portal
■ Simplify your entire process with user-friendly interface and agenda creation modules ■ Create consistent agenda formats ■ Add Agenda items with a specified deadline ■ Eliminate time-consuming tasks for staff members	■ Access to view meeting content - past, current, and future information ■ View comments and discussions from previous meetings ■ Access from any device with standard browser including computers, tablets, and mobile phones
Meeting Minutes	Public Engagement
■ Create meeting minutes with the built-in solution ■ View status updates of each item - see if minutes have been completed or are in progress ■ Include and view comments, motions, and votes for individual items ■ Take meeting attendance with the Roll Call feature	■ Provide transparency and open communication for your citizens ■ Allow citizens to view and download agendas, minutes, and complete packets ■ Search keywords and filter to quickly find information ■ Ability to share documents or add them to their personal Favorites ■ Receive notifications when an agenda or packet is posted

Why CivicClerk?

Streamlined and Intuitive

Traditional agenda management systems had (and in many cases still have) dated designs and interfaces making them confusing and clunky to manage. The intuitive and innovative CivicClerk User Interface built in to your CivicClerk AMS solution launched in 2014 and brought a whole new level of streamlined efficiency to the agenda management software industry. As our society and its leaders become more technology savvy, our easy-to-use interface meets their expectations while also catering to those with lesser technology skills.

When our customers move from their older systems, the number one reason for changing products is because staff perceived their old product was too complex and cumbersome to use. CivicClerk delivers a design that is intuitive and provides our clients the ability to get in, input or review the necessary information, and get out. The CivicClerk streamlined and intuitive design automates an existing process for our clients – it doesn't create a new one.

Continuous Improvement and Depth of Product

CivicClerk has spent the last three years building a scalable and flexible system to compete with the largest competitors in the industry. We never slow down researching development and improvements for our product. CivicClerk has developed a business model of continuous improvement to enhance client experience and meet ever evolving needs.

As one of the most robust systems in the industry, CivicClerk's meeting management system addresses nearly every aspect of the meeting process. We also understand that not every community has the need to utilize the entire system. That's why CivicClerk is designed with modules that can be easily turned on or off based on our clients' current priorities. Clients know that if their priorities change, additional services can be activated with a simple flip of a switch, and they are off and running.

Depth of product is about customization. CivicClerk offers more than 150 site settings that can be turned on or off for each implementation. For our clients, having the ability to turn off unused functions is nearly as important as being able to turn them on when needed. It simplifies the interface and validates that the system can be customized to their unique business processes and needs.

Pricing Value

CivicClerk serves municipalities from 5,000 in population to over 1,000,000, so we have developed a pricing model that is designed to serve any size community while respecting their available budgets. We offer a clear path for customers of all sizes to utilize for our product to meet their current needs, knowing they can easily expand their services as their needs grow and evolve. We work with our clients to assist them in developing the right initial functionality in a cost-effective manner. CivicClerk wants to be sure the system our clients purchase is the right fit for them today and will be the right fit for their community as it continues to grow.

CivicClerk Overview

Your officials need instant access to all meeting content so that they can engage in meaningful discussions and to make informed decisions. CivicClerk's software for meetings makes it easy to compile and access all of the necessary documents, data, and paperwork. Eliminate the time wasted searching for paper files, emails, postings, and various folders. With CivicClerk, your officials have all of their need-to-know information at their fingertips, so they can hit the ground running at every meeting.

Eliminate Menial Tasks and Get More Done

We've been working with meeting preparers for years, so we know how much time it takes to manually create an agenda packet. CivicClerk's meeting software instantly eliminates those tedious manual tasks so you can focus on the important stuff. With our AMS, you can spend less time in front of copy machines and chasing down signatures, and more time serving citizens.

Empower Staff, Maintain Control

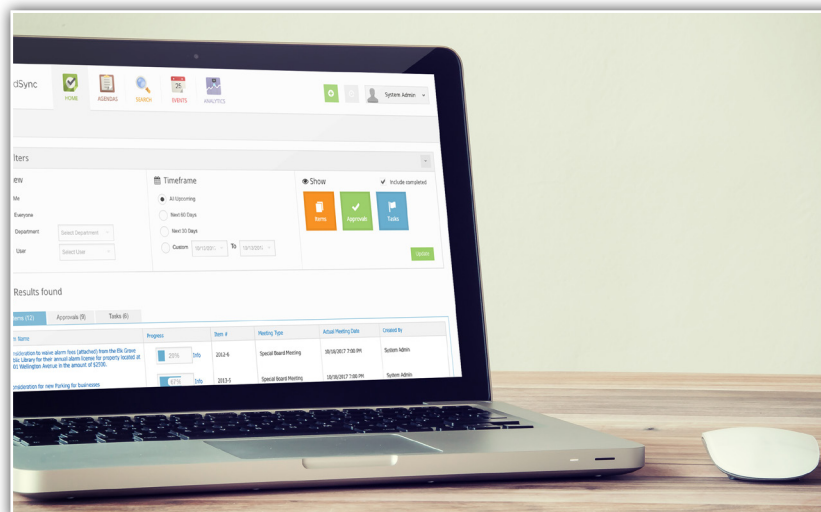
CivicClerk's agenda software focuses on ease-of-use. All processes are consistent, repeatable, and offer an intuitive way to submit items for approval and packet inclusion, all within administrator-set access limits. Deep user security provides each staffer with only the functions they need.

Deliver Packets to Any Device

Whether your officials prefer to use a desktop, laptop, tablet, Android or iOS phone, by using our meeting management software they will be able to easily access and manage meeting content. CivicClerk's mobile-optimized agenda management software, allows members to access, view, annotate, and comment on packets in the office, at home, or on the go. Have one or two officials that still require paper packets? Our meeting software makes it easy to print paper packets at any time.

Public Engagement with Meeting Data

CivicClerk supports open government. Our AMS makes transparency and disclosure requirements for meetings an effortless task. All public meeting content is instantly and automatically available once the agenda and packet is published, and email notices are automatically sent. Our powerful system makes it easy to understand key metrics by using our dashboards to track and analyze how the public is utilizing the system.





Company Information

Legal Name	CivicPlus, LLC
FEIN	48-1202104
Form of Business	Limited Liability Company
Subsidiary	CivicPlus, LLC is owned by PATTI Corporation.
Primary Contact Information	Jillian Algieri, CivicClerk Account Executive Direct Line: 785-370-7785 Email: algieri@CivicPlus.com
Company Headquarters	302 S. 4th Street, Suite 500 Manhattan, KS 66502 Toll Free: 888-228-2233 Fax: 785-587-8951
Ongoing Maintenance & Support	Ongoing maintenance and support is provided by the company headquarters in Manhattan, Kansas, and is available from 7 a.m. to 7 p.m. (CST) to field your calls, emails, and live chat. Emergency services are available free of charge after regular hours with our on-call staff 24-hours a day
CivicPlus Employees	CivicPlus currently has 335 employees.
Employees with CivicClerk	There are currently over 100 employees dedicated solely to the CivicClerk product.
Subcontractors	No aspect of the development or implementation of your project will be outsourced or subcontracted.
Pending Litigation	CivicPlus has no ongoing contract failures, civil or criminal litigations.
Bankruptcy or Insolvency	CivicPlus has not filed for bankruptcy or insolvency in the last 10 years.
Mergers, Acquisitions & Sales	In 2017, CivicPlus acquired Rec1, now called CivicRec (a recreation management system) as well as BoardSync, currently CivicClerk (an agenda and minutes management solution). In 2018, CivicPlus acquired Virtual Towns and Schools, now CivicCMS (an open-source content management system that allows CivicPlus to provide scalable website solutions for local governments).



Company Background

CivicPlus Company History

CivicPlus began in 1994 when our founder Ward Morgan decided to focus on helping local governments work better and engage their citizens through their web environment. CivicPlus was originally incorporated as a Kansas corporation in June of 1998 and was legally converted to an LLC in January of 2019. This business structure change was made by the owners of CivicPlus for estate and tax planning purposes and will have no impact on the business or our clients.

CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our clients. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a world leader in government web technology. We consider it a privilege to partner with our clients and provide them with solutions that will serve their needs today and well into the future.

BoardSync began in August 2014 and became CivicClerk in October of 2017. CivicClerk is the fastest, most intuitive way to automate agenda management, meeting minutes management, and the sharing of meeting content with board members, staff, and your citizens.

Demonstrated Financial Stability

As a private company, releasing confidential financial documentation, such as annual company revenues and profit, in an open RFP process, which could be obtained by our competitors, would be detrimental to our firm. We will be more than happy to discuss the need for and provide additional financial documents at the appropriate time in the process with the condition that any and all information shared would remain confidential between the City and CivicPlus. With that being said, we have included a letter from our bank stating our good financial standing in response to this RFP requirement.



1010 WESTLOOP PLACE
MANHATTAN, KS 66502 | 785-587-4000

March 6, 2019

CivicPlus, LLC
302 S. 4th Street, Suite 500
Manhattan, KS 66502

RE: CivicPlus, LLC

To Whom It May Concern:

KS StateBank of Manhattan is pleased to provide this Bank Letter of Recommendation for our valued customer; CivicPlus, LLC. In addition to deposit accounts, we currently extend credit facilities to CivicPlus, LLC aggregating in the low eight figure proportions. All deposit and credit facilities have been handled in a very satisfactory manner.

The company's reported financial position is sound and supportive of current and future credit extensions. We enjoy a strong working relationship with CivicPlus, LLC and are pleased to call them a valued customer.

If you have any questions or require additional information, with CivicPlus, LLC approval, please do not hesitate to contact us.

Sincerely,

Lowell L. Kohlmeier
Executive Vice President

LLK/mlr



Company Qualifications

20+

years of experience
with a focus to help
local governments

3,500+

local government clients across the
U.S. and Canada

300+

employees, many
who have experience
in local government
organizations

60k+

internal admin users



75M+

online visitors (and
counting!)

CivicPlus is the integrated technology platform for local government, delivering superior local government web technology, including website design & content management, human resources efficiency, mass notification communication tools, parks & recreation management functionality, and agenda & meeting management solutions.

Our Promise To You

We will deliver an agenda management system that meets your needs in usability, features, and functionality. The CivicClerk AMS solution is simple-to-use, yet flexible and powerful – with intuitive navigation for your citizens and an intuitive administration for your staff. Your system will be secure and continuously updated, as our experts develop further cutting-edge solutions designed specifically for local government.

CivicClerk has spent the last five years building a scalable and flexible system to compete with the largest competitors in the industry. Come along side CivicClerk and our over 180 clients utilizing this robust solution.

8-Time Inc. 5000 Honoree



GovTech 100 Company



Client Example

Port Orange, Florida

Before CivicClerk

Robin Fenwick, City Clerk and her team would spend hours each week compiling the necessary packets, chasing down paperwork that needed to be signed, and handling other aspects of the agenda management process. Robin estimated that dealing with the meeting process required eight or more hours per week. Time that could have been better spent serving the public, not standing in front of the copy machine and working on other mundane tasks.

City Stats

- Contact: Robin Fenwick, City Clerk
- 57,000 population
- Four Clerk Department staff
- Four Council Members & Mayor
- 18 Boards and Committees
- Over 1000 meetings per year

Product Determination Factors: Technology Integration | Limited Budget | Staff Adoption

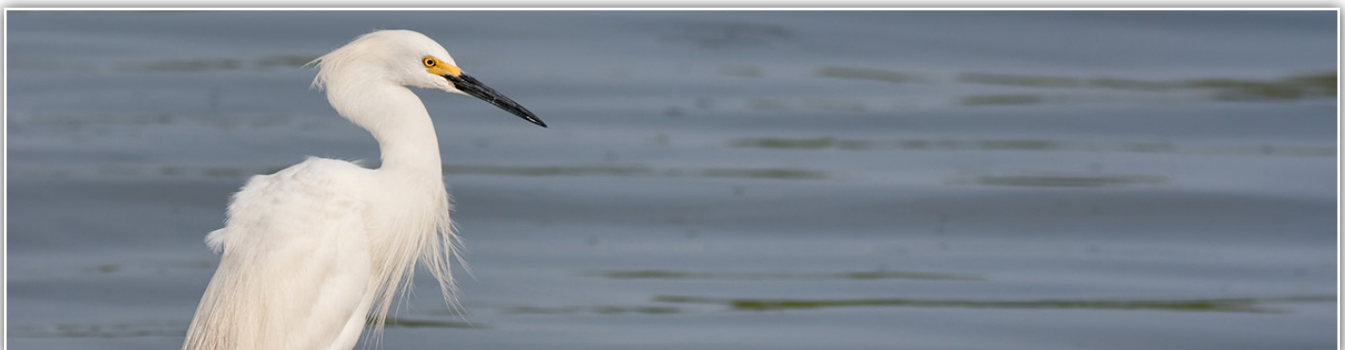
After CivicClerk

After reviewing various agenda management platforms on the market and weighing their pros and cons, Robin chose CivicClerk. She found the platform to be more affordable than the others, without suffering any compromises. In October 2014, Robin tested CivicClerk to manage the process for one meeting. Within three months, all of Port Orange's meetings were being managed through CivicClerk.

Robin was able to secure total City's staff buy-in quickly with the new platform. Why? Because the platform proved to be extremely easy to use and the benefits were immediate and obvious. Robin and her staff save over eight hours of labor per week, documents and forms are easily signed with remote access and their meeting agendas are completed in a more timely fashion. This allows the Clerk Department's staff to better serve their citizens and focus on important strategic initiatives.

Results

Agendas Posted: Six Hours Earlier | Time Saved Per Week: Eight Hours



Client Example

Gulfport, Mississippi

Before CivicClerk

Before its transition to CivicClerk, the City of Gulfport was utilizing an automated agenda management system. It had been using the software for four years, but the tools were not meeting the city's financial needs.

With CivicClerk, the City of Gulfport would be able to benefit from such features as live video streaming, so the City decided to make the transition.

Product Determination Factors: Ease of Use | Budget | Functionality

After CivicClerk

According to Ronda Cole, since the implementation of CivicClerk, all the feedback she has received about the City's more robust, and more affordable agenda and meeting management solution has been positive.

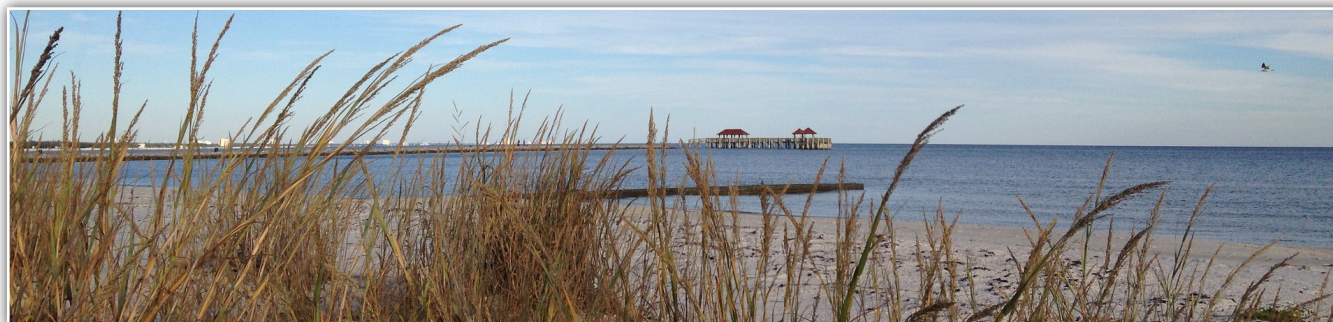
"We've only had positive feedback about CivicClerk. Everyone is so comfortable with its features and functionality. Nothing is extremely hard. It's user-friendly. With the administrative training I received, I can answer any questions. I can also reset passwords and add users, which I like, rather than having to call a vendor for every little thing."

Not only are the City's staff enjoying the convenience and usability of the CivicClerk system, but it is also helping the City to meet its citizens' transparency expectations. Cole states, "Now, with CivicClerk, we can put everything online, unless it was from an executive session or contains confidential information. Now our citizens can go online to see everything our board and our mayor have provided for meetings."

According to Cole, with the ability for citizens to watch live and recorded videos of meetings, and access transparency documents on demand, more citizens are engaging with the City's activities, and they are doing it when and where it is convenient for them.

City Stats

- Contact: Ronda Cole, Clerk of Council
- 72,000 population
- Seven Council Members & Mayor
- Over 15,000 Imported Files





Proposed Solutions

Comprehensive Description

Agenda Management

Automate your meeting agendas and packets with a simple, consistent process. Eliminate time consuming manual tasks and focus on important issues instead. Let each board member manage content the way they want.

Features and Benefits

Countless hours are spent creating the agenda and packet for every council, board, and committee meeting. CivicClerk simplifies the entire meeting process from start to finish by providing staff a central location for all board and committee meetings with the same simple, consistent process. Customers choose CivicClerk for our features, ease of use, and modern design.

- | | |
|--|---|
| <ul style="list-style-type: none">■ Unlimited Meetings■ Unlimited Users■ Unlimited Storage■ Custom Agenda Design■ Electronic Approvals Engine■ Electronic File Management■ Confidential Attachments■ Roll Call, Motion, and Vote Tracking■ Minutes Comments and Discussions■ Speaker Management■ Task Management Pre and Post Meeting■ Comments Engine with Notifications■ Drag and Drop Re-ordering■ Approvals Progress Bars■ Automated Track Changes | <ul style="list-style-type: none">■ Standard Reporting■ Dash Analytics■ Pre-Defined Item Content■ Automatic Default Items■ Copy and Move Items■ Intelligent Keyword Search and Filters■ Custom Security Profiles■ Automatic Email Notifications■ Dropbox Integration for Delivery■ Board Member Portal■ Public Portal■ Live Streaming and Video-On-Demand■ Videos with Linked Agendas and Minutes■ Tablets Supported |
|--|---|

Designed Just for You

CivicClerk's agenda management software is customized to suit your individual design needs and unique approval processes. Create and manage content with custom design templates, wording, numbering, and ordering. You can also utilize a public portal that matches your website.

Complete Security/Access Oversight

Fine-tune your content's security for different staff members. CivicClerk's agenda management system allows for in-depth user security. Administrators can set access levels for individual users, allowing you to control who can access what. You can also easily identify attachments for limited access based on staff or security level.



Create Agenda Items in Seconds

Intuitive process is simple for your organization's entire staff. Save hours each week with CivicClerk AMS that can easily track all key item information, create tasks and to-dos with reminders. CivicClerk supports PDF, Word, Excel, PowerPoint and image files, and utilizes a simple drag and drop ordering of all supporting documents.

Agenda Approvals Your Way

CivicClerk's flexible approvals engine adapts to your review process. No more chasing approvals, and playing phone or email tag. Our meeting management system's powerful approvals engine streamlines routing, email notifications, and manages backup approvers. Even last-minute changes are a breeze.

Large Packets? No Problem

Create agendas and packets of any size in just seconds. Easily build different versions based on confidential materials inclusion. CivicClerk is an open government system that allows you to immediately publish on your organization's public portal, thus allowing for instant transparency.

Deliver Content to Any Device

Let board members choose how to get meeting content. Efficiently deliver packets of any size by paper, email, Dropbox, download, or board portal. CivicClerk is optimized for all devices including desktops, laptops, tablets, and mobile phones.

Find What You Need Fast

Save time with powerful keyword and filtered search engine. CivicClerk automatically organizes and stores all of your meeting content, so it's easy to quickly retrieve what you're looking for. Our search tool includes past items, attachments, minutes, and agendas by keyword, date range, and more.

Analytics to Improve Performance

Clear reporting provides insight on progress and goals. Dashboards and built-in reporting provide key metrics on the entire agenda and meeting minutes process.

Meeting Minutes

Live Meeting Manager

Run the entire meeting from one spot and simplify votes, manage speakers, and streamline transparency. Our Live Meeting Manager system lets your board members access meetings online and vote electronically from any device. The vote results are then displayed to the attending public.

Easily Record Roll Calls, Motions and Votes

Capture all meeting actions in just one step. Stop retyping repeated entries. Record meeting actions on your desktop, laptop or tablet, and easily copy similar motions and votes to other items. Publish to your public portal for easy access and transparency. We make open governance easy.

Electronic Voting

Build public trust by letting meeting attendees see your finalized vote results in real time. CivicClerk's agenda management software offers a powerful, fully-integrated electronic voting system. Conduct clerk-initiated electronic votes any time and tally board member votes from any device. Once voting is closed, results are displayed and automatically entered into the minutes module for utmost accuracy and transparency. Additional fees apply for this feature.

Customize It and Forget It

No more typing and copying the same info over and over. Using our agenda software, you can set wording, formatting, and text snippets the way you want them - they'll pre-fill automatically, ending repeated entries. Motions, votes, and speaker info are all customizable, with full editing functions for comments and discussion notes.

Flexible Speaker Management

Organize speaker information for on-going and individual items. CivicClerk supports board members, staff and other public speakers, and offers integrated speaker and countdown timers. Last-minute speaker? No problem. CivicClerk lets you add new speakers before, during, and after the meeting.

Display Pages

These are dedicated web pages that are displayed on televisions or monitors in the meeting rooms or chambers. They follow along based on the actions of the Clerk that is running the meeting. They display a welcome screen (pre-meeting), the current item being discussed, the current speaker and speaker timer (if applicable), a speaker list, and the vote results once saved by the Clerk. Additional fees apply for this feature.

It's easy to create, manage, and finalize your minutes before, during, and after the meeting. CivicClerk automatically generates PDF and Word documents so you can deliver them electronically, by board and public portal, and hard copy.

Board Portal

Get meeting content and action data at your fingertips to make informed decisions. Create and access your own private notes. Get instantly notified when new content is made available, and review online or offline before, during, or after meetings.

Multiple Devices

Access meeting content from any location, anytime. Whether you're working from home, at the office or on the go, CivicClerk lets you access and manage all content with any standard internet browser on your desktop, laptop, tablet, or mobile phone.

Review, Comment, and Discuss

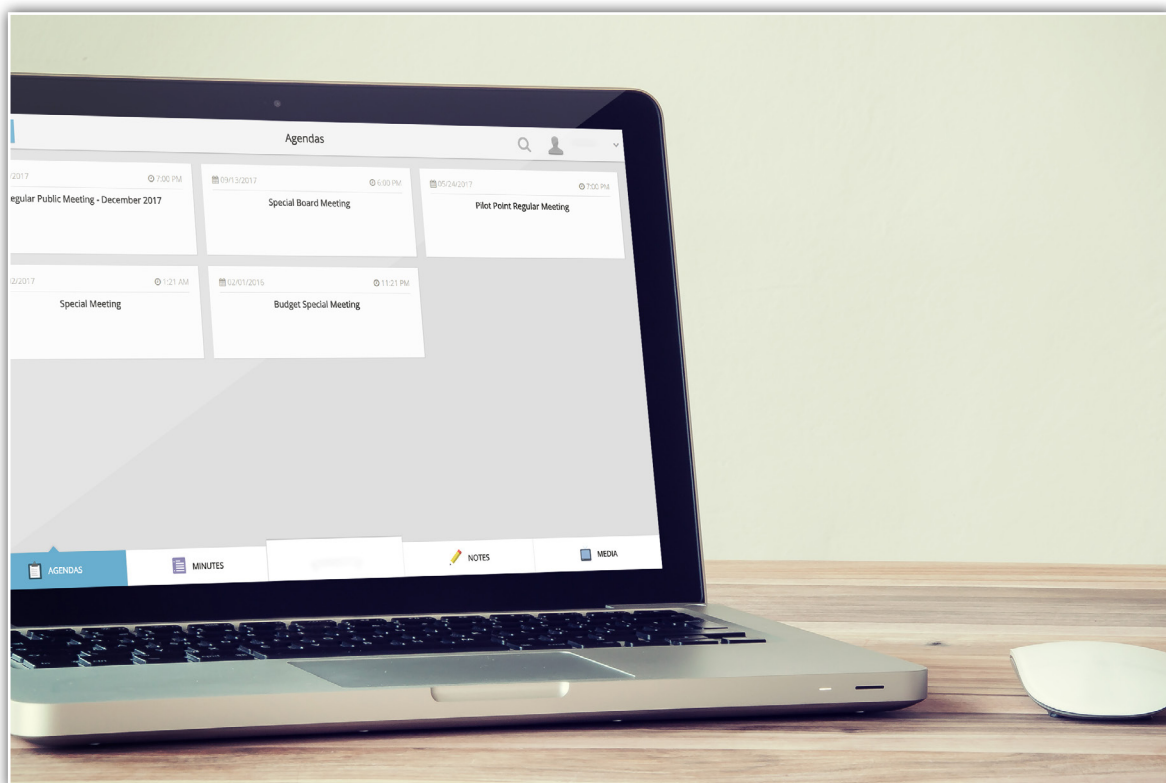
Making and reviewing comments just got a lot easier. Goodbye, fruitless searches for last month's comments. CivicClerk's powerful search and content filter lets you quickly access comments and discussion summaries from previous meetings at any time. Not only that, but you can easily provide your own feedback via email.

Research Past Meeting Content

Quick content retrieval means more productive meetings. Miss a meeting? Catch up when it's convenient for you. Our meeting management software allows complete access to your meeting video archive. All videos are fully integrated with each corresponding bookmarked meeting agenda.

CP Media™ – Live Streaming & On-Demand

Watch your meeting live or later. It's up to you. Miss a meeting? See it when it's convenient for you. Get complete access to your meeting video archive. All videos are fully integrated with each corresponding bookmarked meeting agenda.



Public Transparency

Subscriptions and Social Sharing

Get the word out to your stakeholders. Instantly share meeting content via email, LinkedIn, Facebook, and Twitter. Subscriptions makes it easy to automatically notify the public whenever new meeting content is available.

Keyword Search and Content Filter

Find what you need when you need it. Rifling through reams of paper is a thing of the past with CivicClerk's advanced search functions. Simply search by keyword to find all relevant content from current and past meetings. You can also easily download agendas, packets, minutes, and supporting documents.

Access Content Anywhere, Anytime

Manage, edit, and comment on any mobile device. Whether you're at work, at home, or on the go, our meeting management system allows easy access to meeting content via your laptop, desktop, tablet, or smartphone. Delivering complete transparency and engagement with the public.

Public Portal Dashboard

Get to know your community better. CivicClerk's public portal helps you understand how the public is interacting with your meeting publications by providing keyword analysis and user-friendly usage metric analytics. This will allow you to conduct an in-depth analysis of citizen behavior and help you discover what issues the public finds most pressing.

Live Streaming and On-Demand Video

Public engagement just got a lot easier. CP Media simplifies live streaming of your organization's meetings and seamlessly integrates all video content with the meeting agenda. On-demand meeting content videos feature clear bookmarking and navigation so viewers can quickly find their area of interest.

Automatic Upgrades

Customers automatically receive all future version upgrades of the system upon release. New features and functions are based on feedback and customers requests.

Accessible records and data help increase your organization's productivity by encouraging public engagement and fostering a better informed, more involved community. CivicClerk's public portal also satisfies public disclosure and posting requirements, and reduces the number of public record requests.

Functionality Disclosure

As CivicPlus continues to evolve and improve our solution to support our clients' needs and goals, we reserve the right to upgrade, replace, modify, or terminate any of the features and functionality elements listed, at our sole discretion, and when feasible, providing reasonable notice to our clients of any changes. These features and functionality are offered on a gratuitous basis to our clients (no monetary value per feature) and should any changes be enacted, will not affect any terms in a signed agreement with CivicPlus.

Meeting Your Requirements

2.1 Agenda Management Software

Automated workflow system to prepare, track, modify, approve and monitor the progress of agenda items.

CivicClerk has an automated workflow process that is configured based on the meeting type, department submitting and the type of item being created. The workflow provides users the ability to visually track where items are in the workflow process, allows for collaboration and revision of agenda items, and allows approvers ultimately to easily approve or deny the items.

Version control for development of agenda items and tracks changes/edits.

CivicClerk has in-app version control that tracks edits to individual fields within the item being drafted within the system. As an item moves through the workflow, versioning is used to track edits/changes. The versioning will show who made the change, exactly what was changed, and when. Users can also revert to previous versions. CivicClerk also offers integrations with OneDrive and Google Drive to allow users to store and use the “track changes” functions in those applications for the purposes of tracking changes on attachments to the agenda item.

Ability for the item author to insert a formal caption, the presenter name(s), background information including attachments, and a recommendation.

In CivicClerk, the items are created using a customized configuration that is tailored to your process. All of the above can be included.

Ability for the agenda item author to retain control over edits of the agenda write-up.

Users have the ability to lock/unlock the item or revert to previous versions.

Ability for the agenda item author to retrieve items at any time during the routing process.

Users have the ability to recall their item if needed.

Capability to add or delete staff from the agenda item workflow/routing review/approval process uniquely for an individual agenda item.

CivicClerk’s workflow engine is flexible and allows administrators the ability to modify workflows as needed.

Ability to delete a staff member universally from the agenda workflow for employee terminations.

User settings are at the global level, so if a staff member is deleted, they will automatically be removed from any associated workflow.

Ability to move a staff member from one workflow/approval process to another to facilitate employee transfers between departments or different reporting structures.

CivicClerk’s workflow engine is flexible and allows administrators the ability to modify workflows as needed.

Provides strong word processing and editing capabilities that allows such functionality as: Uploading and/or building tables and graphs with ease, copying and pasting from other documents/software such as word processors and spreadsheets, changing fonts, highlighting text, bold, italic, etc.

CivicClerk provides users an editor that performs a variety of editing functions including copy/paste, convert to plain text, embed links and images, spell check, print, find and replace, create tables, set bulleted or numbered lists, and control font properties. The editor is available on every text input area within the system, from the creation of items to the drafting of meeting minutes. Users may also import content directly from a Microsoft Word document while retaining the formatting from the original document.

Retains an easy to use search function for items no matter where they exist within the agenda process. This includes using various options including agenda number, keywords, etc.

Save time with powerful keyword and filtered search engine. CivicClerk automatically organizes and stores all of your meeting content, so it's easy to quickly retrieve what you're looking for. Our search tool includes past items, attachments, minutes, and agendas by keyword, date range, and more.

Supports creating, editing and approving agenda items using the web, tablets, smartphone sand other electronic devices.

CivicClerk is mobile responsive to allow for access from any device.

Assembles documents into a single cohesive agenda packet and generate reports to help manage agenda creation process. In addition, it must allow the administrator to see status of agenda items moving through their respective approval processes.

Users can upload items in a variety of common file formats and CivicClerk will convert to PDF when creating the agenda packet. CivicClerk has over 30 available reports on a variety of topics including: Agenda Portal Usage, Agendas List, Approvals by Due Date, Attendance, Average Approval Response Time, Citizen Report, Closed Caption, Current Open Approvals, Current Users, Events Lists, Items, Motions, Ordinance and Resolution Numbers, Overdue Tasks, Tasks, Task Completion Time, Users, and Votes. The administrator will be able to track the status of agenda items throughout the approval process, showing exactly where in the process the agenda item is and includes a visual representation of the progress.

Facilitates easy electronic posting, emailing and other electronic communication. Must support easily accessing agenda and agenda packet information using tablets, smart phones and other electronic devices.

CivicClerk will automatically post the video to the web portal immediately following your meeting. In addition, the Citizen Portal provides access to documents as a separate link or through an iframe embedded in your website. The portal has it's own designated search functionality and allows users to sign up to receive email notifications as new agendas are posted. Citizens can access PDF copies of published agendas, minutes, and packets as well as a full clickable HTML version of the agenda and all attachments. With CP Media™, the portal will also provide same window access to the video, with bookmarks to the agenda content, and the HTML version of the agenda. CivicClerk is mobile responsive to allow for easy access from any device.

Ability for Council members and staff to annotate or make private notes electronically directly into agendas and agenda backup using electronic devices such as tablets or smartphones.

The CivicClerk board portal allows elected, appointed, and other officials to make personal annotations to their meeting materials through a mobile responsive web browser from any device. No separate application is required.

Provides a searchable document archive and capabilities to copy and paste agenda items to create new agenda items and backup.

Agenda administrators in CivicClerk can easily move items including all attachments and information such as the workflow status from agenda to agenda within the system. Administrators may also copy items from agenda to agenda and choose whether or not attachments, workflow, etc are included or excluded from the copy.

Facilitates timely creation of minutes, by pre-populating staff recommendations/recommended motions in advance of the meeting.

This can be done in advance of a meeting. While it is not automatic, it is extremely easy.

Seamlessly creates a consolidated agenda package in pdf format that includes the ability to create and use pdf bookmarks to navigate each item and its attachments.

CivicClerk creates a bookmarked PDF packet for easy navigation.

Ability to define both unique agenda templates for each meeting type and/or a standard template that can then be applied to multiple meeting types.

CivicClerk will develop a custom agenda, templates based on your requested format.

Allows the agenda administrator to create and enforce deadlines. Once a deadline is passed, users cannot submit additional information, delete late items, or re-order of agenda item at the last minute.

CivicClerk allows administrators to customize the type and frequency of email notifications for the organization, including the ability set and enforce deadlines as described.

Ability to modify automatically generated minutes to reflect actual order items were taken up in meeting which may differ from order on published agenda.

CivicClerk allows the minutes-taker to make changes in real-time, including the independent reordering of items in the minutes without altering the original agenda content.

Ability to create an unlimited number of tasks for any agenda item before, during or after meetings.

CivicClerk has a task tracking feature that allows users to assign tasks before or after the meeting and include deadlines and send automated follow-ups.

Automatically generates a report indicating post-meeting action items for a particular individual/department and automatically deliver notice to relevant contact(s).

This is a future enhancement.

Allows task recipients to access minutes and resolution data from the agenda item to aid incompletion of the task.

This is a future enhancement.

Ability to access reports and documents directly from networked drive for upload into agenda package.

CivicClerk has several ways users can upload documents such as agenda attachments, including uploads from local or network drives.

Compatible with Microsoft Office products and Google products.

Yes, CivicClerk is compatible with Microsoft Office products and Google products.

Ability to have separate sections in the agenda item which could include background, discussion, fiscal impact, recommendation, strategic goal alignment, options, etc. The software should have the capability for different sections to be completed by different departments, with edit security for certain sections.

Yes, the background sheets will be configured according to your current process or template. However, we request to have further conversations around the capability for different sections to be completed by different departments with edit security for specific sections.

2.2 Video Services

Ability to index and cross link with the agenda management software.

Yes, CP Media is integrated with the CivicClerk solution to index and bookmark with the AMS. We would love the chance to visit with the City to discuss your specific requirements.

Ability to create points within the video tied to the relevant agenda item.

Bookmarks can be created within the video and can be tied to the agenda items.

Link to agendas and minutes within the same module accessible through the website.

Visible through the citizen portal on your website, your citizens will be able to access agendas, minutes, and videos. All videos are fully integrated with each corresponding bookmarked meeting agenda.

Archival capabilities.

Keep your meetings available for your citizens through our unlimited on-demand video storage.

Indexed and searchable content based off of meeting agendas.

All meeting content is run through an OCR process and indexed with your site search, so full-text searching is available.

24/7 Technical support for issues.

Our Technical support is available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays), with 24/7 emergency support available.

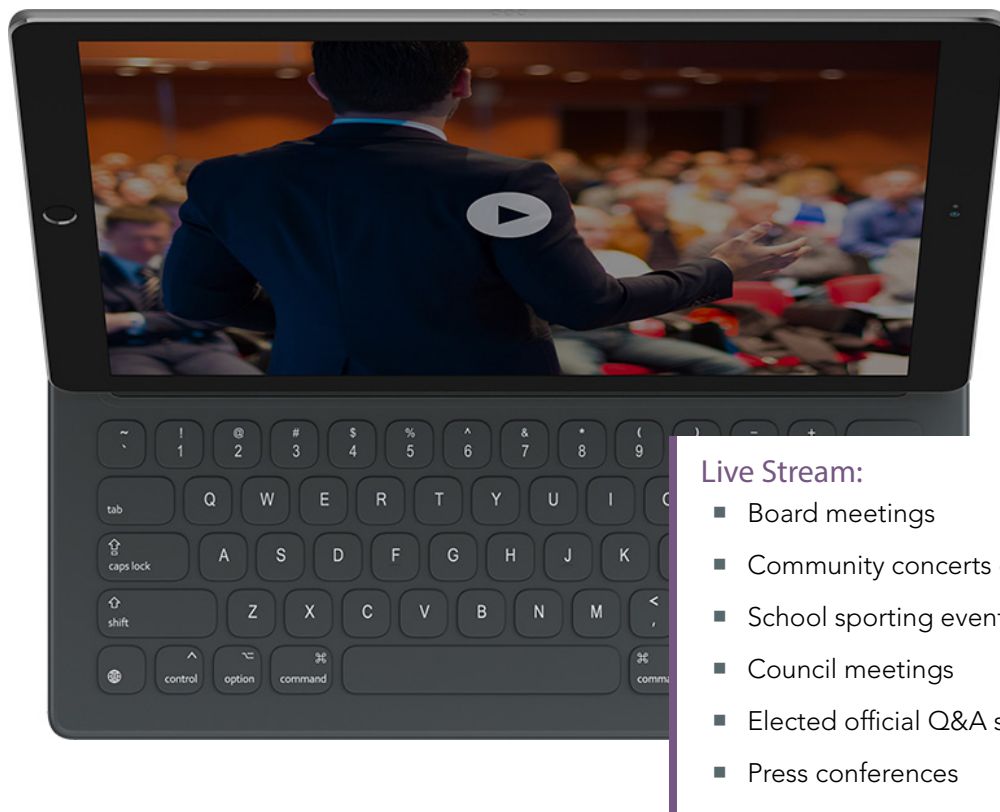
Ability to record Council meetings and provide live streaming of meetings.

Live streaming is available with CP Media.

Additional Proposed Feature

Engage Your Citizens with Live and Recorded Video

Today's digitally-minded citizens are logging more hours watching online video than ever before, and they are searching for content that ranges from entertaining, to informative. For local governments, video is a powerful mechanism for sharing news and events, encouraging civic participation, meeting transparency requirements, building a brand, recruiting employees, and encouraging citizens to develop a sense of civic pride.



Live and On-Demand Video Streaming

CP Media is a core component of the CivicPlus Platform and is accessible by all our unified applications, including our CivicEngage website design and hosting solution and our CivicClerk agenda and meeting management solution. With CP Media, you can integrate live or recorded videos of meetings and events anywhere on your CivicEngage website that are easily accessible by citizens from any desktop computer or mobile device—no technical or coding skills necessary.

Modern Functionality for Modern Communities

CivicPlus offers a robust video experience with CP Media. Consumption of video is continuing to grow, and providing this option as part of your services to your community is a must have to drive engagement. With CP Media, Hapeville will be able to offer live video streams to your board and committee meetings, as well as on-demand access after adjournment.



Immediate availability of recorded videos for on-demand viewing - no additional steps or manual file uploads.



Create event templates for effortless set up of recurring meetings.



Convenient integration with social media platforms including Facebook, YouTube, and Twitter.



Pause live streaming and post a custom message to viewers.



High-definition video for professional quality presentations.



Accommodate unlimited events and viewers.



Link meeting agendas and bookmarks.



Closed captioning support.



Auto-start recordings of meetings, so video viewers never miss a moment of live proceedings.

Video Streaming Equipment

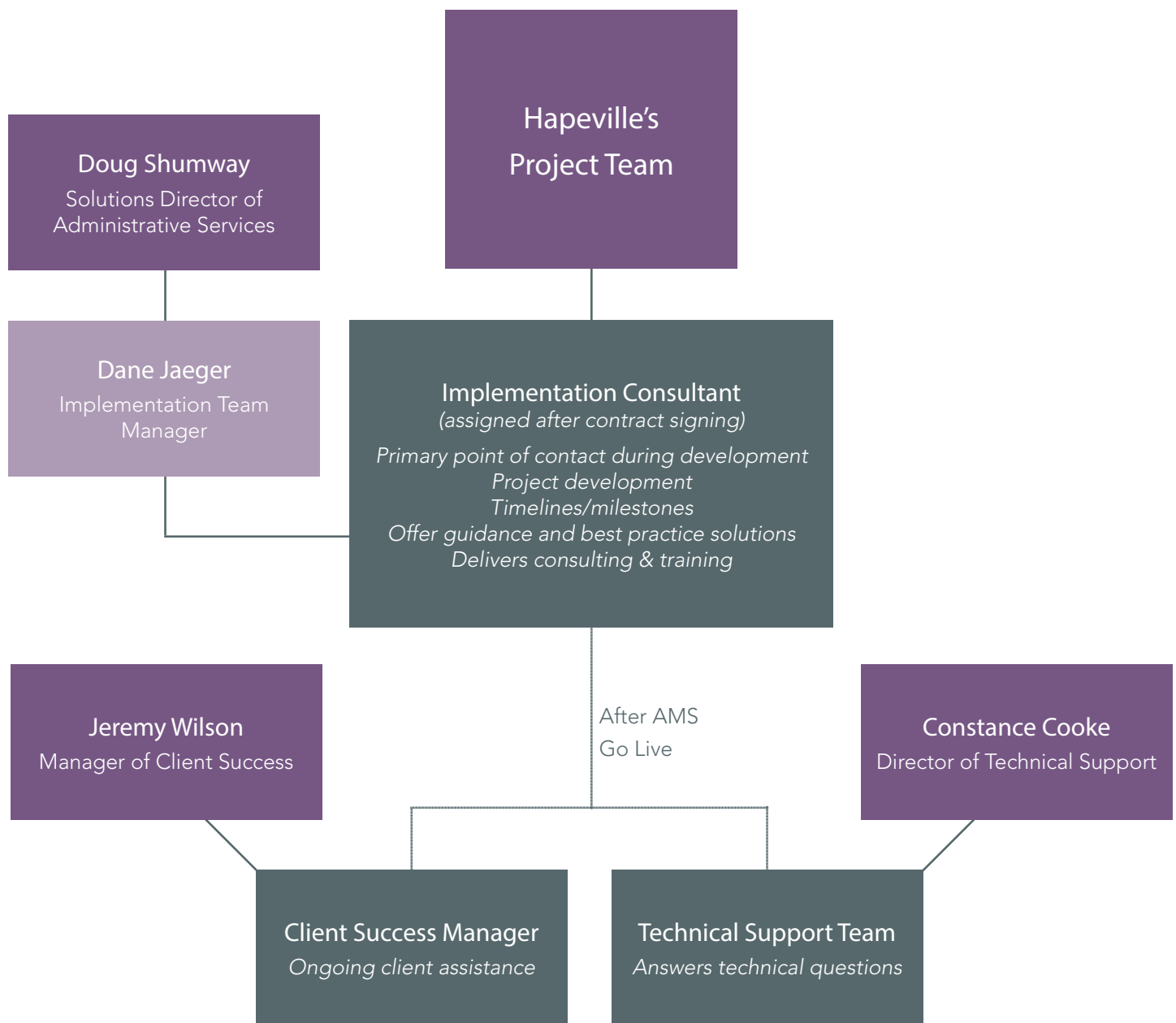
CivicClerk does not require users to buy a proprietary encoder. However, we recommend the Matrox Monarch HD. We can work with any encoder capable of generating an RTMP stream, but we prefer the Matrox based on our integration with the box and the ability to record locally and stream simultaneously at different resolutions. The setup process is very simple with the video feed going into the box via SDI or HDMI inputs, along with a network cable. We will provide an XML file with all the configuration settings pre-defined, that will upload to the Matrox. In addition, we will provide the necessary IP and port information to add to the network/firewall. Once configured, we will jointly test and confirm the stream receives video with the expected quality.



Implementation Approach

Project Team

From project management to development to training and support, a dedicated project team will assist you throughout the development process to ensure your project's success and your complete satisfaction. Our expert project leaders will coordinate your needs with qualified specialists who will work directly with you throughout your project development and beyond. Your dedicated project manager and team members will be determined just prior to kickoff, so we can be sure they will be available to begin your project immediately and work directly with you throughout the entire process.





Doug Shumway – Solutions Director of Administrative Services

Doug brings over 15 years of local government software experience, including being the co-founder of BoardSync and SuiteOne Media, and the founder of FOIA Systems. He oversees our CivicClerk Agenda Management and CivicHR Human Resources Management systems, leading the product strategy and overall vision and personally engages customers for continuous product enhancements.

Education
AS in Digital Media

Resume
General Manager
CEO
Sales Director

15+ Years of Experience
Business Leadership
Sales Leadership
Product Development



Dane Jaeger – Implementation Team Manager

Dane leads our project management, web development, and training/consulting teams for CivicClerk, CivicHR, and CP Connect. These teams oversee the implementation of your software from contract signing through launch and ensure your experience with CivicPlus is positive and impactful.

Education
BS Business Administration
Management
Information Systems Economics

Resume
Project Manager
Software Consultant/Developer

4+ Years of Experience
Project Management
Business Analysis
Software Implementation
Customer Service



Jeremy Wilson – Manager of Client Success

Upon launch of your website to the public, Jeremy will assign a Client Success Manager to your account. Your dedicated Client Success Manager is a specialized team member that will ensure you stay current on CivicPlus solutions. By partnering together, you'll create an ongoing strategy to better engage your citizens by utilizing the tools and products that CivicPlus has to offer.

Education
BS Political Science

Resume
Assistant Manager of Account
Management
Solutions Specialist

5+ Years of Experience
Customer Service
Leadership
Sales
Team Building



Constance Cooke – Director of Technical Support

Constance Cooke manages the technical support team for all CivicPlus products. This specialized team operates on a three-tier, product specific, escalation process to report technical issues to the products development team and works hand-in-hand with our Help Center to continually improve online assistance content and best practices information.

Education
BA English, Communication

Resume
Technical Support Specialist
Documentation and
Communications Manager

5+ Years of Experience
Technical Support
Business Management
Team Building
Customer Service



Jim Flynn – Director of Information Security and Infrastructure

Jim is a passionate advocate for Information Security and performs a critical role in aligning CivicPlus Security Strategy with the needs of clients like you. He coordinates and manages our in-house experts on the technical aspects of your project. From data center operations to security and compliance, his team will ensure that your hosting and security needs are met.

Education
BA Computer Information
Systems

Resume
Chief Systems Architect
Information Technology Director
Software Engineer

18+ Years of Experience
Cybersecurity
Network Infrastructure
System and Software Architecture

Methodology & Approach

CivicPlus and Hapeville will jointly develop a detailed schedule and implementation plan as your project kicks-off complete with milestones and deadlines. This serves as your implementation process flow and any changes can be addressed throughout the process. Once your system is launched you will continue to receive both technical and consultative support from our Support and Client Success teams.

We meet with all our clients virtually through email, phone, video conferencing, or if the client prefers we will be on-site. Because of the nature of our technology industry, working remotely is the “norm” and of no project concern for the development of your AMS.

Project Management Communication Tools

The City will have access to your project via Mavenlink, project management software. Mavenlink offers task management with a multi-level work breakdown structure, Gantt Chart-based project plan and centralized communication.

- Centralized project communication and task management tools in a cloud based project workspace. Conversations are linked to files and tasks for easy reference.
- Tasks, deliverables and milestones aligned to the scope of work.

The tools available through Mavenlink combined with regular check-ins with your Implementation Consultant provide you with ample opportunities to quickly and efficiently review your project, check deliverables, and communicate any positive feedback or concerns.

Roles and Responsibilities

Please see our sample project schedule provided on the following pages for details on the roles and responsibilities during implementation.

Level of Effort and Skillset of City Staff

Standard users will need basic knowledge of using an internet browser to navigate a website. Administrators can function with basic knowledge of using an internet browser, but will need moderate to advanced knowledge of the City's agenda process. We estimate that the total project takes around 10-15 hours of effort from the City's team.

Project Schedule

Typical Project Timeline: 6 Weeks

A CivicClerk development plan typically expands a six-week timeframe. Exact development timelines can vary due to scope, client availability, milestones set, and other factors.

We will work with you until your system is up and running and your staff has reached a level of comfort to confidently maintain your new system.

1

~2 Weeks

2

~1 Week

3

~1 Week

4

~2 Weeks

5

As needed

Phase 1 | Weeks 1-2

Gather information regarding agendas and how current processes function. This information will be used to initially configure the system.

CivicPlus Will:

- Create production site request
- Review the implementation plan
- Configure templates from Word versions of agendas and minutes
- Input questionnaire data

What We Need From You:

- Complete implementation questionnaire
- Provide Word versions of agendas and item reports

Phase 2 | Week 3

Only initial configuration is complete, gain feedback on final results. Any necessary configuration changes will be identified for completion.

CivicPlus Will:

- Schedule and conduct a first look call
- Provide any template changes required

What We Need From You:

- Schedule a 30-45 minute call for system review
- Provide feedback on any needed changes

Phase 3 | Week 4

Any remaining changes will be made, and the list of users will be added to the system. All configurations will be finalized.

CivicPlus Will:

- Enter user list with appropriate security settings
- Make necessary changes to templates and configuration

What We Need From You:

- Provide a list of users
- Provide any additional feedback and changes

Phase 4 | Weeks 5-6

Begin in-depth training for administrators followed by a faster training for end users.

CivicPlus Will:

- Schedule and hold administrator and end user trainings

What We Need From You:

- Schedule administrator training
- Schedule end user training

Phase 5 | As Needed

Now that the main implementation is complete, and there is some data in the system. Any additional service(s) contracted for can be configured.

CivicPlus Will:

- Configure the templates in the system
- Schedule and conduct minutes training

What We Need From You:

- Provide Word versions of your most recent minutes
- Provide a list of your Board/Council members
- Schedule a 30-minute call for minutes training

Acceptance Testing

Methodology and Criteria for Success

After the initial configuration of the system and the first board, we will meet with you to perform our First Look Training. The First Look Training will teach the administrators of your system how to navigate the User Menu (user preferences and system settings), create events, create agendas, add or remove items from agendas, and set up your approval routing, if you utilize one.

After the First Look Training is completed, the Implementation Consultant will explain the expectations for User Acceptance Testing. We ask you test your system by creating five events, creating five agendas, and adding or removing one item from each agenda you create.

Upon the completion of these testing scenarios, the representatives from your project team will work with our Implementation Consultant to troubleshoot any issues your team may have come across during testing and to gather any revisions that need to be made to your first board. If any issues were found during testing, these issues will be addressed and we will move into the next phase of our implementation methodology.

Responsibilities of City Staff

Your staff will be responsible for testing the initial configuration of the system and your first board. They will do so by attending a high-level administrator training followed by one business week for testing. During the testing period, they will be asked to create five events, create five agendas, and add or remove one item from each agenda they create.

Upon the completion of these testing scenarios, your staff will work with our Implementation Consultant to communicate any issues that were discovered during testing, whether it be with the system or the board we have created for you. Following the resolution of those items, your staff will be asked to provide any additional agendas, item reports, or minutes you wish to have us develop. This will signify the completion of User Acceptance Testing and we will move forward with the training of your non-administrator users.

Training Strategy

Included in this project is four hours of virtual training for up to six staff members/session. This ensures your team is positioned for a seamless transition to an electronic agenda management process.

- **Basic Administrative Training:** The initial training available to system administrators provides a high-level walkthrough of the agenda process and available tools. This session provides system administrators with the baseline knowledge needed to manage agendas.
- **Advanced Administrative Training:** The follow-up administrative training builds on the basic training session. We provide in-depth explanations on system capabilities and discussion of other available functions.
- **Standard User/Approver Training:** The user training session will prepare your staff for using the electronic management tools, which includes item management and approval workflows.
- **Video Tutorials:** The video repository includes tutorials covering several commonly asked questions and basic functions within the system. All users can access video content directly through the module.

We find that hands-on experience with the system, prior to your go-live date, is the best way to ensure that administrators and users are comfortable with the electronic management process. Your staff will be given the opportunity to access the system and manage a mock-agenda.

Support is available throughout all implementation phases and after your go-live date.

Ongoing Training Resources

We want your AMS to be an investment that holds its value over time rather than a big expense that you have to budget for every few years. We apply this same thinking to our approach toward training and support. After the launch of your AMS, you should be able to keep current staff as well as new hires trained and supported. Stay up to date and always informed with unlimited access to the CivicPlus Help Center.

With CivicPlus Help Center, you can:

- Access online training manuals and videos to learn the tips, tricks and processes to become the expert at using your AMS
- Attend webinar series for refresher trainings or for sneak peeks at the newest features and functionality in development
- Stay up to date on the latest trends in web technology, design and government processes through blogs, webinars and informational updates tailored to local government professionals
- Access our always-available online support center for our clients that is easy to navigate with predictive search



Ongoing Support and Hosting Services

Ongoing Support & Services

Around-the-Clock Service & Support

With technology, unlimited support is crucial. Our live support personnel based in the United States are ready to answer your staff members’ questions and ensure their confidence. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls, emails, and live chat. Emergency services are available free of charge after regular hours with our on-call staff 24-hours a day.

CivicPlus Support has formalized support procedures that involve the following three tier escalation path:

- Tier 1: Simple usability issues, ‘How do I?’ questions, and intended functionality inquiries
- Tier 2: Complex functional questions
- Tier 3: Technical issues

CivicPlus is also proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our clients’ websites.

Technical Support

- Dedicated support personnel available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Four-hour response during normal hours
- 24/7 emergency support

Maintenance

- Full backups performed daily
- Regularly scheduled upgrades, including fixes and other enhancements, and OS system patches

In February of 2019, CivicPlus Technical Support was presented with a Bronze Stevie® Award in the Front-Line Customer Service Team of the Year – Technology Industries category in the 13th annual [Stevie Awards for Sales & Customer Service](#).

The Stevie Awards are the world’s top honors for customer service, contact center, business development, and sales professionals.

Continuing Partnership

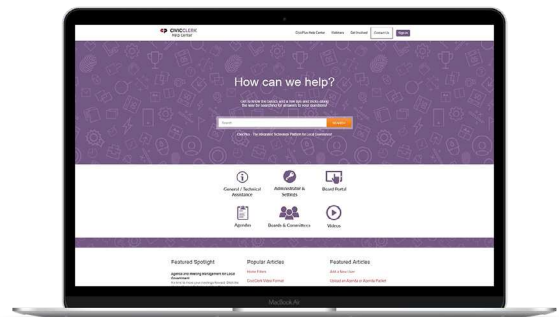
CivicPlus has a dedicated Client Success team to help you implement the tools needed to successfully meet the level of community engagement that you desire. Upon website launch, you will have a dedicated member of this team to provide you with further information on how to utilize the tools in your new website. Your Client Success Manager will keep you informed of new CivicPlus products and ways to optimize your site.

CivicPlus Help Center

We want your website to be an investment that holds its value over time rather than a big expense that you have to budget for every few years. We apply this same thinking to our approach toward training and support. After the launch of your Agenda Management System, you should be able to keep current staff as well as new hires trained and supported as they update and maintain your AMS. CivicPlus offers ongoing training and support, as well as the incredible interactive community of more than 3,500 other municipalities that use CivicPlus products. Stay up to date and always informed with unlimited access to the CivicPlus Help Center.

With CivicPlus Help Center, you can:

- Access online training manuals and videos to learn the tips, tricks and processes to become the expert using your RMS solution
- Attend webinar series for refresher trainings or for sneak peeks at the newest features and functionality in development
- Share ideas and contribute to bettering our community through opinion polls, surveys and group discussions
- Stay up to date on the latest trends in web technology, design and government processes through blogs, webinars and informational updates tailored to local government professionals
- Access our always-available online support center for our clients that is easy to navigate with predictive search
- Sign up to be a part of the CivicPlus beta testers to get your hands on the newest features and functionality first



Ongoing Support & Services

Service Level Metrics

Over the last 24 months, uptime has been 99.9%. Further details on the associated ongoing service level commitments, as well as a Service Level Agreement, can be provided upon request.

Hosting & Security

Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled.

The CivicClerk infrastructure is fully hosted within the Azure Cloud environment using their Infrastructure as a Service (IaaS) model. Using a mix of Azure Virtual Machines and Storage Accounts, all processing and data storage is done within this environment. All users need is a web browser to access to utilize the application. Your system is monitored 24/7/365 with a 99.9% guaranteed up-time (excluding maintenance). Additional details regarding our hosting and security services can be provided upon request.

Hosting Facility Tier

The hosting facility where the AMS will be hosted is a Tier II facility.

Storage

There are no storage limitations to the amount of data housed. In addition, there are no restrictions to how long data can be stored.

Disaster Recovery

CivicClerk utilizes Azure's Site Recovery Services and Geographically Redundant Storage Accounts (GRS) to provide disaster recovery between Azure regions. All data is written to a GRS account which creates copies of that data in data centers across multiple Azure regions, so access to the data is always available. Site Recovery Services allows us to quickly spin up and failover to clones of our Azure VMs.

Our stated Recovery Point and Recovery Time Objectives is 4 hours.

Release/Update Frequency

The CivicPlus Development Team develops software using the Agile development methodology. We currently work in 2-week sprints with several teams addressing new functionality and services and additional teams and select members dedicated to software fixes and minor enhancements. Enhancements are released monthly. Prior to any software update or rollout, all code changes go through an internal testing process which includes an alpha testing phase, a beta testing phase, and a final Release Candidate testing phase. Separate internal servers, isolated from our client hosts, are used for these various stages of testing. At times, we do ask for Beta clients to test our Release Candidate on their site. This is an opt-in program. At any time during these testing phases, any member of the CivicPlus team can report an issue that needs to be addressed before rollout, essentially removing the product from the deployment schedule.

A separate and isolated testing environment that mirrors our production servers is maintained for internal testing of not only our own codebase, but any updates to the host operating system as well. All updates are logged and tested prior to rollout to ensure compatibility with our CMS.

System changes are communicated via the CivicPlus Help Center as well as your admin dashboard (users will see a notice upon login). For major changes that may require additional staff training (e.g., a brand new module is being released), we will notify clients in advance and schedule the rollout with you as appropriate.



Hardware/Software Requirements

Required Software

System Requirements

As a hosted solution, the City will not bear the responsibility of maintaining the server side hardware in support of the application. Because CivicClerk is cloud-based, all the City needs to operate the software is a reasonably modern PC, tablet, or mobile device and an internet connection. We recommend running it on a high-speed internet connection.

Permissions

CivicClerk provides administrators access to a variety of individual system settings allowing tailored access for your individual groups or users. Administrators can create custom security profiles based on roles.



References

Lifetime Customer Retention

Annual Services, including hosting, maintenance, and support is actively provided to 100% of our clients.

References

Village of McFarland, Wisconsin

Cassandra Suettinger | Village Clerk / Treasurer

608-838-3153 | cassandra.suettinger@mcfarland.wi.us

Project included AMS implementation, development, and deployment as well as continuing hosting, maintenance, and support.

Client since January 2018 | Continues to receive ongoing hosting, maintenance, and support

Town of Firestone, Colorado

Jennifer Weinberger | Assistant Town Manager

303-833-3291 | jweinberger@firestoneco.gov

Project included AMS implementation, development, and deployment as well as continuing hosting, maintenance, and support.

Client since November 2017 | Continues to receive ongoing hosting, maintenance, and support

City of Kissimmee, Florida

Austin Blake | Assistant City Manager
407-518-2319 | ablake@kissimmee.org

Project included AMS implementation, development, and deployment as well as continuing hosting, maintenance, and support.

Client since December 2017 | Continues to receive ongoing hosting, maintenance, and support

City of Watauga, Texas

Zolaina Parker | City Secretary
817-514-5825 | zparker@wataugatx.org

Project included AMS implementation, development, and deployment as well as continuing hosting, maintenance, and support.

Client since December 2017 | Continues to receive ongoing hosting, maintenance, and support

City of Clermont, Florida

Tracy Ackroyd | City Clerk
352-241-7332 | tackroyd@clermontfl.org

Project included AMS implementation, development, and deployment as well as continuing hosting, maintenance, and support.

Client since May 2013 | Continues to receive ongoing hosting, maintenance, and support



Pricing

Investment Proposal

All quotes are priced per project and presented in US dollars. Pricing is valid for 60 days from April 12, 2019 / May 29, 2019.

Implementation, Development, and Deployment		Price
CivicClerk AMS & Implementation	- Up to Seven Boards - Up to 15 MB file uploads - Agenda Management - Meeting Minutes - Public Portal - Board Portal	\$700
Training & Consulting	- One Hour of Virtual Consulting - Four Hours of Virtual CivicTraining®	\$660
CP Media™	Live Streaming and On-Demand Video Service	\$800
Annual Services		Annual Price
Hosting, Maintenance, & Support	- Hosting and Security - Software Maintenance Including Service Patches and System Enhancements 24/7 Technical Support and Access to the CivicPlus Community - Dedicated Client Success Manager - Annual Services are subject to a cumulative annual 5% technology fee increase beginning Year 3 and beyond	\$3,060
CP Media™	- All Annual Services from above - Unlimited Storage	\$4,980

Total Investment – 3-Year Term Option		
Year 1	Year 2	Year 3
\$10,300	\$8,040	\$8,442

Total Investment – 5-Year Term Option				
Year 1	Year 2	Year 3	Year 4	Year 5
\$10,300	\$8,040	\$8,442	\$8,864	\$9,307

Investment Proposal

CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis. This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our clients. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality of work, outside of the original project scope, is requested. We understand that local governments must look beyond just functionality and that multiple factors come into play when determining which vendor can meet not only your functional needs, but also your budgetary needs. CivicPlus offers:

- **Standard CivicClerk Invoicing** – Your Total Investment – Year 1 fees (detailed on the previous page) are due at contract signing.
- **Customized Billing/Invoicing** – Although not available with all products offered by CivicPlus, we will be happy to discuss other billing options with you prior to contract signing and if feasible, develop a plan that works for both of us. Please contact your sales representatives for more details.
- **Annual Services** – Your first-year annual fee is included with your Total Investment – Year 1 cost. Subsequent annual invoicing occurs on the anniversary of the contract signing date, subject to a 5% technology fee uplift each year starting in Year 3 of your contract.

CivicPlus wants our clients to succeed in delivering a viable, sustainable, and flexible web environment for their communities and we will work with you prior to contract signing to determine which of our billing processes will meet both your needs for budget planning and our accounting processes.



Proposed Legal Agreement

Sample Agreement

CivicPlus respectfully reserves the right to negotiate all terms and conditions of the RFP, proposal, and agreement prior to contract signing. See the following pages for our sample agreement.



Master Services Agreement

THIS Master Services Agreement ("Agreement") is agreed to by and between CivicPlus, Inc., d/b/a CivicPlus ("CivicPlus") and [ENTITY] ("Client") (referred to individually as "Party" and jointly as "Parties") and shall be effective as of the later date of signing indicated at the end of this Agreement ("Effective Date").

RECITALS

- I. **WHEREAS**, CivicPlus is engaged in the business of developing, marketing and selling custom community engagement and government management platforms and services that include but are not limited to web sites, web interfaces and portals and proprietary software systems and associated modules; in addition to project development, design, implementation, support and hosting services for same;
- II. **WHEREAS**, Client wishes to engage in a relationship with CivicPlus for such services and/or license for the development and use of proprietary software developed and owned by CivicPlus;
- III. **WHEREAS**, Client and CivicPlus have agreed to certain terms as set forth in this Agreement by this written instrument duly executed by the Parties;

NOW, THEREFORE, Client and CivicPlus agree as follows:

Term & Termination

1. This Agreement shall commence on the date set forth below and shall remain in full force and effect during the term of any associated or attached Statement of Work ("SOW") between CivicPlus and Client. This Agreement and any associated or attached SOW will continue under the conditions set forth herein until terminated by either Party as specifically authorized herein.
2. Either Party may terminate this Agreement or any associated SOW at the end of the SOW term by providing the other Party with 60 days' written notice prior to the SOW renewal date.
3. Upon termination of this Agreement or any associated or attached SOW, the licenses granted for such relevant SOW by Section 15, below, will terminate; Client shall cease all use of the CivicPlus Property (as defined herein) associated with the terminated SOW.
4. Notwithstanding the above, in the event this Agreement or any SOW is terminated, for any reason, prior to payment in full being made by Client for work completed by CivicPlus, any outstanding invoices or future planned billing for the development of Client's chosen government management platform and/or services, as defined in the SOW ("Project Development"), shall immediately become due in full.

Statements of Work

5. CivicPlus agrees to perform services and/or produce deliverables in accordance with the SOW in consideration of the fees owed by Client in described in the same SOW. Multiple and successive SOW may be entered into and shall be attached hereto. Such SOWs are incorporated into this Agreement by reference and subject to the terms & conditions contained herein pursuant to Section 27.

Invoicing & Payment Terms

6. Invoices shall be sent electronically to the individual/entity designated in the SOW's contact sheet, to be filled out and submitted by Client. Client shall provide accurate, current and complete information of Client's legal business name, address, email address, and phone number, and maintain and promptly update this information if it should change. Upon request CivicPlus will mail invoices, and the Client will be charged a \$5.00 convenience fee.
7. Payment is due 30 days from date of invoice. Unless otherwise limited by law, a finance charge of 1.5 percent (%) per month or \$5.00, whichever is greater, will be added to past due accounts. Payments received will be applied first to finance charges, then to the oldest outstanding invoice(s).
8. If the Client's account exceeds 60 days past due, support will be discontinued until the Client's account is made current. If the Client's account exceeds 90 days past due, Annual Services will be discontinued, and the Client website, modules, interfaces or portals will no longer be active until the Client's account is made current. Client will be given 30 days' notice prior to discontinuation of services for non-payment.
9. If the Client requests a change in the timeline set forth and agreed upon at the beginning of the services, and such change causes CivicPlus to incur additional expenses (i.e. airline change fees, consultant fees), Client agrees to reimburse CivicPlus for those fees. Not to exceed \$1,000 per CivicPlus resource per trip. CivicPlus shall notify

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Client prior to incurring such expenses and shall only incur those expenses which are approved by Client.

Ownership & Content Responsibility

10. Upon full and complete payment of submitted invoices for any SOW Project Development Fees, Client will own the website graphic designs, webpage or software content, module content, importable/exportable data, and archived information as created by CivicPlus on behalf of Client pursuant to this Agreement ("Customer Content").
11. Upon completion of any SOW Project Development, Client will assume full responsibility for website, software or module content maintenance and administration. Client, not CivicPlus, shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use of all Customer Content.
12. Client agrees that CivicPlus shall not migrate, convert, or port content or information that could reasonably be construed to be time-sensitive, such as calendar or blog content, in any Project Development.
13. Client will make a reasonable attempt to work with CivicPlus, if requested, to create a news item to be released in conjunction with their project Go-Live date. Client will provide CivicPlus with contact information for local and regional media outlets. CivicPlus may use the press release in any marketing materials as desired throughout the term of this Agreement.

Intellectual Property & Ownership

14. Intellectual Property of any software or other original works created by CivicPlus prior to the execution of this Agreement ("CivicPlus Property") will remain the property of CivicPlus. Client shall not (i) license, sublicense, sell, resell, reproduce, transfer, assign, distribute or otherwise commercially exploit or make available to any third party any CivicPlus Property in any way; (ii) modify or make derivative works based upon any CivicPlus Property; (iii) create Internet "links" to the CivicPlus Property software or "frame" or "mirror" any CivicPlus Property administrative access on any other server or wireless or Internet-based device; or (iv) reverse engineer or access any CivicPlus Property in order to (a) build a competitive product or service, (b) build a product using similar ideas, features, functions or graphics of any CivicPlus Property, or (c) copy any ideas, features, functions or graphics of any CivicPlus Property. The CivicPlus name, the CivicPlus logo, and the product and module names associated with any CivicPlus Property are trademarks of CivicPlus, and no right or license is granted to use them.
15. Provided Client complies with the terms and conditions herein, the relevant SOW, and license restrictions set forth in Section 14, CivicPlus hereby grants Client a limited, nontransferable, nonexclusive, license to access and use the CivicPlus Property associated with any valid and effective SOW associated with this Agreement, for the term of the respective SOW.

Indemnification

16. To the extent permitted by the law of Client's state, Client and CivicPlus shall defend, indemnify and hold the other Party, its partners, employees, and agents harmless from and against any and all lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses including attorney's fees of any kind, without limitation, arising out of the negligent actions and omissions, or intentionally malicious actions or omissions of the indemnifying Party or its partners, employees, and agents, directly associated with this Agreement and the operations and installation of software contemplated by this Agreement. This section shall not apply to the extent that any lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses is caused by the negligence or willful misconduct on the part of the other Party.

Client Responsibilities

17. CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service of any underlying carrier, licensor or other third-party service provider whose facilities or services are used in furnishing any portion of the service received by the Client.
18. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by Client or any entity employed/contracted on the Client's behalf.
19. Client agrees that it is solely responsible for any solicitation, collection, storage, or other use of end-users' personal data on any website or online service provided by CivicPlus. Client further agrees that CivicPlus has no responsibility for the use or storage of end-users' personal data in connection with the website or the consequences of the solicitation, collection, storage, or other use by Client or by any third party of personal data.
20. To the extent it may apply to any service or deliverable of any SOW, user logins are for designated individuals chosen by Client ("Users") and cannot be shared or used by more than one User. Client will be responsible for the confidentiality and use of User's passwords and User names. Client will also be responsible for all electronic communications, including those containing business information, account registration, account holder information, financial information, Client data, and all other data of any kind contained within emails or otherwise entered electronically through any CivicPlus Property or under



Client's account. CivicPlus will act as though Client will have sent any electronic communications it receives under Client's passwords, user name, and/or account number. Client shall use commercially reasonable efforts to prevent unauthorized access to or use of any CivicPlus Property and shall promptly notify CivicPlus of any unauthorized access or use of any CivicPlus Property and any loss or theft or unauthorized use of any User's password or name and/or user personal information.

21. Client shall comply with all applicable local, state, and federal laws, treaties, regulations, and conventions in connection with its use of any of the services or CivicPlus Property.

Limitation of Liability

22. CivicPlus' liability arising out of or related to this Agreement, or any associated SOW, will not exceed the Annual Services Fee paid by Client in the year prior to such claim of liability.
23. In no event will CivicPlus be liable to Client for any consequential, indirect, special, incidental, or punitive damages arising out of or related to this Agreement.
24. The liabilities limited by Section 22 and 23 apply: (a) to liability for negligence; (b) regardless of the form of action, whether in contract, tort, strict product liability, or otherwise; (c) even if Client is advised in advance of the possibility of the damages in question and even if such damages were foreseeable; and (d) even if Client's remedies fail of their essential purposes. If applicable law limits the application of the provisions of this Limitation of Liability section, CivicPlus' liability will be limited to the maximum extent permissible.

Force Majeure

25. No party shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by force majeure, meaning any act of God, storm, fire, casualty, unanticipated work stoppage, strike, lockout, labor dispute, civic disturbance, riot, war, national emergency, act of public enemy, or other cause of similar or dissimilar nature beyond its control.

Taxes

26. It is CivicPlus' policy to pass through sales tax in those jurisdictions where such tax is required. If the Client is tax-exempt, the Client must provide CivicPlus proof of their tax-exempt status, within fifteen (15) days of contract signing, and the fees owed by Client under this Agreement will not be taxed. If the Client's state taxation laws change, the Client will begin to be charged sales tax in accordance with their jurisdiction's tax requirements and CivicPlus has the right to collect payment from the Client for past due taxes.

Other Documents

27. The following, if applicable, are to be attached to and made part of this Agreement:
 - a. Any Addendum and/or Amendment to this Agreement signed by both Parties;
 - b. Exhibit A - Statement(s) of Work;
 - c. Service Agreement Sales Forms;
 - d. Service Agreements previously executed between the Parties; and
 - e. Custom Development / Retainer Agreement
28. In the event of conflict with an attachment to this Agreement, any addendum and/or amendment made to the main body of this Agreement will govern. Notwithstanding the foregoing, no SOW or other attachment incorporated into this Agreement after execution of this main body of this Agreement will be construed to amend this main body unless it specifically states its intent to do so and cites the section or sections amended.
29. This Agreement and all attachments hereto sets forth the entire agreement of the Parties and supersedes all prior or contemporaneous writings, negotiations, and discussions with respect to its subject matter.

Interlocal Purchasing Consent

30. With the prior approval of CivicPlus, which may be withheld for any or no reason within CivicPlus' sole discretion, this Agreement and any attached SOWs may be extended to any public entity in Client's home-state to purchase at the SOW prices and specifications in accordance with the terms stated herein.

Miscellaneous Provisions

31. The invalidity, in whole or in part, of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.
32. No amendment, assignment or change to this Agreement or any included SOW shall be effective unless by a written instrument executed by each of the Parties.



33. This Agreement may be executed in one or more counterparts. Each counterpart will be an original, but all such counterparts will constitute a single instrument.
34. Each person signing this Agreement represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. Each Party represents and warrants to the other that the execution and delivery of the Agreement and the performance of such Party's obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on such Party and enforceable in accordance with its terms.

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and consent to the terms & conditions of this Agreement.

Client

CivicPlus

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Sign and E-mail the entire contract with exhibits to:

Contracts@CivicPlus.com

Signature pages sent without the entire contract attached will not be accepted. We will e-mail a counter-signed copy of the contract back to you once we begin your project.

CivicPlus does not require a physical copy of the contract, however, if you would like a physical copy of the contract, mail one (1) copy of the contract with original signature to:

CivicPlus Contract Manager
302 S. 4th Street, Suite 500
Manhattan, KS 66502

Upon receipt of signed original, we will counter-sign and return the copy for your files.

**Exhibit A.1 – CivicClerk Statement of Work #1**

All Quotes are in US Dollars and Valid for 30 Days from [DATE]

Project Development and Deployment

- Implementation and configuration of **CivicClerk** system, including:
 - [XX] \$[XX]
 - Up to [X] hours of [Type] training for up to [X] Client staff members
 - First Year Annual Services

Total Fees Year 1 \$[XX]**Annual Services (Continuing CivicClerk Enhancements, Maintenance, Support and Hosting)**

\$[XX]

*Billed 12 months from SOW signing; subject to annual 5% increase year 3 and beyond***Total Annual Services** \$[XX]

1. Performance and payment under this SOW shall be subject to the terms & conditions of the Agreement by and between Client and CivicPlus, to which this Statement of Work #1 (SOW #1) is hereby attached as Exhibit A.1.
2. This SOW #1 shall remain in effect for an initial term of one year (12 months) from signing. In the event that neither party gives 60 days' notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.
3. The Total Fees Year 1 will be invoiced at signing of this SOW #1.
4. Renewal Term Annual Services shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 3 of service.
5. CivicPlus will use commercially reasonable efforts to perform the Services in a manner consistent with applicable industry standards including, maintaining Services availability 24 hours a day, 7 days a week and responding to Client's requests for support during the hours of 7:00 AM to 7:00PM CT, Monday through Friday and any critical support requests 24 hours per day, 7 days a week.
6. Client shall have sole control and responsibility over the determination of which data and information shall be included in the content that is to be transmitted to CivicPlus. Client shall not provide to CivicPlus or allow to be provided to CivicPlus any content that (a) infringes or violates any 3rd party's Intellectual Property rights, rights of publicity or rights of privacy, (b) contains any defamatory material, or (c) violates any federal, state, local, or foreign laws, regulations, or statutes.
7. The service(s) are provided on an "as is" basis, and Client's use of the service(s) is at its own risk. CivicPlus does not warrant that the service(s) will be uninterrupted or error-free or unaffected by force majeure events.
8. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a \$5.00 convenience fee.

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.



Client

CivicPlus

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

SAMPLE



Addendum 1 to Exhibit A.1 - Project Development Division of Work

Phase 1 – Introduction and Initial Configuration

CLIENT RESPONSIBILITY

- Complete the implementation questionnaire
- Provide Word versions of your agendas and item reports

CIVICPLUS RESPONSIBILITY

- Create a production site request and assign a PL request in JIRA
- Reach out to Client to explain the Implementation plan
- Schedule and conduct a kick-off call with Client, if requested
- Once supplied Word versions of the agendas and item reports, configure the templates in the system
- Input questionnaire data

Phase 2 – Initial Review

CLIENT RESPONSIBILITY

- Be prepared to schedule a call for system review
- Provide feedback on any needed changes

CIVICPLUS RESPONSIBILITY

- Schedule and conduct a first look call with Client.
- Provide any template changes needed to CivicPlus.

Phase 3 – Final Configuration and Review

CLIENT RESPONSIBILITY

- Provide a list of users
- Provide any additional feedback and changes

CIVICPLUS RESPONSIBILITY

- Enter user list with appropriate security settings
- Make necessary changes to templates and configuration

Phase 4 – Training

CLIENT RESPONSIBILITY

- Schedule a presentation for administrator training
- Schedule a presentation for end user training

CIVICPLUS RESPONSIBILITY

- Schedule and conduct administrator and end user trainings

Phase 5 (As Needed) – Additional Services

CLIENT RESPONSIBILITY

- Provide Word versions of your most recent minutes
- Provide a list of your Board/Council members
- Schedule a 30 minute call for minutes training
- Schedule a 30 minute call for BoardView training

CIVICPLUS RESPONSIBILITY

- Once supplied Word versions of the minutes, configure the templates in the system
- Schedule and conduct minutes training
- Schedule and conduct BoardView training



Additional Information

User, Administrative, and Training Manuals

CivicPlus does not print documentation or training materials. However, we do maintain our online Help Center where clients can search, browse, or print from as they wish. Our Help Center is continually monitored and updated by our dedicated team of support specialists to ensure we are providing the information and resources you need to optimize your CivicClerk solution. The Help Center specifically dedicated to the CivicClerk product is located at www.civicclerk.civicplus.help/hc/en-us.

Record Management System

CivicPlus does not offer a record management system at this time.