CIVICPLUS

Feature	Premium	Ultimate
Google Maps Integration	✓	✓
Resource Document Center	✓	✓
Image Auto-Scaling and Resizing	✓	✓
Site Metrics Google Analytics	✓	✓
Schedule Publish On/Off Dates	✓	✓
Unlimited User Logins	✓	✓
Unlimited Content	✓	✓
Word-like WYSIWYG Editor	✓	✓
Board and Committees	✓	✓
Links and I-Frame for Third-Party Solutions	✓	✓
Unlimited Online Fillable Forms	✓	✓
Emergency Alerts	✓	✓
Meetings Agendas Minutes and Videos	✓	✓
Event Calendar	✓	✓

CIVICPLUS

Feature	Premium	Ultimate
Page Versioning Audit Trail	✓	✓
Latest News Press Releases	✓	✓
Anti-Spam Controls	✓	✓
Email Harvesting Protection	✓	✓
Broken Link Finder	✓	✓
Dynamic Sitemap	✓	✓
Support For Windows, Mac, Linux	✓	✓
Video Integration YouTube, Vimeo	✓	✓
Customer Owns Rights to All Data	✓	✓
Organization Staff Directory	✓	✓
Frequently Asked Questions	✓	✓
Secure Pages SSL	✓	✓
Printer Friendly Pages	✓	✓
Email Subscriptions and Notifications	✓	✓

Options

	Premium	Ultimate
Additional Pages of Content Migration – 150 pgs + 3 yrs meetings migration included at base price	$250/50 Pages One-Time	$250/50 Pages One-Time
Business Directory	$750 / year	$750 / year
Jobs Listing	$200 / year	$200 / year
Bids and RFPs	$200 / year	$200 / year
Projects Directory	$200 / year	$200 / year
Parks Directory	$200 / year	$200 / year
Properties Directory	$200 / year	$200 / year
Facilities Reservation	$1,275 / year	$1,275 / year
Citizen 311	$1,175 / year	$1,175 / year
Chat Bot	$2,500 / year	$2,500 / year
Specialty Subsites	$1500 / year	$1500 / year
Microsite Color and Logo Customization	$500 One-Time / Microsite	$500 One-Time / Microsite
Site Graphic Redesign Every Fourth Year –	N/A	$750 / year
Additional Training Session – 3 included a base price	$200 / 1 hr session	$200 / 1 hrsession
Private Pages – Staff View Only	$200 / year	$200 / year

CIVICPLUS

Project Timeline and Approach

X

Contract Date & Onboarding

Analyze and Confirm

Migrate Content

Design and Build

Train

Hosting, Maintenance & Support

Testing

Customer Responsibilities
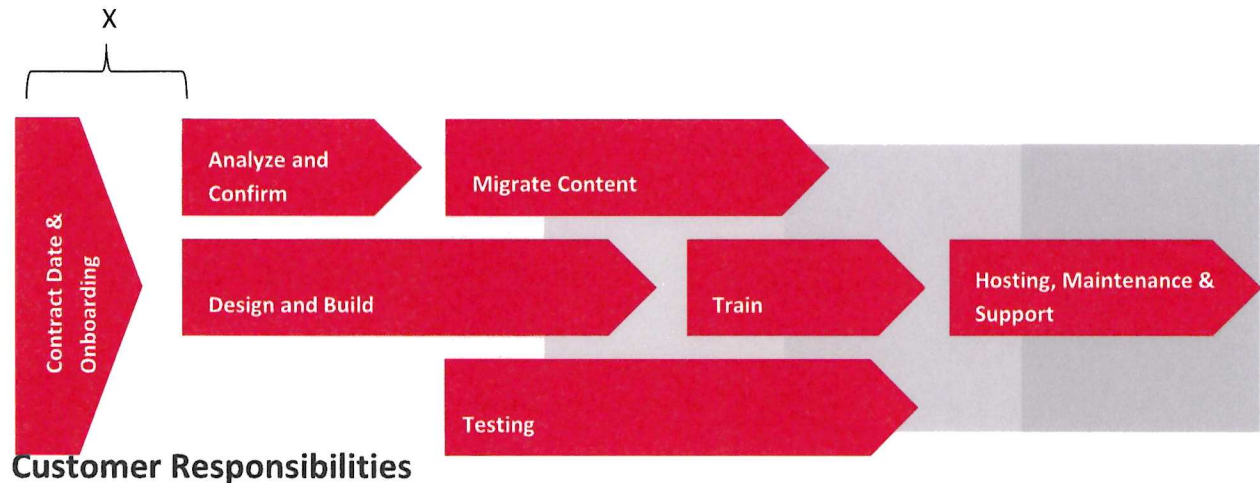
A smooth, on-time deployment is dependent on the customer participation, providing timely information and approving proofs quickly.

✓ The customer will make available relevant images, photos, logos, colors, and other   branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed

✓ The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders

✓ The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed

✓ The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached

✓ The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs

Phase 1 – Analyze and Confirm Requirements

Website Assessment	CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality
Organizational Overview Inventory and Survey	CivicPlus will provide an organizational overview document for your completion **Deliverables: Organization Survey**
Website Design Meeting	CivicPlus will conduct a design meeting with a customer-defined web advisory team. We recommend the advisory team be limited to a maximum of six members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. This team will review initial and final website design concepts before go-live approval. **Deliverables: Website design specification sheet (graphic design, information, navigation design)**

Phase 2 – Design and Build

Design Concept Creation and Approval (Custom Designs)	CivicPlus will complete concepts for the homepage and interior pages. These concepts will incorporate all the graphical elements and the high-level sitemap. You will select a concept after a series of iterative design revision meetings—up to six revisions. **Deliverables: Design concepts, Finalized design (Sketch, Figma, or Photoshop)**
Website Setup, Configuration, and Customization	CivicPlus will create a fully functional website that includes the elements described in this proposal. CivicPlus will finalize any remaining components within the approved design and navigation as part of the website setup. **Deliverables: Functional beta website with approved design, Content migration**

Phase 3 – Migrate Content

Content Finalization and Departmental Acceptance	CivicPlus will migrate initial content for your staff to finalize before go-live. See the pricing section for the specific number of included pages. Deliverables: Content creation and migration, Departmental content signoff
Meeting Agendas and Minutes	You will complete a Microsoft Excel template to provide information regarding each meeting and corresponding files. CivicPlus will then auto-import that content. You must use a standard naming convention to allow auto parsing of data. (e.g., minutes_061516.pdf) Deliverables: Content creation and migration, Departmental content signoff
Standard Web Pages	A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. Deliverables: Content creation and migration, Departmental content signoff
**Directory Pages	Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions**	You may make these updates or complete a custom Microsoft Excel template to receive a custom quote for auto-importing. Deliverables: Content creation and migration, Departmental content signoff

Phase 4 – Staff Training

Staff Training	Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered to administrators and content contributors. Deliverables: Onsite (if applicable), Video Conference, Videos and User guides

Phase 5 – Testing

Functional Testing	CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal. Deliverables: Completing Testing Checklists
Acceptance Testing	A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages. Deliverables: Site acceptance by customer

Phase 6 – Go Live

Go-Live	We will work with you to make the appropriate A Record DNS entry changes to begin propagating the new production web server IP address. Deliverables: Accepted Final Live Website

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Hosting and Support

Data Center

We host your website in a secure data center. The data center is staffed 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack regularly.

Data Transmission

We guarantee up to one terabyte of data transfer per month

Web CMS Software Security

We apply security updates to your Drupal-based CMS whenever updates are posted. Drupal has the confidence of millions of private and public sector websites, including whitehouse.gov, the City of Boston, and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.

Web Transmission Security

Your website is secured with SSL to encrypt data transmission. We SSL-enable every page on your website for maximum security.

User Authentication Security

Our solution is configured with granular role-based permissions, and each user is required to log in with a unique user ID and password. We also offer a two-factor authentication option using Google Authenticate if that should be something you are interested in pursuing.

Data Backup

We back up your data in multiple geographic locations. Backups occur daily, weekly, monthly, and up to seven years of annual data backups.

Guaranteed Uptime

CivicPlus guarantees a web server uptime of 99.95 percent. If this service level is not met within a given month, you will receive a credit for that month's service.

CIVICPLUS

Maintenance and Customer

24x7 Customer support
We will provide you with contact numbers to reach us 24x7x365 for emergency website issues. We will also be available from Monday to Friday, 7 a.m. to 7 p.m. CT via email and phone to handle routine website operation questions from staff.

Security upgrades
CivicPlus will apply security upgrades to your solution's core and contributed modules, ensuring that your website stays secure. We will perform security upgrades and other web server and website optimizations during off-hours, typically between 7 p.m. – 1 a.m. CT, if such work requires taking the website off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires downtime.

Site Monitoring and Site Recovery
CivicPlus will install auto-monitoring software routines that continually monitor website performance and alert us when problems occur. We will act as soon as possible and no later than two hours after detecting a problem.

Free feature upgrades
As we update our base features, you receive those upgrades for free.

Award-Winning

CivicPlus' customer service team has been honored with two Silver Stevie® Awards and four Bronze Stevie® Awards, which are the world's top honors for customer service, sales professionals, and more.

2021 Support Metrics

- Total Tickets – 103,759
- Average Chat Response – 3.48 Minutes
- Average Phone Response – 7:57 Minutes
- Customer Satisfaction Score – 95.7%
- Solved in One Touch – 71.2%

CIVICPLUS

Project Costs

	Premium Design	Ultimate Design
One-Time Build Fee	☐ No Fee	☐ No Fee
Hosting and Support	☐ 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management AND Codification	☐ 20% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management AND Codification
	☐ 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management OR Codification	☐ 10% Discount on Annual Fees If a CivicPlus Customer for Agenda and Meeting Management OR Codification
	☐ $4,100 / year Standalone	☐ $4,700/ year Standalone

Base Features: See the Features and Options Page

Content Migration: Up to 150 Pages + 3 Years Meetings Migration

Training: Three One-on-One Training Session via Zoom

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Options	Price	
☐ Business Directory	$750 / year	
☐ Jobs Listing	$200 / year	
☐ Bids and RFPs	$200 / year	
☐ Projects Directory	$200 / year	
☐ Parks Directory	$200 / year	
☐ Properties Directory	$200 / year	
☐ Facilities Reservation	$1,275 / year	
☐ Citizen 311	$1,175 / year	
☐ Chat Bot	$2,500 / year	
☐ Specialty Subsites	$1500 / year	How Many? _____
☐ Microsite Color and Logo Customization	$500 One-Time/Microsite	How Many? _____
☐ Site Graphic Redesign Every Fourth Year – Ultimate Only	$750 / year	
☐ Additional Training Session – 3 included a base price	$200 / 1 hr session	How Many? _____
☐ Private Pages – Staff View Only	$200 / year	
☐ Additional Pages of Content Migration – 150 pgs + 3 yrs meetings migration included at base price	$250/50 Pages One-Time	If necessary; typically determined during implementation.

CIVICPLUS

Your Integrated Product Discount

We will apply the appropriate discount to your future purchases of a **1)** Drupal website, **2)** our integrated agenda and meeting management solution, and **3)** Municode codification.

- **Website:** See previous page.
- **Meetings Management:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees.
- **Codification:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees for Self-Publishing Software **or** On-line Code Hosting Platform (MunicodeNEXT and Premium Features).

The Civic Experience Platform from CivicPlus

CivicPlus is the only government technology company exclusively committed to powering and empowering local governments to efficiently operate, serve, and govern through the use of our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams.

Integrated Product Portfolio

Meetings & Agendas

Codification

Planning, Permitting and Licensing

Fire and Life Safety Inspections

Talent Mgt

Public Works

Governing

Serving

Operating

Website Design/Hosting

Emergency and Routine Communications

Parks & Recreation

311 & Citizen Relationship Management

CIVICPLUS

Payment Schedule & Product Details Selection

| Upon signing of contract	100% of Year-1 costs

Notes

- Upon receipt of your selections associated with this document, with special attention to the **project costs page** and the **add-ons page,** we will then create a formal summarized statement of work that delineates each item you have select for your final signature by a signing authority.
- Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 2 of service. Client will pay all invoices within 30 days of the date of such invoice.
- If the payment schedule noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.
- This document is marketing material and does not form a legal agreement with CivicPlus. This document shall not be incorporated into, nor form part of, the final agreement. Final pricing may be subject to change based on the actual line items agreed upon between the parties.

- ☐ We have made our selections by checking the desired boxes on the project cost and add-ons page and would like a formal statement of work for our final signature for this product. *(These selections, and our initials below, do not constitute a contract or intent to buy, but provide the information needed create the formal purchase document for final signature.)*

Initials _____

See Previous Page

- Let us know if you would like more information regarding any of the following:

  - ☐ Meetings and Agenda Management
  - ☐ Codification (Municode)
  - ☐ Emergency and Routine Communications
  - ☐ Parks, Facilities and Recreation Management
  - ☐ 311 and Citizens Relationship Management

  - ☐ Public Works
  - ☐ Talent Management
  - ☐ Fire and Life Safety Inspections
  - ☐ Planning, Permitting, Licensing, Code Enforcement

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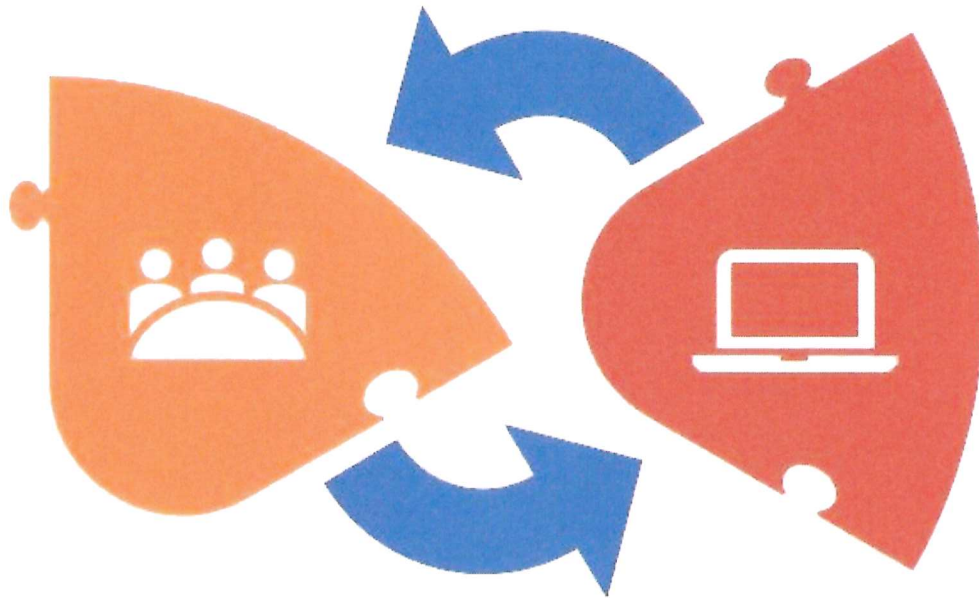
Meeting and Agenda Management Solutions

Quote for Ione, California

7/27/2022

Jordan Cairns

Manhattan, Kansas HQ

785-370-7764

Email: cairns@civicplus.com

CIVICPLUS

Contents

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Company Profile

Powering and Empowering Local Governments

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations. We are proud to have earned the trust of our over 7,300 local government customers and their 100,000+ administrative users.

In addition, 340 million citizens in North America are connected with their local government via our solutions and services.

Knowing that our tools help so many individuals find local information, apply for jobs, stay informed during times of disaster, request civic services, and be active in their communities pushes us to continually evolve our solutions as the needs of local governments evolve.

70
years of gov experience

7,300+
Local government clients

340
Million citizens connected with their local government

Local government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

What sets us apart is our Civic Experience Platform. With it, municipalities increase revenue and operate more efficiently while fostering trust among Customers.

CIVICPLUS

Feature	Premium	Ultimate
Native Microsoft Word™ based agenda solution Ease-of-use with minimal use of HTML fields	✓	✓
Create agendas (HTML and PDF versions)	✓	✓
Integration with Meetings Hub, Website, and Codification Services Optional Meetings webpage with meetings, calendar, search integration	✓	✓
Unlimited meetings	✓	✓
Unlimited users	✓	✓
Create meetings	✓	✓
Create agenda packets	✓	✓
Automatically publish to the website Optional meetings webpage with meetings, calendar, search, agenda, agenda packet, minutes	✓	✓
Attach agenda item files with no limit on number or file size	✓	✓
Submit/add agenda items	✓	✓
Public In-Meeting Display Presentation screen to display current agenda item and voting results	✓	✓
Roll Call	✓	✓
Self-service video timestamping of agenda items to meeting videos	✓	✓
Predefined User Roles and Permissions	✓	✓

CIVICPLUS

Feature	Premium	Ultimate
Minutes Support Includes clerk-controlled voting	✓	✓
Minutes Support Includes electronic legislator voting		✓
One-step workflow for agenda items Approved | Not Approved	✓	✓
Ability to route Approve agenda items between five people		✓
Board and Committees Meeting Bodies, i.e.Council and Planning Commission	2	Up to 5
Meeting agenda and minutes templates Choose from a list of fonts, headers and section; subjections are customer	Create 1	Create 2
Custom staff report with bookmarking for automation		✓
60-minute training sessions	4	8
Telephone support 7 a.m. – 7 p.m. ET	✓	✓
Email support with 4-hour response time during working hours	✓	✓
Emergency 24x7 support	✓	✓
Product Support Help Center Online Tutorials and More	✓	✓

Options

	Premium	Ultimate
Meetings Hub Public-facing; advanced search and historical meeting capabilities	$1,000 / year	$1,000 / year
Email Subscriptions Requires Meetings Hub	$600 / year	$600 / Year
Auto-Import Historical Meeting Files Requires Meetings Hub, includes agendas, minutes, and search indexing	$1,500 one-time	$1,500 one-time
Additional Meetings Bodies	$300 per meeting body per year	$300 per meeting body / year
Custom Meeting Agenda and Minutes Templates and Sections	$1,000 one-time / template	$1,000 one-time / template
Customized Agenda Item Approval Workflows	$500 per workflow / year	$500 per workflow / year
Custom User Roles and Permissions – Including Departments	$1,000 one-time	$1,000 one-time
Video Timestamping	Up to 36 meetings $2,520 / year	Up to 36 meetings $2,520 / year

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Meetings Hub Features (Optional)

Base

- Public Meetings Portal

- ADA Compliant HTML/CSS
  (WCAG 2.1 AA)

- Custom header with logo, choice of colors, and customizable menu links

- A best-in-class search engine that indexes the contents of PDF agendas and minutes

- Video integrations with Vimeo, YouTube, SuiteOne Media, Cablecast Communications, custom third-party video providers

- Meeting calendar

- Create meetings and upload PDF agendas and minutes

- Integrations with web search Municode Next | Online Code

- Telephone support 7 a.m. – 7 p.m. ET

- Email support with 4-hour response time during working hours

- 24 x 7 Emergency support

Optional

- Auto-import for historical agendas and minutes and search indexing

- Email Notifications

- Board Management

Board Management Features (Optional)

Base

- Unlimited Boards and Committees

- Manage term start/stop dates

- Export member data

- Online board application form

- Board member approvals

- Term expiration report

- Term expiration email notifications

- Auto-expiration option for expiring terms

- Public web page for each board and committee

- Create custom links/buttons on each board page

- Custom web header (logo/colors)

- Free integration with Municode Meetings

  NOTE: Requires Municode Website or Municode Portal

CIVICPLUS

Project Timeline and Approach

Phase 1
Introduction and Initial Configuration

● **Survey**
Submit Your Design

Meeting
Intro Call

Phase 2
Initial Review

● **Meeting**
Kickoff and Initial Review

Phase 3
Training/Final Configuration and Review

● **Training**
Agenda Managers

Meeting
Publishing

Training
Additional Users

Phase 4
**(As Needed)
Additional Services**

● **Meeting**
Additional Services

Meeting
Transition to Support

CIVICPLUS

Phase 1 – Introduction and Initial Configuration

Customer Responsibility	CivicPlus Responsibility

• Before introduction call:
   o Complete the design survey
   o Provide Word versions of your agendas and item reports
 	
• During introduction call:
   • Confirm agenda template design
   • Confirm agenda content (e.g., sections, items)
   • Confirm workflow option
	• Schedule introduction call
	
	• Conduct introduction call:
	   o Confirm design selections
	   o Present draft agenda based on design
	
	• Schedule Kickoff Call
	
	• Configure System

Phase 2 – Initial Review

Customer Responsibility	CivicPlus Responsibility

• Kickoff Call
   o Review templates
   o Approve site configuration
	• Complete site configuration
	
	• Provide training materials and login info for primary users
	
	• Schedule training sessions

Phase 3 – Training and Final Configuration and Review

Customer Responsibility

- Attend training sessions at agreed-upon times

- Complete all assigned tasks (e.g., practice packets, adding users, watching training videos)

CivicPlus Responsibility

- Lead training sessions (number of sessions dependent on solution tier)

- Configure publishing option

Phase 4 – Additional Services as Needed

Customer Responsibility

- Supply any supporting documents or communication for additional contracted work

CivicPlus Responsibility

- Complete any custom/additional contracted work

CIVICPLUS

Hosting and Support

24x7 Emergency Support

We will be available from Monday to Friday, 7 a.m. to 7 p.m. CT via email and phone to handle routine questions from staff. In addition, we will provide you with contact numbers to reach us for after-hours emergency issues.

System Monitoring and Recovery

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after detecting an issue.

Award-Winning

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2021 Support Metrics

1.   Total Tickets – 103,759
2.   Average Chat Response – 3.48 Minutes
3.   Average Phone Response – 7:57 Minutes
4.   Customer Satisfaction Score – 95.7%
5.   Solved in One Touch – 71.2%

Project Costs

	Premium Agenda Management	Ultimate Agenda Management
One-Time Build Fee	No Fee	No Fee
Subscription	☐ **20% Discount on annual fees** If a CivicPlus Customer for Website <u>AND</u> Codification	☐ **20% Discount on annual fees** If a CivicPlus Customer for Website <u>AND</u> Codification
	☐ **10% Discount on annual fees** If a CivicPlus Customer for Website <u>OR</u> Codification	☐ **10% Discount on annual fees** If a CivicPlus Customer for Website <u>OR</u> Codification
	☐ **$4,200/year** Standalone	☐ **$5,200/year** Standalone

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Add-Ons

Optional Add-Ons to Premium or Ultimate Agenda Package

☐ Additional Meetings Bodies | $300 per meeting / year
Premium includes two
Ultimate includes up to five
Requested Number of Additional Meetings Bodies _____

☐ Custom Agenda or Minutes Templates | $1,000 one-time / template
Number of Custom Meetings Templates_____

☐ Customized Agenda Item Approval Workflows | $500 per workflow / year
Number of Custom Workflows _____

☐ Custom User Roles & Permissions | $1,000 one-time

☐ Video Time-Stamping Service | $2,520 / year up to 36 Meetings

☐ Meetings Hub | $1,000/year
Public-facing Page with advanced search and historical meeting capabilities
10% discount if Meetings purchase is bundled with codification

☐ Email Subscriptions | $600 / year
Requires Meetings Hub or website Purchase

☐ Auto-Import Historical Meeting Files | $1,500 one-time
Agendas, minutes, and search indexing
Requires Meetings Hub or website purchase

☐ Board Management | $2,000 per year
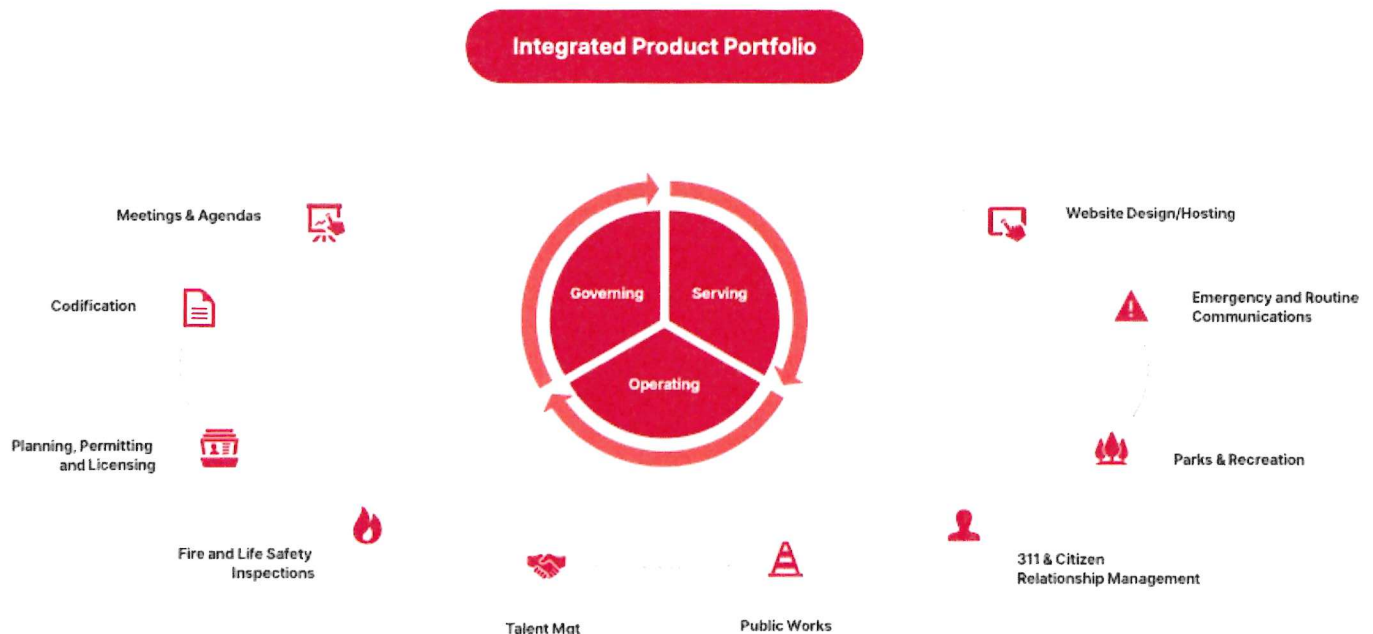Requires Meetings Hub or website Purchase

Your Integrated Product Discount

We will apply the appropriate discount to your future purchases of a **1)** Drupal website, **2)** our integrated agenda and meeting management solution, and **3)** Municode codification.

- **Meetings Management:** See previous page.
- **Drupal Website:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees.
- **Codification:** 10% (double bundle) and 20% (triple bundle) discounts apply to annual fees for Self-Publishing Software **or** On-line Code Hosting Platform (MunicodeNEXT and Premium Features).

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Integrated Product Portfolio

Meetings & Agendas

Codification

Planning, Permitting and Licensing

Fire and Life Safety Inspections

Talent Mgt

Public Works

Governing Serving

Operating

Website Design/Hosting

Emergency and Routine Communications

Parks & Recreation

311 & Citizen Relationship Management

CIVICPLUS

Payment Schedule & Product Details Selection

Upon signing of contract	100% of Year-1 costs

Notes

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Initials _____

See Previous Page

- Let us know if you would like more information regarding any of the following:

☐ Website Design   ☐ Public Works

☐ Codification   ☐ Talent Management

☐ Emergency and Routine Communications   ☐ Fire and Life Safety Inspections

☐ Parks, Facilities and Recreation Management   ☐ Planning, Permitting, Licensing, Code Enforcement

☐ 311 and Citizens Relationship Management

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