



Proposal

Valid for 60 days from date of receipt

Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to develop technology solutions that empower local government staff to manage daily operations efficiently without depending on paper-based processes or complex systems.

Today, CivicPlus provides public sector technology that provides intelligent automation for staff and a unified experience for residents. CivicPlus solutions help increase process efficiency by up to 40%, freeing staff to improve community engagement. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a singular experience for residents and staff.

OUR PORTFOLIO INCLUDES:

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Mass Notification
- Social Media Archiving
- NextRequest
- Recreation Management
- SeeClickFix 311 CRM
- Municode Codification
- Process Automation and Digital Services
- Community Development
- Asset Management
- Utility Billing
- Resident Portal

Company Contact Information

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Experience & Recognition

25+ Years

13,000+ Customers

950+ Employees

With public service in our DNA, our 25-year heritage of success is fueled by the expertise of our product innovators—many of whom served in local government. Our commitment to deliver impactful solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government technology. We are proud to have earned the trust of our over 13,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

We're proud to be recognized in various ways for our dedication and service to our customers.

- Winner of multiple Stevie® Awards, the world's top honors for customer service, sales professionals, and more.
- Designated a top-100 U.S. company by Government Technology magazine for making a difference in the public sector.
- Selected by Inc. Magazine as "One of the Fastest Growing Privately-Held Companies in the U.S." each year since 2011.
- Certified™ by Great Place To Work®, which is a prestigious award is based entirely on what current employees say about their working experience.



The Best-Run Local Governments Run on CivicPlus Technology

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. With CivicPlus, leaders can finally overcome the perpetual trade-off between the demand for better services and the realities of operational resources, by leveraging the unique Civic Impact Platform to deliver both unmatched end-to-end automated efficiency and truly unified, delightful resident experiences.

CivicPlus is the only government technology company exclusively committed to being a trusted partner for impact-led government, enabling our customers to efficiently keep our communities informed, involved, and connected using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, our customers increase revenue and operate more efficiently while nurturing trust among residents.



The Civic Impact Platform

The comprehensive Civic Impact Platform delivers unmatched end-to-end efficiency, supercharging staff impact through intelligent automation, and unlocking collaboration in and across departments. At the same time, this unique platform delivers a truly unified residence experience, delighting residents with a singular profile and single sign-on for friction-free, no-hassle services. With CivicPlus, your team is always change-ready, staying a step ahead of disruption, whether evolving compliance and accessibility requirements, civil emergencies, and more.



IMPACT-LED GOVERNMENT

Impact-led government aims to create lasting community change by improving and modernizing processes with automation, collaboration, and data insights. This approach helps staff work efficiently and makes services more accessible, addressing needs proactively. Our Civic Impact Platform is guided by five core principles:

1. **Modernize and connect every function:** Work better together through intelligent automation, efficiency, and stronger collaboration.
2. **Deliver a singular, personalized resident experience:** Replace hassle with friction-free delight, delivering a unified profile and intuitive, consistent experiences.
3. **Supercharge staff impact:** Boost staff performance with automated tasks, data-driven decisions, and aligned priorities and processes.
4. **Strengthen compliance, accessibility, and readiness:** Forward-thinking best practices and continuous adaptation.
5. **Consolidate on a comprehensive, purpose-built platform:** Choose solution breadth, eliminate multiple vendors, and gain compounding value over time.



CivicPlus Resident Portal

THE NEXT EVOLUTION IN DIGITAL RESIDENT ENGAGEMENT

CivicPlus Portal is a mobile-friendly, personalized online hub from which residents can quickly, easily, and securely obtain information, access resources, discover services, complete transactions, and interact with their local government administration. It is the public gateway to the Civic Impact Platform, empowering resident self-service from one central location for everything from submitting forms, referencing recent legislation, and engaging with public meetings to managing individual alert and notification preferences.



Personalized Resident Benefits:

- One username, password, or popular platform-enabled single sign-on (via Facebook, Google, Microsoft, or Apple) to securely manage their user profile and interact with all their government resources and information.
- A personalized, customizable dashboard that serves as the launchpad to save frequently accessed digital services, view past interactions, bookmark frequent payment options, and stay up to date with featured, meaningful content.
- Anytime, anywhere access from any device.
- Enabling self-service form viewing, submission, and payments to support a variety of digital transactions from parking permits and business licenses to pet adoptions.
- Easy management of individual communication preferences related to routine and emergency alerts, website newsletters, and agenda & meeting notifications from one single view.
- A centralized hub to submit and track requests, such as public records requests, non-emergency issues, and code enforcement complaints and violations.

Staff and Administrator Benefits:

- A low-maintenance tool for administrators to easily spotlight information, share content, and link to services to further promote local government initiatives while improving public transparency and trust.
- Ability to consolidate digital services from multiple CivicPlus and third-party solutions into one intuitive, accessible, and responsive interface.
- Consolidation of siloed alerts and notifications from the variety of solutions you control into a single view residents to sign up for and manage.
- Localization of cross-department payments and forms in one place, including those from CivicPlus and third-party solutions, enhancing residents' convenience for increased payments and engagement.
- Multi-factor authentication options and optimized for security and accessibility.



Support Services

TECHNICAL SUPPORT

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available to assist with any questions or concerns regarding the technical functionality and usage of your new solution.

CivicPlus Technical Support hours typically span between 7 a.m. to 7 p.m. CST, but vary by product. You can access a Technical Support Team via a toll-free number as well as an online email support system for users to submit technical issues or questions. Our current initial response time is 4-hours for email tickets during normal hours. Further, emergency technical support for urgent requests is available 24/7 for designated, named points-of-contact for most products.



Award-Winning Support

CivicPlus has been honored with four Gold Stevie® Awards, eight Silver Stevie® Awards, and eleven Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CIVICPLUS HELP CENTER

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. The Help Center also provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager. They will partner with you by providing information on best practices and how to utilize the tools of your new system to engage your residents most effectively.

Proposal Disclaimer

Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.



Agenda and Meeting Management Select



Select Pro with Standard Implementation

Features & Functionality

Select Solution

CivicPlus' Select software (Select) is the fastest, most intuitive way to streamline the entire agenda management process—from creating agenda items to managing live meetings. It provides time-saving automation while allowing clerks to balance these conveniences with manual controls and overrides. Internal collaboration with Select is easy with customized workflows, version tracking, and built-in communication tools.



Our Pro package includes the most frequently used functionality to manage your agendas and meetings. You'll be able to seamlessly create agendas with the ability to assign an item status and use configurable workflows to help manage your internal processes. Built-in integrations and a suite of APIs make working with other internal applications easy. Select's user-defined roadmap ensures that the product will continue to grow and adapt as transparency requirements and compliance expectations change.

Fully Integrated, Cloud-Based Software Suite

- » User-friendly, modern interface
- » Unlimited users
- » Unlimited storage
- » Highly configurable to your agenda and meeting management processes
- » Adaptable permission settings
- » Confidential attachments
- » Enhanced Analytics for Data Visibility
- » Field-level versioning
- » Single sign-on via the CivicPlus Platform
- » Integrated code of ordinances
- » Secure Cloud-Based Hosting
- » Automatic Updates
- » Customer-Defined Roadmap
- » Built-in integrations with Dropbox, Microsoft's One Drive, Google Drive, Laserfiche, Zoom, and API availability (additional fees may apply)



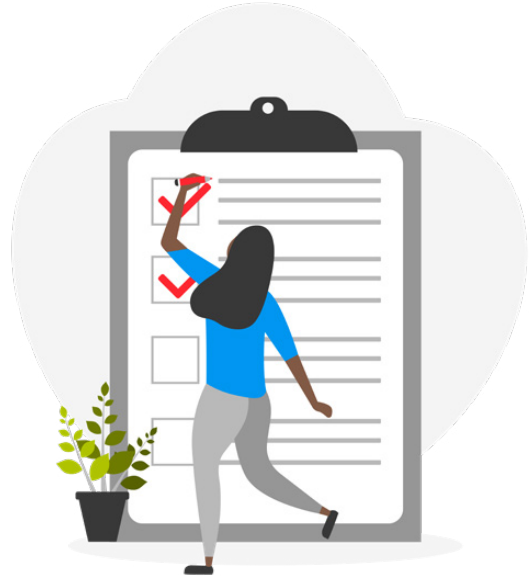
Agenda Management

FLEXIBLE, PERSONALIZED DESIGNS

Standardized designs throughout the system provide consistency and clarity to agendas, packets, staff reports, and minutes.

EFFICIENTLY MANAGE AGENDA PACKETS OF ANY SIZE

The software compiles your items and all the legislation, memorandums, or supporting documentation into a bookmarked PDF packet quickly and easily, no matter the size of the packet. Create multiple packet versions instantly to include or exclude specific attachments for your different internal and external users. Last-minute changes to the agenda or packet can be made and published with minimal effort.



Administrators choose what they publish to the public, internal users, and elected or appointed officials and when the information goes out. Automated email notifications can be enabled so all users, both internal and external, know when the meeting documents are published.

CONVENIENT, ANYTIME AGENDA MODIFICATIONS

Changes to the agenda can be made at any time by administrators without affecting global configurations or settings. Drag-and-drop reordering allows you to move items and automatically renumbers everything on the agenda. One-touch copy and move functions enable you to duplicate or move agenda items from meeting to meeting, eliminating the need for duplicate data entry.

Item Management

CREATE AGENDA ITEMS AND STAFF REPORTS IN SECONDS

An easy-to-use item entry allows staff members to enter agenda items, upload attachments, and collaborate with each other to make items meeting ready. Configurable field types and our embedded text editor ensure that you are capturing all the information needed for Select to generate staff reports. Automated PDF file conversion and built-in integrations with Microsoft's OneDrive and Google Drive simplify the inclusion of supporting documentation and attachments.

MANAGE THE MEETING READINESS OF ITEMS

Update item statuses (approved, in-progress, tabled, etc.), assign tasks to staff members to update item content and attachments, leave comments on items, and be notified when changes are made to items.



AUTOMATE YOUR APPROVALS PROCESS

The workflow engine streamlines the routing of your agenda items, automates notifications, and gives full transparency to collaborators as it passes through the approval process. As contributors change items, the system tracks revisions, keeping them visible within the item fields and on the item timeline. In-app messaging and task assignments keep everyone in the loop and agenda prep moving forward.

CUSTOM TAGS TO GROUP LIKE AGENDA ITEMS

Administrators can set up tags that can be used by staff when creating their agenda items for improved searching and reporting. Associate like content with pre-defined tags relevant to your community.

Board Portal

FLEXIBLE ACCESS

Your officials can choose how to access meeting content—helping them work better, faster. Efficiently deliver packets of any size by paper, email, Dropbox, Google Drive, or post to the Board Portal. It is optimized for all devices, including desktops, laptops, and tablets. No separate application required.

A PERSONAL MEETING REPOSITORY

Give officials a personal, secure location to review and take notes on all meeting content, including agendas, supporting documents, minutes, and media.

FIND WHAT YOU NEED-FASTER

Agenda and Meeting Management Select automatically indexes published meeting content with Board Portal search functionality, so it is easy for officials to find information quickly. Our full-text search tool empowers officials to locate published meeting content by searching a keyword, date range, and more. An item summary view allows officials to see the motions, votes, and any comment or discussion on the item that was recorded in the meeting minutes in an intuitive display, preventing a manual search through full minutes documents.



Public Resident Portal

FEATURES

- Resident portal to embed on any webpage gives access to all meeting content on a single page
- PDF downloads of Agenda, Packet, Minutes, Notices, and Other pertinent meeting documents
- HTML agenda view hyperlinks attachments within the meeting agenda for direct access to specific documents
- Full-text search and filtering options
- Email notifications
- Social sharing
- Mobile-responsive
- Custom branding
- Side-by-side agenda and video display with optional CivicPlus Media live streaming and on-demand video service (additional fees apply)
- Optional Motions and Vote minutes display updates the HTML agenda view to allow residents to quickly see the final disposition of agenda items without having to read full minutes documents
- Integrated live or on-demand video with timestamps to easily jump to desired content (additional fees apply)
- Optional public commenting forum
- Easily jump to past, current, upcoming events with an embedded calendar and continuous scrolls



CONTENT ACCESSIBILITY

It's not enough to be transparent by publishing your agendas and other meeting documents online. Your meeting content must be accessible to all members of the public.

Closed captioning is also available with our CivicPlus Media service for live streaming and on-demand video. Additional fees apply for CivicPlus Media and closed captioning.

CONTENT TRANSPARENCY

Build public trust with access to fully searchable meeting content, including legislative decisions and public meeting videos. Meet municipal transparency requirements while keeping residents engaged and informed.



Minutes Module

AUTOMATED MINUTES SETUP

A fully integrated Minutes module will automatically migrate all your agenda content. No manual pre-meeting minutes setup or agenda import is required. Move from the meeting agenda to the Minutes module with a single click.

KEEP UP WITH THE MEETING ACTION

Meetings move fast. Select's cloud-based platform allows you to move quickly through your agenda items, recording official actions and discussion, without having to wait for the system to catch up. The clean, intuitive interface gives single-screen access to all your meeting controls.



SPEAKER MANAGER

Speakers can be added to the discussion at any time during the live meeting, while the built-in speaker timer helps keep meetings running efficiently.

EASY, INTUITIVE MINUTES-TAKING

While in your live meeting, use the Minutes module to capture critical meeting actions from a single screen with a clean and intuitive user interface. Take roll and manage attendance, record motions and votes, enter speaker information, and record comments or discussion to be brought into your minutes document.

If using CivicPlus Media's integrated video streaming and video-on-demand service, you can also create timestamps for the accompanying video during the live meeting. Additional fees apply.



The Civic Impact Platform

For governments to operate smoothly, departments, staff, and residents need to be able to find answers, complete their tasks, and communicate without hassle. CivicPlus connects all of your teams and functions, so they work better together for your community. With the Civic Impact Platform, you can:

- Modernize and connect every function.
- Strengthen compliance, accessibility, and readiness.
- Consolidate onto a comprehensive, purpose-built platform.
- Deliver a singular, personalized resident experience.
- Empower staff effectiveness.

EXAMPLES OF MEANINGFUL CIVIC IMPACT INTEGRATIONS

The following are examples of integrations between the CivicPlus Agenda and Meeting Management Select with other CivicPlus solutions and tools. If you have yet to experience all that CivicPlus can provide, please reach out for additional information and a quote.

Municipal Websites Central (Web Central)	<ul style="list-style-type: none">• Set-up a workflow to post in Web Central's News Flash once you've published your meeting documents.• Automatically add agenda or minute files to Web Central's Document Center to be displayed on your website after they are published in Select.• Meeting information and dates are automatically integrated to the Web Central's Calendar.• Meeting files are automatically included in the website's search results.
Codification	<ul style="list-style-type: none">• Send adopted ordinances to the Codification Legal Team in one click.• Send ordinances straight to your online code portal as "Adopted and Not Yet Codified".• Instantly link your online code to the meeting content produced within Select.
CivicPlus Media	<ul style="list-style-type: none">• Share high-definition, on-demand video or live video feeds of your meetings directly from Select and CivicPlus Media, seamlessly integrated with your meeting agendas and equipped with clear bookmarking and navigation.
Integration Hub	<ul style="list-style-type: none">• Third-party integrations examples include integrations with Zoom, Webex, and GoToMeetings, and with Laserfiche, Google Drive, Dropbox, and other APIs.



Hosting & Security

Redundant power sources and internet access ensure 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 are unparalleled.

CLOUD-HOSTING WITH AZURE

The 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 and 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.

DISASTER RECOVERY

Agenda and Meeting Management Select 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 Virtual Machines.



Implementation

Project Timeline

14 - 16 Weeks

While every implementation is unique, the following timeline can provide you with information about the different implementation stages and what you can expect at each stage.

PHASE 1: INITIATE	<ul style="list-style-type: none">• Project Kickoff and communication including timeline, deliverables, and an implementation questionnaire to capture details for your configuration
PHASE 2: ANALYZE	<ul style="list-style-type: none">• Choose and build presets from our Design Library to create Agenda, Minutes, and Item/Staff Report designs
PHASE 3: DESIGN & CONFIGURE	<ul style="list-style-type: none">• Configuration of designs• Configuration of up to 10 boards• Configuration of up to 10 meeting types• Configuration of up to 10 approval workflows• Configuration of up to 1 item/staff report
PHASE 4: OPTIMIZE	<ul style="list-style-type: none">• Virtual consulting session(s) to review current processes and documents and discuss desired goals, best practices, and configuration options• Configuration is completed and handed off for review, testing, and feedback• Configuration adjustments made per submitted feedback
PHASE 5: EDUCATE	<ul style="list-style-type: none">• Live, virtual training sessions are conducted within configured site
PHASE 6: LAUNCH	<ul style="list-style-type: none">• First Live Meeting and System Launch• Access to live chat features, Technical Support and introduction to Live Care

Implementation Approach

Implementation & Support Experience Designed for You

The Select Implementation Team has experience and expertise to help administrations of any size transform the entire meeting management process. We know implementation can't be a one size fits all solution and offer flexible packages designed to meet your desired outcomes.

Our Standard Implementation Package is the perfect fit for customers who want to improve manual, inefficient agenda and meeting processes. You will choose presets from our Design Library to create simple Agenda, Minutes, and Item/Staff Report designs.

Beyond implementation, your users will feel empowered by our in-application support tools, a full online help center, as well as phone, email, and live chat support with members of the dedicated, award-winning Technical Support team.

CONSULTING

Up to One Hour of Virtual Consultation

During this consulting session, your implementation consultant will be reviewing your submitted project questionnaire with your key project staff. The implementation consultant will review your agenda, minutes, and item/staff report designs and discuss the configurations that will be made to ensure your workflows match your current agenda and meeting processes.

DESIGN CONFIGURATIONS

We will configure the following consistent with your Design Library selections:

- One Agenda Design with both two Section Designs and two Item Designs per Agenda Design
- One Minutes Design with two Discussion Designs
- One Item/Staff Report Design with up to eight system default fields

Additional design configurations and approval workflows can be purchased as needed. For no additional cost, Approval Workflows can be created from scratch and Meeting Types can be duplicated and modified—while still making use of existing designs—by administrative users at any time using Help Center resources.

TRAINING

Up to Four Hours of Virtual Training

Your implementation consultant will guide user groups through live, virtual training sessions using your custom configured Agenda and Meeting Management Select solution. We recommend no more than 20 users per session. Individual sessions are either 30 or 60 minutes in duration.



Optional Enhancements

Live Meeting Manager

Our Live Meeting Manager enhances the live meeting by integrating the board portal and added audience display pages for a unified live meeting experience, with you in control. Time-saving automations help you keep pace with the meeting and keep board members and meeting participants engaged.

Engage Participants

Keep meeting participants engaged with in-chamber displays, including a welcome screen, the current item, speaker, countdown timer, motion, or vote results.

Electronic Voting

Initiate electronic votes with one-click and allow board members to privately cast votes within the Board Portal.

Current Item Control

One-click control updates the Board Portal and Audience Display to the current item being discussed.

Display Speaker Details

One-click control displays current speaker details and timer within the Board portal and Audience Display page.

Board Member Requests

Board members can request to be formally recognized or added to the speaker queue from within the Board Portal.

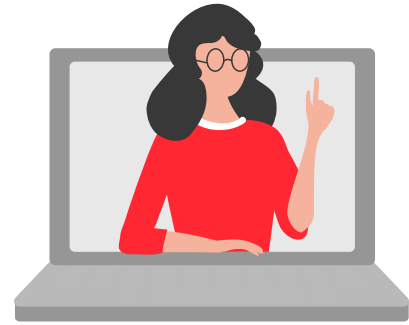
Chairperson Controls

Enable chair view to allow designated chairperson to set the current item, and call speakers from within the Board Portal.



CivicPlus Media

Today's digitally minded residents 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 residents to develop a sense of civic pride.



Media is a core component of the Civic Experience Platform and is accessible through CivicPlus Municipal Websites and CivicPlus Agenda & Meeting Management Select. With CivicPlus Media, you can integrate live or recorded videos of meetings and events anywhere on your CivicPlus website that are easily accessible by residents from any desktop computer or mobile device—no technical or coding skills necessary.

SIMPLE LIVE STREAM RECORDING

- Immediate availability of recorded videos for on-demand viewing—no additional steps or manual file uploads
- Convenient integration with social media platforms including Facebook and YouTube
- High-definition video for professional-quality presentations
- Link meeting agendas and bookmarks
- Auto-start recordings of meetings, so video viewers never miss a moment of live proceedings

CIVICPLUS MEDIA + ZOOM

- Password protect each meeting to prevent Zoombombing
- Create and share a Zoom meeting ID number only with elected officials and key staff when necessary
- Mute resident participants when open comment session has ended
- Control the meeting within Zoom and protect participants from attempting a screen share
- Allow residents to sign up to receive a link that will allow them to issue public comments and share their screen during the session
- Record and automatically upload meeting videos for on-demand playback



Public Engagement Suite

The Public Engagement Suite enhances transparency and community participation by enabling residents to engage directly with public meetings through online written comments and speaker sign-up tied to specific agenda items. The public-facing experience includes configurable options such as optional login requirements, interpreter request, attachments, character limits, and automated submittal confirmations to ensure accurate and compliant submissions.

Administrators can control engagement settings by meeting type or agenda item, including enabling or restricting participation, setting submission deadlines, and defining policies, permissions, and instructions. Staff benefit from centralized tools to review, approve, and manage all submissions, with integration into meeting records and full audit tracking.

KEY BENEFITS:

- **Increased Public Participation** – Enables residents to easily submit comments and sign up to speak from any device, improving accessibility and engagement.
- **Enhanced Transparency and Accountability** – Provides audit logs, item-level timelines, and reporting to ensure all public input is tracked and documented.
- **Administrative Efficiency** – Centralized workflows streamline review, approval, and management of public input, reducing manual effort for staff.
- **Flexible Governance Controls** – Configurable settings allow agencies to align participation rules with local policies and meeting requirements.
- **Improved Records Management and Compliance** – Supports exports, reporting, and integration of approved comments and speakers into official meeting records.

The screenshot shows a 'Speaker Sign-Up' form. It includes fields for 'Name', 'Email Address' (with the example 'johndoe@vicplus.com'), 'Full Name', 'Exclude Contact', 'Search/Sign Up', 'Address 1', 'Address 2', 'City', 'State', and 'Zip Code'. There are 'Cancel' and 'Sign Up' buttons. Below these are sections for 'I am attending' (with a 'Yes' button), 'Organization', 'Phone Number', and 'Interpreter Request' (with radio buttons for 'In Person', 'Phone', and 'None'). A red error message 'Please select a meeting!' is visible at the bottom.

The screenshot shows a 'Written Comment' form. It has a progress bar at the top with 'Contact Information' and 'Written Comment' sections. Below the progress bar are radio buttons for 'In Person', 'Phone', and 'Interpreter Request'. There is a 'Comment' text area and an 'About Reporting System' section with a dashed box and a link that says 'Click to upload or drag-and-drop files here'. At the bottom, there are 'Cancel', 'Save', and 'Submit' buttons.

Board Applications

Powered by CivicPlus' Process Automation and Digital Services solution, our Board Applications solution provides a comprehensive, digital solution to empower local government administrations to recruit, vet, and appoint civic board members and successfully facilitate ongoing board operations.

Provide your residents with an easy-to-use online portal embedded in your website. This will enable them to directly apply to open board member seats with your civic organizations.

For administrative managers, our Board Applications solution powers a singular, consistent, and frictionless process for recruiting civic-minded leaders and then receiving and reviewing qualified candidate applications.

Recruitment – Promote all your administration's open board positions, making it easy for passionate community members to identify areas where they can contribute to community initiatives.

Application Submissions – Residents can easily submit their applications for open board positions at any time from any device. No paper, no stamps, no town hall drop-offs. All personally identifiable information (PII) is stored and transmitted securely to protect candidate data and meets the digital accessibility requirements of the Americans with Disabilities Act.

Transparent Communications – Build applicant trust with transparent communications throughout the application and selection process. Customize email templates for automatically generated communications issued throughout the process as the selection committee reviews applications and makes candidacy determinations.

Review and Select Candidates – Receive notifications about new applications to ensure prompt actions and digitally route applicants to board selection committees for review and collaboration.

Board Operations – Help your civic organizations collaborate remotely using the included board operation functionality. Create board-specific profiles to store meeting schedules, member rosters, and current and upcoming chair vacancies.

Reporting and Analytics – View and export board data to help inform future administrative and organization-specific leadership strategies.

Advanced Search – Are you looking for a specific piece of information? Your Board Application portal includes advanced search functionality to save you time.

Board Applications Offers:

- A mobile-responsive interface
- A cloud-based application
- Multi-board management for communities of every size
- Configurable workflows to accommodate a variety of vetting processes
- Easy implementation, customization, and ongoing management
- End-to-end data encryption

POWER AUTOMATE CONNECTOR

Additionally, the optional addition of the Power Automate Connector extends data movement functionality of our Process Automation system to feed data directly out to Office 365 products like SharePoint, Excel, etc. This easy, no code solution can automate many of your staff's daily routines and functions.



Boards & Committees Module

The module handles the process of managing the board itself.

THREE DASHBOARDS

- Upcoming open seats (vacancies)
- Number of appointments
- Number of applicants

BOARD MANAGEMENT

- Board Rules (number of seats, term length, max # of terms, etc.)
- Board Appointments
- Board Documents (file storage)
- Board Roster
- Board Liaisons
- Letter and Email Template

APPOINTEE AND APPLICANT MANAGEMENT

- Custom Reporting
- Application Tracking
- Appointment Tracking
- Bulk Letter Creation
- Bulk Email Creation
- Mailing Labels



Platform Identity Provider (IdP) Integration

More often, local government IT teams are looking to implement single sign-on (SSO) functionality to simplify user access to all web and cloud-based applications without requiring individual authentication. The CivicPlus' Platform IdP Integration capabilities provide local governments with the following conveniences:

- Faster and easier access to vital third-party solutions that integrate with your CivicPlus unified applications, such as CivicPlus' Municipal Websites, Recreation Management, and Agenda and Meeting Management Select
- Reduced password and account maintenance
- The ability to log into your CivicPlus software accounts from any device with an Active Directory username and password
- Auto-account generation
- Group syncing
- Customization of the design of your active directory login page

We offer integration with Microsoft's Entra ID (formerly Azure AD), Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

Laserfiche Integration

With a third-party integration in Integration Hub you can route data to Laserfiche's cloud-hosted solution.

Historical File Import

As part of your implementation project, we will import a specified number of meetings to your new system. Choose an import with or without videos in increments of up to 500, 500-750, or 750+ meetings.

The process includes indexing your imported agendas for keyword searching and retrieval. You and your residents will still have access to this historical information with increased functionality. Historic meeting documents imported into Select by your implementation consultant will be optimized for character recognition to improve complete text search, and accessibility for screen reading assistive devices.





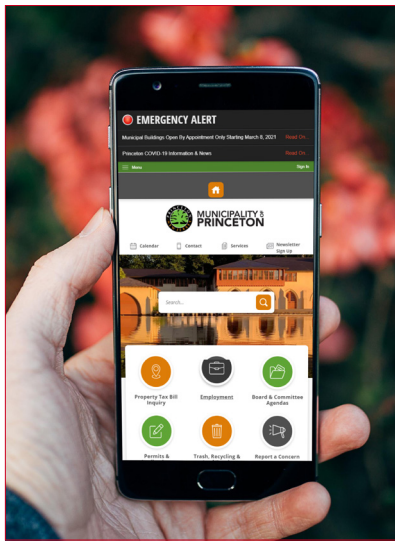
Standard Implementation

CMS Features & Functionality



CivicPlus' Municipal Websites Central (Web Central) is a comprehensive content management system designed to help local governments build websites that connect with residents effectively. With configurable layouts, simplified content management, and integrated tools for communication and resident self-service, CivicPlus websites streamline the timely delivery of essential information and services. This empowers local governments to consistently provide positive civic experiences for residents and peace of mind for staff with streamlined communication processes.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.



Modules & Widgets

RESIDENT ENGAGEMENT

Web Central offers many effective and easy-to-use resident engagement features. These tools easily integrate with the other key features.

Notices and Alerts – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

Blog – Post opinions/information about various community topics and allow resident comments and subscriptions.

Calendar – Create multiple calendars and events to inform residents of upcoming activities that are viewable by list, week, or month.

Submit Requests and Report Issues – Allow residents to report a problem or submit requests through our easy Form Center module. For advanced service request management functionality to intake resident submissions via web portal, our integrated SeeClickFix 311 CRM Starter product is available as an add-on.

Form Center – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

News – Post news items and keep your residents up to date on important information via News Flash.

Opinion Poll – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.



Notifications – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me (includes up to 500 SMS users).

Photo Gallery – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

Pop-up Modal – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

CONTENT MANAGEMENT

Web Central comes fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

Agenda Center – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Archive Center – Manage and retain serial and older documents.

Document Center – Organize and manage documents in one central repository.

Public Images – Store all your images in one central location, to utilize individually or create slideshows on your site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

INFORMATION & NAVIGATION

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

Easy for Residents to Navigate – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

Frequently Asked Questions (FAQs) – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

Graphic Links – Create visually appealing buttons to direct users to important information.

Info Advanced – Use Info Advanced to create engaging displays of information for reuse throughout the website.

Quick Links – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

Resource Directory – Use the Resource Directory to showcase information on local businesses and/or community resources.

Staff Directory – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.



DEPARTMENT-SPECIFIC

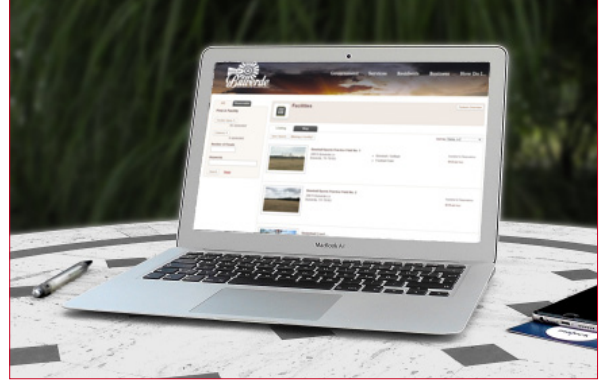
There are several function-specific features and modules for government departments. These tools are integrated into the Web Central CMS and offer the ability to complete multiple steps in one action.

Activities – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

Facilities & Reservations – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

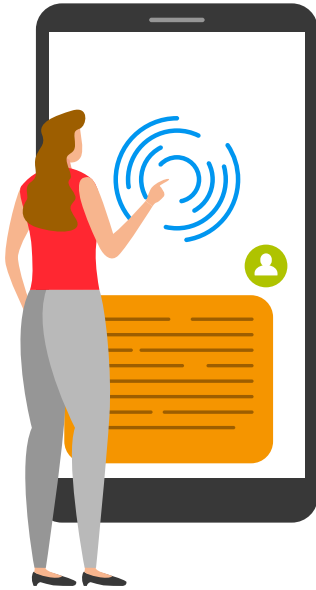
Job Postings – Post available jobs online and accept online applications.

Bids – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.



COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.



Custom HTML Widget – Embed videos or other HTML features in your page.

Editor Widget – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

Related Documents Widget – Create a dynamic list of documents referenced in the Document Center.

Slideshow Widget – Add a slideshow of images.

Tabbed Widget – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.



Administrative Features

The administration of your Web Central website is browser-based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control the access to pages and manipulation of content as well as use automated features to streamline processes.



Administrative Dashboard – A home base for messages and quick access to your recent activities and time-sensitive action items such as pending approvals and expiring items.

Content Scheduling & Versioning – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

Dynamic Page Components – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

History Log – Track changes made to your website.

Intranet – Use permissions to set a secure location on your website that allows employees to login and access non-public resources and information.

Levels of Permissions – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

Pending Approval Items – Administrators have access to a queue of pending items to be published or reviewed.

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

Not only is Web Central easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

AI Editing Assistant – Create clear, consistent, and accessible content. Integrated into familiar tools like Pages, News Flash, Notify Me, and FAQs, the AI Editing Assistant improves grammar, tone, and compliance with plain language standards in real time. Key benefits include faster content polishing, streamlined editing workflows, and adding multi-lingual content all with secure, optional use that never stores data or trains external models. Opt-in to take advantage of these features at no additional cost.



Automatic Alt Tags – Built-in features assist with ongoing ADA compliance of your website.

Credit Card Processing – Web Central is integrated with select external payment processors to accept payments on your website (separate agreement must be made directly between you and the supported external processor of your choice). Additional fees apply.

Preset Styling Standards and Ongoing Styling Flexibility – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

Link Redirects – Instead of sending your users to <https://www.civicplus.com/blog/ce/government-website-awards-city-county-municipal/>, you can send them to <http://civicplus.com/awards>.

Live Edit – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget.

Mega Menu – A main navigation menu makes it easy to get to any page on your website quickly.

Predictive Site Search – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

Site Search Log – All search words are kept in a log.

Real Simple Syndication (RSS) Feeds – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

Responsive Design – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

Social Media – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

Supported Browsers – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

Third-Party Access – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

Translation – Integration with Google Translate translates web pages into over 100 languages.

ACCESSIBILITY COMPLIANCE

With more than 1 in 4 (~28.7%) adults in the United States living with a disability, CivicPlus helps governments ensure that critical resources are available to all residents. Our commitment to accessibility is visible through VPATs and third-party audits that can confirm you're working with a trusted and experienced partner. Our multi-faceted approach sets you up for success:

- CivicPlus Municipal Websites are highly accessible by design, aligning toward WCAG 2.1. For transparency, we provide annual third-party audits (VPATs) for each of our products.
- Our trainers will teach your staff best practices to keep your content and design elements accessible and up to date with the latest ADA/WCAG standards.
- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.



- Any new regulations that require code changes are reviewed by our product team at least quarterly. Depending on the regulation, our product team plans and executes necessary changes with no additional effort required from you.
- Our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.

Additionally, CivicPlus offers an extensive suite of accessibility tools, including industry-leading integrations to help customers maintain compliance and prepare for the transition to WCAG 2.2. Due to the dynamic nature of website content updates, ongoing accessibility solutions can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges:

- AudioEye Managed: Accessibility tools and services for WCAG 2.2 compliance
- Acquia Web Governance: Website Governance & Compliance Tools
- DocAccess: Convert current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts

Additional details and/or a quote can be provided upon request.



Guardian Hosting & Security

In today's digital era, local governments require a hosting solution that not only meets their needs but exceeds their expectations. Our Enterprise Level Hosting Solution is designed with local governments in mind, offering unparalleled DDoS protection to safeguard your digital infrastructure from the most aggressive cyber threats. With our state-of-the-art security measures, you can ensure the continuity of critical services, even in the face of sophisticated attacks.

Moreover, we understand the importance of building resident trust through consistent and reliable service availability. That's why we guarantee a high availability of ****99.9% uptime****, ensuring your services are accessible when your residents need them the most. This commitment to uptime translates to less than 8.76 hours of potential downtime annually, demonstrating our dedication to maintaining your operations without interruption.

Data Center	<ul style="list-style-type: none"> • Redundant Power Supply • Uninterruptible Power Supply (UPS) Systems • Enhanced Cooling Infrastructure • Diesel Engine Generators • Energy Storage 	<ul style="list-style-type: none"> • Redundant HVAC Systems • N+1 Redundancy • Fully Redundant Network • System Monitoring – 24/7/365
Security	<ul style="list-style-type: none"> • Web Application Firewall (WAF) Protects Against SQL Injection, Cross-Site Scripting, & Other Threats • OWASP Modsecurity Core Rule Set Guards Against OWASP Top 10 Vulnerabilities • Server Management Services Ensure Smooth Operation & Optimal Performance • Regular Software Updates & Security Patches • Antivirus Management & Updates Protect Against Malware • Continuous System Monitoring for Health & Performance 	
Performance	<ul style="list-style-type: none"> • Regional Content Delivery Network (CDN) Distributes Cached Content to Minimize Latency & Enhance Reliability • Server-Side Caching with Regional CDN Improves Page Load Times & Content Delivery • Unparalleled Browsing Experience for Users on Your Website or Application 	
Hosting	<ul style="list-style-type: none"> • Enhanced Security and Compliance • CMS software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches 	<ul style="list-style-type: none"> • Antivirus management & updates • Server-class hardware from nationally recognized provider • Redundant firewall solutions • High performance SAN with N+2 reliability
Disaster Recovery	<ul style="list-style-type: none"> • Emergency After-Hours Support, Live Agent (24/7) • Online Status Monitor by Data Center • 8-Hour Guaranteed Recovery Time Objective (RTO) • 24-Hour Guaranteed Recovery Point Objective (RPO) • Pre-Emptive Monitoring for Disaster Situations • Multiple, Geographically Diverse Data Centers 	
DDoS Protection & Mitigation	<ul style="list-style-type: none"> • Cloudflare's Reverse Proxy to Protect Your Network • Access to Advanced Tools that Defend Against DDoS Attacks • Utilize Cloudflare's Massive Network Capacity of 30 Tbps • A Skilled Team is Always Ready, 24/7, to Stop Any Attacks on Your Digital Assets 	



Implementation

Standard Project Timeline

Design creation, content development, professional consulting, configuration for usability and accessibility, dedicated training—CivicPlus delivers all of this and more during the development of your new website.

A typical standard project ranges from 16 – 28 weeks. Your exact project timeline will be created based on detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors. Your project timeline, tasks, due dates, and communication will be managed and available in real-time via our project management software, Cloud Coach.

PHASE 1: INITIATE	2-4 Weeks	<ul style="list-style-type: none">• Project Kickoff Meeting• Planning & Scheduling
PHASE 2: ANALYZE	4-6 Weeks	<ul style="list-style-type: none">• Customer Deliverable Submission• Consulting Engagement (if purchased)
PHASE 3: DESIGN & CONFIGURE	6-10 Weeks	<ul style="list-style-type: none">• Design Concept Development• Content Development• Agendas & Minutes Migration• Website Completion
PHASE 4: OPTIMIZE	1-2 Weeks	<ul style="list-style-type: none">• Website Finalization
PHASE 5: EDUCATE	1-2 Weeks	<ul style="list-style-type: none">• Training Engagement
PHASE 6: LAUNCH	2-4 Weeks	<ul style="list-style-type: none">• Launch Confirmation Meeting• Website Launch

Additional time will be added to your timeline for Department Header Packages.

Approaching Your Project Implementation

Communication between you and your Web Central team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.



- Centralized project communication and task management tools are located in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work

The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Phased Approach

PHASE 1: INITIATE

Project Kickoff – During this initial meeting, your project manager will perform introductions, detail deliverables needed, provide a high-level overview of the development process, and introduce tools and resources used to manage your project.

Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.

PHASE 2: ANALYZE

Customer Deliverables – You will be responsible for submitting deliverables as outlined.

Consulting Engagement (if purchased) – During your consulting sessions, your consultant will meet with you to evaluate needs and make recommendations for implementation solutions. This consulting will help your organization facilitate the tough conversations that happen when you put a microscope to your current processes, solutions, and website presence. Further, we will also guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

PHASE 3: DESIGN & CONFIGURE

Design Concept Development – You'll have the chance to review the responsive design prototype and provide feedback and/or approval.



Content Development – Our Content Development team will migrate the agreed upon number of pages of content (including their text, documents, and images) from your current website to your new, Web Central website. Content will be enhanced for usability and accessibility, and we will organize your website pages to make them easy to navigate.

Agendas & Minutes Migration – The Content Development team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

Website Completion – You will receive a completed production website featuring your approved design combined with the finished content.

PHASE 4: OPTIMIZE

Website Finalization – Both the Web Central project team and you will prepare your website for launch. During this time, you will be able to make final adjustments to the content on your production website, as well as ensure overall satisfaction with your website.

PHASE 5: EDUCATE

Training Engagement – Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your trainer will deliver training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will use your production website so that users are familiar with your specific configuration, and you can obtain hands-on knowledge from our Gold Stevie® Award winning external training and consulting team.

PHASE 6: LAUNCH

Website Launch Confirmation Meeting – Your Web Central project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

Website Launch – After final confirmation, your website will be made live and available to the public.



Your Role During Implementation

To help create the strongest possible website, we will need you to:

- Gather photos and logos that will be used in the overall branding and design of your new website
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (if available)
- Complete the Design Form to communicate design preferences
- Choose your desired layout
- Complete the Content Form
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)

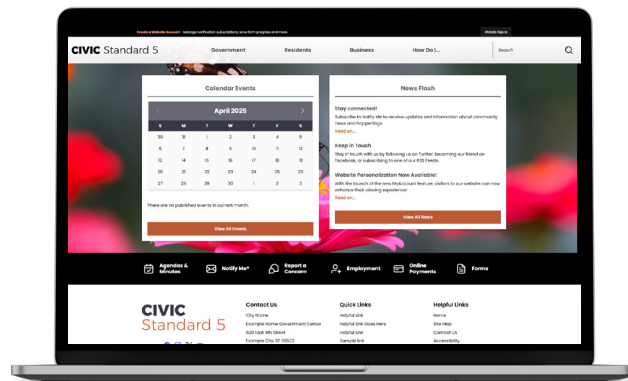
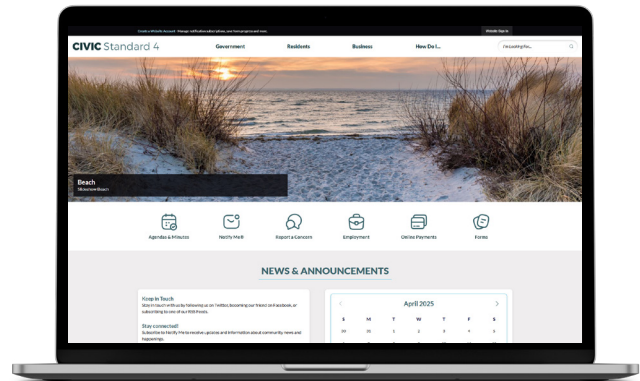
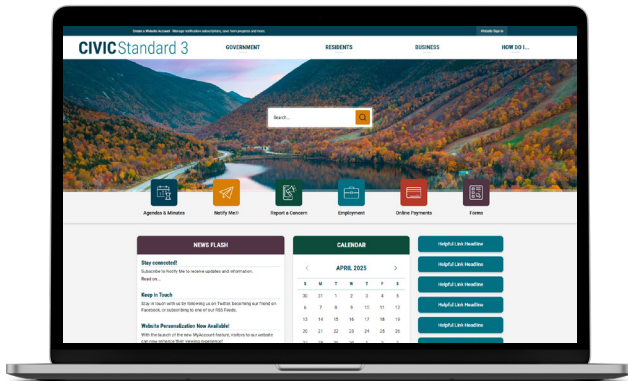


Standard Package Designs

You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your unique community, but—combined with the functionality of the Web Central CMS—will help you provide an attractive and convenient online resource for your community.

LAYOUT OPTIONS

Choose one of five government website design options with the idea that design can be customized with brand colors, logos and images unique to your community.



Optional Enhancements

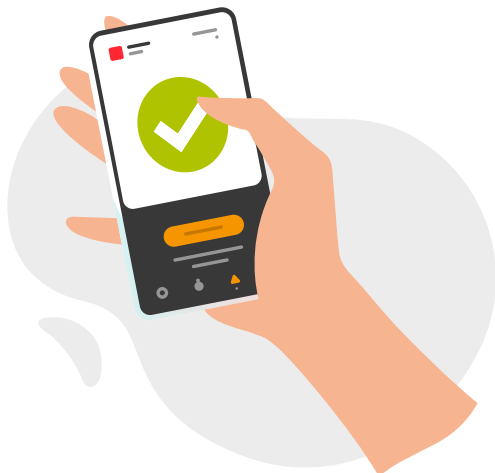
CivicPlus Chatbot

AI-POWERED CUSTOMER SERVICE TO DELIGHT YOUR RESIDENTS

You want to give your residents the highest quality, most responsive, and personalized customer service experiences. However, with less staff, fewer resources than ever before, and building pressure to enable contactless government, how can you continue to delight your community members? With smart customer service automation.

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI), to deliver exceptional customer experiences to people using your CivicPlus website.

Our Chatbot crawls your website and other linked databases to create a continually, automatically updated AI-powered knowledgebase. The result is less time spent on common, transactional inquiries and happier residents who know they can quickly and effortlessly receive what they need from their municipality.



Automated Customer Service

Chatbot simulates the quality service experiences your staff has with residents; saving you time from answering common questions by email, phone, and walk-in.

Answers from Multiple Sources

Chatbot crawls your website and other linked databases to create a continually updated AI-powered knowledgebase.

No Content Silos

Our smart Chatbot scans your content and routinely refines its responses for improved results.

Insightful Analytics

Use Chatbot's reports to identify content gaps on your website and add the information, tools, and resources that people are searching for most frequently.

An Experience Designed for the Public Sector

Unlike chatbots intended to facilitate retail sales, the CivicPlus Chatbot is designed to simulate government-resident interactions.

AudioEye for Websites

CivicPlus is the exclusive local government provider of AudioEye's full service accessibility offering. AudioEye's industry-defining digital accessibility hybrid offering helps deliver website remediations efficiently and affordably for organizations of all sizes. The AudioEye platform leverages a decade of investment in advanced technology supported and informed by a team of dedicated IAAP-certified professionals to help deliver improved access to the web conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

AudioEye

- AudioEye Managed
- Proprietary automated testing suite
- Detect Section 508 and WCAG 2.2 Success Criteria violations
- AudioEye engineers remediate accessibility issues
- Compliance monitoring
- Manual technical analysis and usability testing
- AudioEye Accessibility Help Desk with Personalization Tools

AudioEye Managed

- Provides complete digital accessibility compliance auditing and resolution
- End-to-end digital accessibility compliance testing, resolution, validation, and monitoring
- Combines subject matter experts with technology—a team of engineers and manual testers to ensure issues of accessibility are fixed and stay fixed

AudioEye Accessibility Help Desk with Personalization Tools

- Fully customizable user experience
- Tailored to individual needs regardless of device type, language preference, or preferred method of access
- Users can customize the visual display of the website, the toolkit provides instant personalization
- 24 Hour Help Desk provides accessibility answers from accessibility experts

Digital Accessibility Platform

- Software as a Services (SaaS), API-first technology
- Offers end-to-end compliance auditing
- Ability to spider, scan, and diagnose entire websites, single blocks of code, and content delivered via API
- Offers flexible resources for proper identification and remediation of the detected issues

AudioEye Trusted Certification



The AudioEye Trusted Certification represents a commitment to accessibility and digital inclusion.

www.fcc.gov is AudioEye Trusted.

The AudioEye web accessibility certification process involves automatic and manual testing with the goal of identifying and resolving access barriers, conforming with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 Level AA Success Criteria, and ensuring an optimal user experience for all users, regardless of their individual abilities.



Acquia Web Governance

WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

As a government organization, your website is vital for providing information to the public so that they can access essential information, services, and resources. These tools will help you identify, prioritize and address content quality assurance and accessibility issues on your website so that you can achieve and maintain compliance according to WCAG 2.2 standards. Further, we can help you meet the latest data privacy and government policy standards.

Accessibility – Government organizations choose Acquia Web Governance's accessibility module because it helps them achieve a more accessible web experience for all their users and helps them comply with the stringent international accessibility regulations, such as the ADA, Section 508, the AODA, The Disability Discrimination Act, European standard EN 301 549. Our accessibility module helps organizations build accessibility into their digital presence by scanning websites for accessibility issues according to the latest WCAG standard and provides recommendations on how to improve compliance.

Content Policies – The website user experience of residents and community weighs heavily on an organization's content. Ensuring that content is clear, consistent, and up to date is vital to the user experience, and with content editors distributed across the organization, errors like inaccurate or outdated content can slip through the cracks. Acquia Web Governance's Policies tool helps government organizations set up automated rules that scan their sites to find content that violates brand, regulatory, and industry standards.

Quality Assurance – Support residents and community by improving their web user experience and making sure they can effectively navigate your site. Acquia Web Governance equips you and your team with the tools to find and fix errors like broken links, broken images, misspellings, and difficult to understand content, before your users catch them.

Data Privacy – Govern personal data on your website by scanning your domain and documents to locate sensitive information and potential privacy risks such as exposed social security numbers/ personal identification numbers or credit card numbers. Acquia Web Governance's Data Privacy Module also minimizes your risk by categorizing and prioritizing the high-risk violations so that you can react to them first.

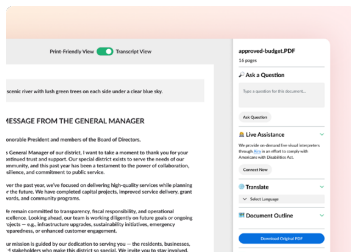


DocAccess

Simplify compliance by automatically converting all current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts.

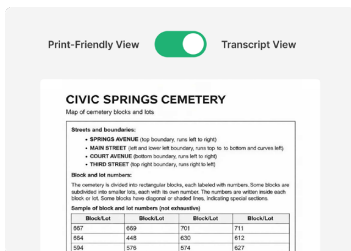
KEY BENEFITS:

- Work quickly with setup as fast as **1 day** and then **5 minutes** for new PDFs to be automatically detected and converted.
- Align all current and future PDFs to ADA standards by automatically converting documents to WCAG 2.1 AA-aligned, screen reader-friendly HTML transcripts.
- Real-time translation powered by Google translate, with **250 supported languages**.
- Live visual interpretation via **24/7 access to professional interpreters at Aira** – included at no extra cost.
- Images, charts, maps, and diagrams are instantly accessible with AI-generated alt-text following WCAG best practices.
- AI-powered search that lets users ask questions in-document and get answers back in their preferred language.
- Accessible from any device – responsive design ensures perfect viewing on all devices.



Instantly Convert Documents to HTML Transcripts

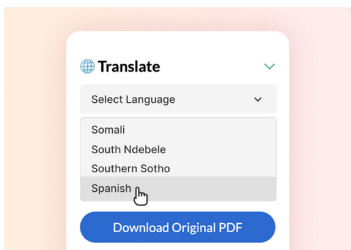
Once DocAccess is activated, all PDF links on your website automatically open in the mobile-friendly DocAccess view. Residents can use the print-friendly version or the HTML transcript, which includes detailed alt text for images.



Align Tricky Documents to WCAG 2.1 Standards

DocAccess is built for the complexity and range of government documentation. Use it to convert even your most difficult PDFs, including:

- Historical and handwritten documents
- Complex RFPs with diagrams and decision trees
- Comprehensive financial audits
- Multi-column brochures with scanned maps
- Scanned legal documents and budgets with handwritten signatures



Translate into 250 Languages

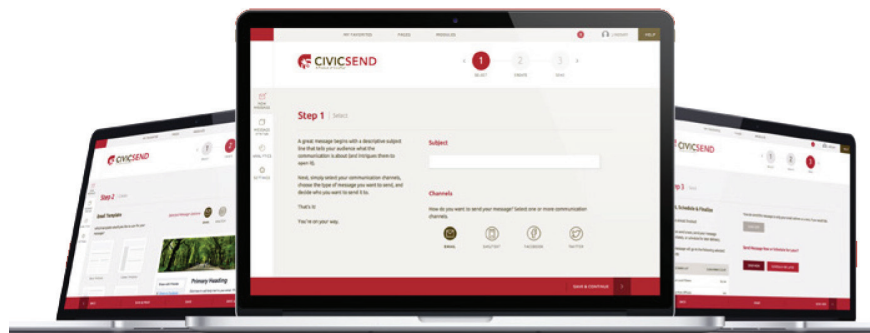
Over 250 built-in language translations can be applied to the HTML transcript with one click. Translations also apply to DocAccess features, including the Ask a Question tool.

CivicSend

CivicSend is a visually rich communication module for government, used to efficiently distribute general (non-emergency) communication to residents. CivicSend is more than a simple email newsletter tool—it provides CivicPlus customers with a single point of access, via integration with Web Central, to multiple communication channels, including email, SMS/text, Facebook, and X (formerly Twitter). CivicSend centralizes communication, saves administrative users time, and improves overall productivity.

Additional benefits of the CivicSend module include:

- Content auto-posts to your website
- Unlimited communication—there is no limit to the number of emails you can send (text messaging rates do apply)
- Template options to make customizing your message quick and easy
- Access to all subscriber lists in your Web Central website, including the ability to select multiple lists



Platform Identity Provider (IdP) Integration

More often, local government IT teams are looking to implement single sign-on (SSO) functionality to simplify user access to all web and cloud-based applications without requiring individual authentication. The CivicPlus' Platform IdP Integration capabilities provide local governments with the following conveniences:

- Faster and easier access to vital third-party solutions that integrate with your CivicPlus unified applications, such as CivicPlus' Municipal Websites, Recreation Management, and Agenda and Meeting Management Select
- Reduced password and account maintenance
- The ability to log into your CivicPlus software accounts from any device with an Active Directory username and password
- Auto-account generation
- Group syncing
- Customization of the design of your active directory login page

We offer integration with Microsoft's Entra ID (formerly Azure AD), Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.



CivicPlus Marketplace App

The CivicPlus Marketplace App is more than a request management solution; it's a fully configurable mobile application that serves as a centralized digital hub for community engagement across all CivicPlus solutions. Offering residents convenient access to your agency's information and services, as well as native SeeClickFix 311 CRM Starter functionality, the app enhances transparency, service accessibility, and community satisfaction by serving as a mobile gateway to essential services and civic resources.

Configurable for Brand Consistency – Agencies can fully configure the branding, buttons, and links to dynamically update the app design in real-time, maintaining a consistent brand identity, while over 300 configurable icons allow agencies to align the app's interface with their specific service offerings to enhance the user experience.

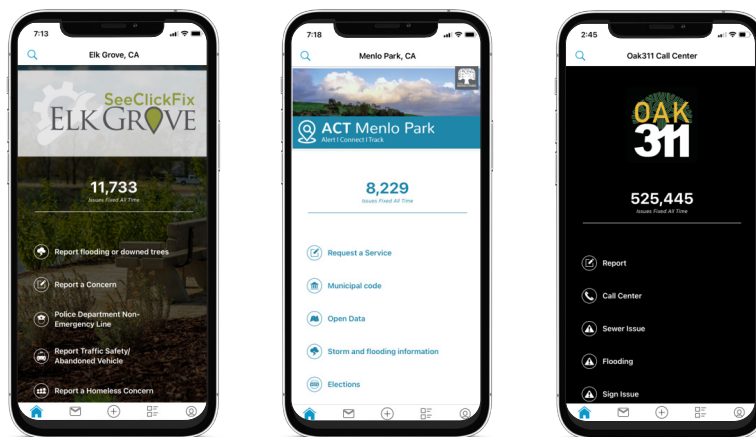
Unified Platform for CivicPlus Solutions – The app seamlessly integrates SeeClickFix 311 CRM request management with CivicPlus solutions, including Municipal Website, Chatbot, Community Development, Recreation Management, Codification, and Mass Notification systems, enabling engagement across these platforms via embedded links and CivicPlus single sign-on.

Increased Service Visibility, Trust, and Transparency – A vital component of resident experience, the mobile app provides the ability for your organization to respond quicker to concerns.

Multipurpose Functionality to Meet the Diverse Needs of Your Community – The app is flexible enough to meet residents' needs, whether reporting a concern at a park, giving feedback to council, or finding information on an upcoming city event via an embedded link in app, and is highly rated by users across communities of all sizes, with many giving it over four stars on Google Play and the Apple App Store.

Multi-Jurisdictional Capabilities to Broaden Service Impact – The app lets residents report and engage across neighboring jurisdictions, while also offering the option to display or restrict branding and information from other local agencies using the SeeClickFix 311 CRM Starter solution.

For customers who purchase this offering in 2025, it includes promotional trial items that will be available until December 31, 2025 such as reports and new request form within the CRM for call taking.

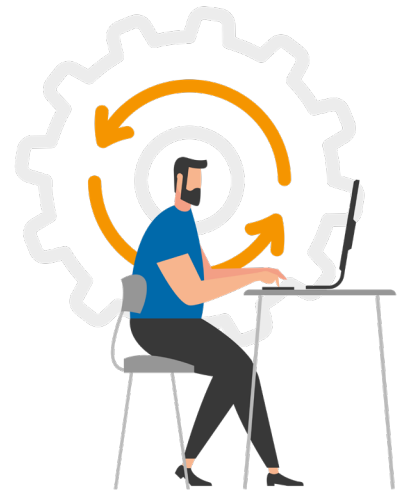


SeeClickFix 311 CRM Starter

The SeeClickFix Starter package offers a comprehensive set of features designed to streamline the submission of resident requests through a user-friendly web portal, optimized for both desktop and mobile views.

This package empowers local governments to:

- Enhance communication with residents by providing an intuitive platform for request submissions
- Automation of task assignments to facilitate efficient workflows,
- Export data for in-depth analysis.



The package is designed for up to five staff members to access the CRM, balancing ease of use and workflow management with a limited scope of access within the broader government agency. It includes 10 pre-configured request categories along with associated secondary questions.

The SCF Portal can be seamlessly embedded into any website or used within the CivicPlus Portal, and it supports single sign-on functionality with the CivicPlus Platform.

Please note, this package does not include Work Orders, Notices, private API access, or external integrations, which are available through the SeeClickFix Request or Pro packages.

For customers who purchase this offering in 2025, it includes promotional trial items that will be available until December 31, 2025 such as reports and new request form within the CRM for call taking.

Credit Card Processing

To enhance your customer experience, CivicPlus integrates with a limited number of external payment processors to provide secure, PCI-compliant payment processing. If utilizing a partnered external processor, CivicPlus can assist you with the facilitation, set-up, support, and troubleshooting services. In addition to our partner network, CivicPlus maintains integrations with additional external processors, in a more limited fashion, to assist you in implementing a successful system. Additional details on our supported external processor network is available upon request.

To utilize any of the integrated external processor, an agreement will need to be executed directly between you and the vendor that will assess separate merchant account and transaction fees. Use of an external processor may be subject to additional CivicPlus fees to maintain these solutions. Additional information can be provided upon request.

Because EMV devices are encrypted specifically for individual payment processors, you'll need to procure any required devices directly from your selected external processor for either purchase or rent. We are happy to assist in your procurement of such devices.



CivicPlus Video

CivicPlus Video is a resident-centered, cloud-based video platform designed for local governments and public sector organizations. It delivers accessible, efficient, and modern video experiences, replacing outdated, hardware-heavy systems with a sleek solution built for ADA compliance and effortless administration. CivicPlus Video empowers municipalities to engage their communities through inclusive broadcasts, streamlined workflows, and robust analytics all while minimizing operational friction and legal risk.

ADA-Compliant Accessibility: CivicPlus Video includes captions, transcripts, and alternative formats. Optional add-ons offer multi-language translation, ASL interpretation, and dubbing for broader reach.

Efficient Video Workflows: Livestream and upload videos directly from your browser. No encoders or IT support required. The admin interface is modern and easy to use.

Flexible Storage & Archiving: Choose between active and cold storage to archive content long-term and simplify public records requests.

Built-In Analytics: Engagement dashboards show viewership trends and feature usage, helping you improve communications.

Inclusive Communication Tools: Available as an optional add-on, multi-language dubbing and translation, real-time ASL, and audio descriptions help reach all residents.

Rapid Emergency Response: Quickly share emergency updates and departmental communications with lightweight deployment.

Seamless Integration: Seamless integration and admin login with CivicPlus Websites.



ADD-ON CAPABILITIES

Multi-language Closed Captioning & Dubbing: Break language barriers with translated captions and voiceovers.

ASL Support: Offer American Sign Language translation for video on demand (VOD) content.

Advanced Analytics: Deeper real-time data on activity and content with heat map visualizations.

24/7 Live Streaming Channels: Continuous live stream suitable for streaming pre-encoded content such as scheduled programming or 24/7 broadcasts.

Social Media Streaming: Simultaneously stream live or recorded videos to social media platforms.

Live Transcoding: Convert high-quality live feeds into multiple streams for smoother viewing across devices to optimize delivery.

VOD Audio Descriptions: Adds spoken narration to video content to describe key visual elements to increase visibility.

Integration with CivicPlus Video and CivicPlus Media for Agenda and Meeting Management: All videos from your CivicPlus Media with your Agenda and Meeting Management solution will be synced to the CivicPlus Video landing page.



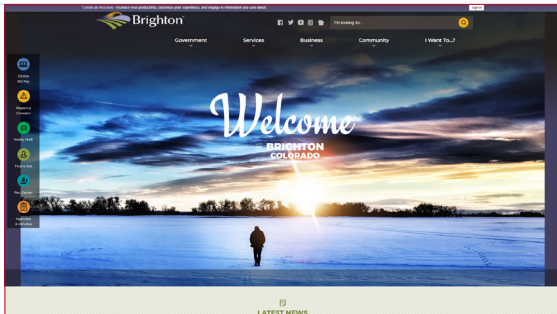
Subsites

A Subsite is a cost-effective way for a department or a division to have a completely different look and feel from the main website. A Subsite package includes:

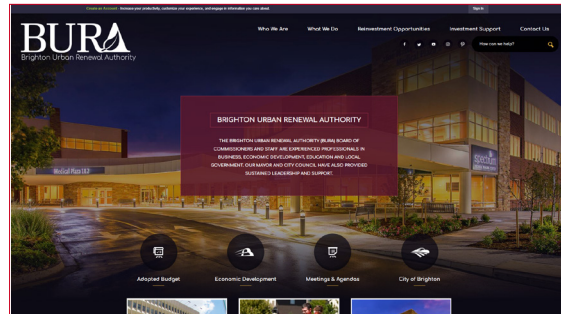
- Administrative access separate from the main website administration
- Unique and permanent URL
- Completely separate design
- Main website modules and development process
- Shared site search with the main website (if desired)
- Separate global navigation and menus
- Unique graphical buttons

Examples of a Subsite

The examples provided below are representative of attributes found in Subsites, but may not expressly reflect your proposed design package.



Brighton, CO - Parent Website



Urban Renewal Authority Subsite



San Gabriel, CA - Parent Website



Economic Development Subsite



Standard Department Header Package

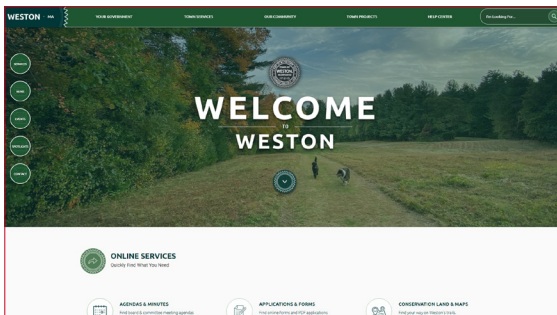
A Department Header Package is a cost-effective way for a department or division to informatively and graphically differentiate themselves from the look of the main website while leveraging consistent CMS administration. The Standard Department Header Package shares CMS login and modules with the main website. Further, it inherits the structural layout, widgets, and design styles from the main website.

A Standard Department Header Package includes department specific:

- Site URL (if applicable)
- SSL Certificate / DNS & Hosting (if applicable)
- Site Identifier / Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Content

Design Examples

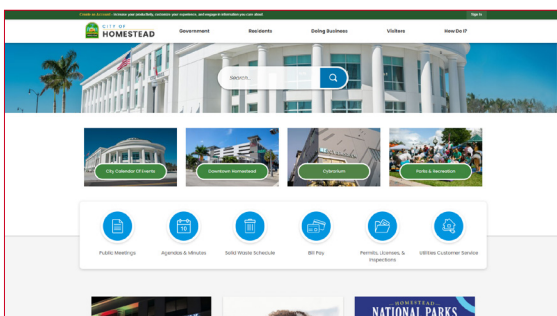
The examples provided below are representative of attributes found in a Standard Department Header Package, but may not expressly reflect the design package of your main website.



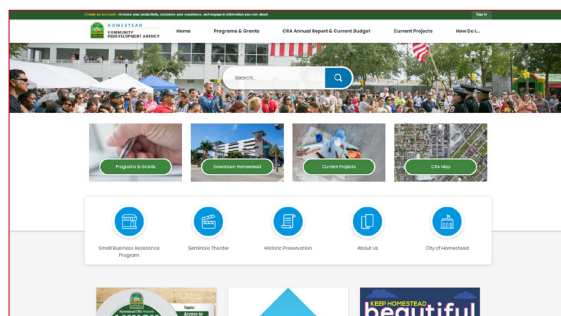
Weston, MA - Main Website



Police Department Header



Homestead, FL- Main Website



Community Redevelopment Department Header



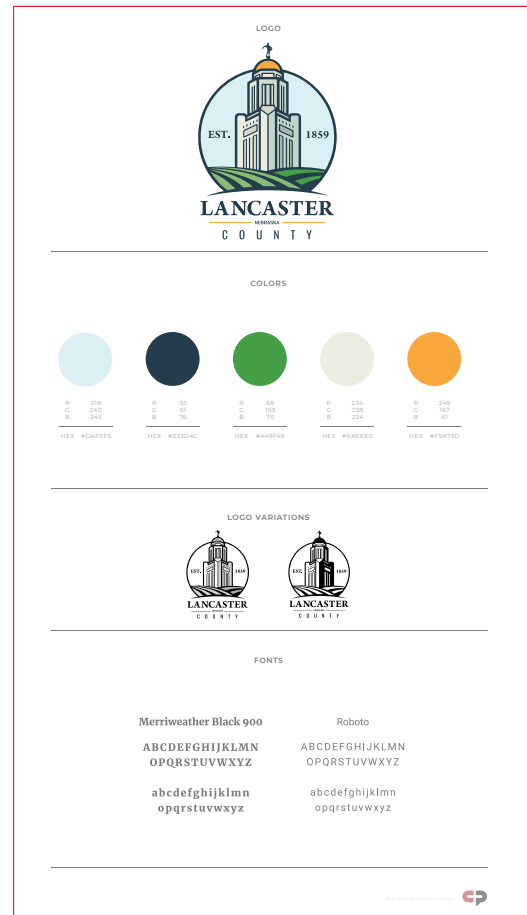
Logo Development

A logo can be considered the face of an organization. It should be a reflection of the organization's goals and values, as well as the community it represents.

If your organization is in need of a new or updated identity to convey its growth and development, let us help! Through our Logo Development process we will create a logo that you can be excited about and proud to stand behind for years to come.

Customer Deliverables Include:

- Finalized Logo in:
 - Full Color (.ai, .png, .jpg)
 - Black & White (.png, .jpg)
 - Greyscale (.png, .jpg)
- Online Presence Guide
 - Vectorized Logo
 - Colors (RGB and HEX values)
 - Logo Variations (if applicable)
 - Fonts
- Social Media Graphics
 - Facebook
 - Instagram
 - Twitter



Online Presence Guide

Recurring Redesign

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites—making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. A recurring redesign can occur every three, four, or five years - depending on the timeframe purchased. Unlike other vendors, our redesigns aren't just changes in the colors or some of the buttons as your staff can do that independently. With a CivicPlus recurring redesign, you can receive a completely brand-new website design and layout after a set number years (as purchased) of continuous service during our partnership. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.



Interior Banners

A cost-effective way to bring a different look to specific pages or departments is by placing a unique banner image on those pages. Each banner can rotate through as a slide show.

Design Center Pro

Experience the flexibility to update your website design. When it comes to updating your website design, Web Central is the most flexible solution. Whether you want to replace a banner, adjust theme colors, or add a page for a specific department, we make it easy with no HTML or CSS coding needed.

Build: Create Impactful Web Pages with Tools Anyone on Your Team Can Use

- Design customized landing pages for specific departments to engage residents
- Develop unique graphic icons for municipal services and support
- Create unique global navigation for customized landing pages

Modify: Refresh Your CivicPlus Website with Personalized Themes

- Change your website borders and backgrounds quickly and easily
- Adjust fonts and colors throughout your website from one easy-to-use location
- Update personalized banners to promote important news and events

Manage: Provide Specific Staff Access to Your Website Design Tools

- Maintain consistent website design and best practices across your entire site
- Provide customized design access for specific departments and staff
- Oversee theme and widget modifications with front-end preview



Professional Consulting

Implementing an enterprise-wide software solution is a huge undertaking. Not only does new software touch every department in your organization, it has the potential to positively impact the end-users in your community. Sometimes getting to that positive end point is tough with incongruent agendas from stakeholders such as elected officials and department heads. CivicPlus consulting helps your organization do the heavy lifting, starting with data-driven research and ending with service-level process optimization. We'll help you facilitate the tough conversations that happen when you put a microscope to your current processes, solutions, and website presence. We will also guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

Our consultants will help you:

- Get everyone excited and on board
- Facilitate stakeholder review of strategic initiatives
- Ensure everyone's needs are heard and addressed
- Devise a strategy to integrate third-party applications
- Create process maps for critical services
- Identify your audience, top services and most relevant information
- Assist in analyzing web statistics and resident input
- Make a plan to improve information and end-user navigation
- Align department processes
- Suggest streamlined content making it easy for residents to follow and staff to maintain

Virtual Webmaster

The CivicPlus Virtual Webmaster service allows us to help you keep your website up-to-date and relevant at the highest level of convenience to you! You will be assigned one of CivicPlus' content experts, who can spend blocks of up to five hours of content attention to you and your site per month. Your personal content expert can help you:

- Add new sections or pages
- Add new content such as monthly agendas and minutes
- Rearrange navigation
- Update existing content like calendar items
- Complete module entries
- Provide consultation and recommendations on current or new content

THE PROCESS

You will be introduced to your content expert who will explain how and when to submit content, schedule consultations, and answer any other questions you may have about the process.

Most requests for content changes can be accommodated within 48 hours of receipt. However, limitations and restrictions on turnaround may apply for large or exceptionally complicated requests.

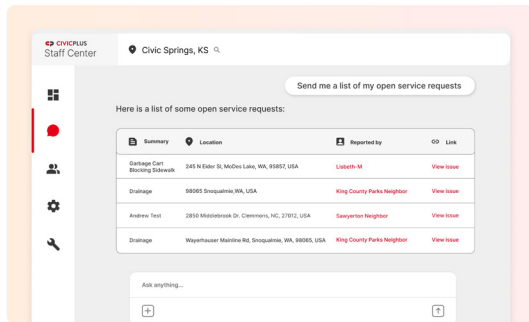


CivicPlus Athena

CivicPlus Athena, powered by CivicPlus Intelligence, is an agent within the CivicPlus Staff Center. It provides a single hub to instantly find answers, confidently complete actions, and streamline daily workflows across CivicPlus products.

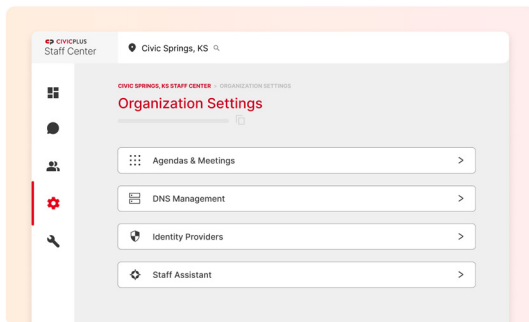
KEY BENEFITS:

- Simplify administrative tasks across the platform with a single launch pad for groups, permissions, and more.
- Move from question to action with on-demand conversational product support.
- Centralize daily workflows and actions, from posting a News Flash to managing service requests



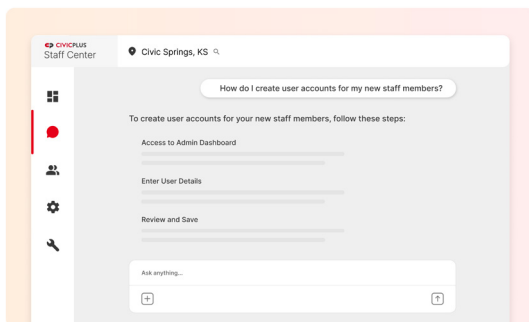
Daily Workflows, Centralized

Post alerts, review and manage open service requests, or start ordinance drafts without switching between multiple interfaces.



Launch Pad for Platform Settings

Create users, create and manage groups, assign permissions, and control platform-level settings such as two-factor authentication, all from one centralized experience.



On-Demand Product Guidance

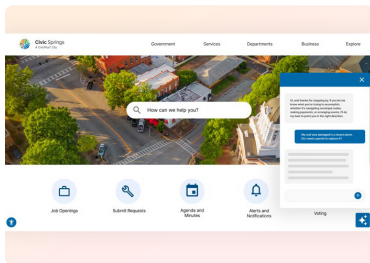
Ask questions and receive immediate, relevant guidance, making it easier to discover features, onboard new users, and expand usage over time.

CivicPlus Agent

The CivicPlus Agent, powered by CivicPlus Intelligence, is purpose-built for the Civic Impact Platform and provides high-quality answers through native integrations with our products.

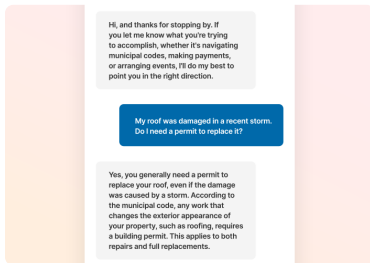
KEY BENEFITS:

- **Deliver Accurate, Detailed Answers That Build Resident Satisfaction** – Provide fast, reliable responses to common questions, driving higher self-service resolution rates.
- **Support an Accessible, Inclusive Experience for Every Resident** – Support multilingual conversations and device-agnostic engagement so residents can interact confidently, regardless of language preference or device.
- **Empower Staff with Insight, Control, and Configurability** – Give administrators the ability to monitor query performance and increase relevance and confidence through a robust analytics and management interface.
- **Boost Efficiency by Streamlining Staff Workload** – Automate routine inquiries, cut unnecessary calls and emails, and free staff capacity for work that requires human expertise, rationale, and strategic insight.



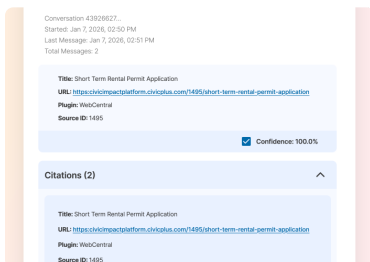
Improved Resident Satisfaction and Trust

Deliver fast, authoritative responses that reduce frustration, improve the digital service experience, and reinforce confidence in local government.



Seamless Integration with the CivicPlus Impact Platform

Connects naturally with Municipal Websites, Municode Codification, and future product integrations, reducing fragmentation and ensuring consistent data sources.



Data-Driven Decision-Making

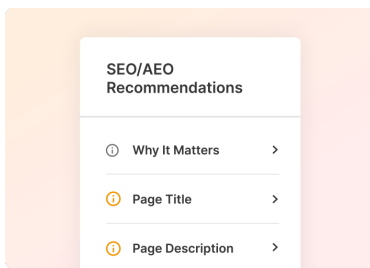
Use insights on query trends, topic gaps, and department-level interactions to better allocate resources, refine services, and proactively address community needs.

AI Content Advisor

The AI Content Advisor, powered by CivicPlus Intelligence, is an AI-driven auditing and reporting tool that automatically reviews Municipal Websites content and provides recommendations on AEO (Answer Engine Optimization) and SEO (Search Engine Optimization) improvements and content quality issues.

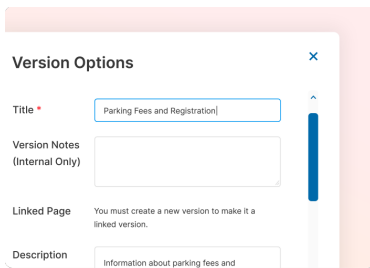
KEY BENEFITS:

- Improve your ranking across traditional and AI-powered search with simple, impactful guidance.
- Boost resident trust by becoming and maintaining the single source of truth for municipal information.
- Surface outdated information before residents see it



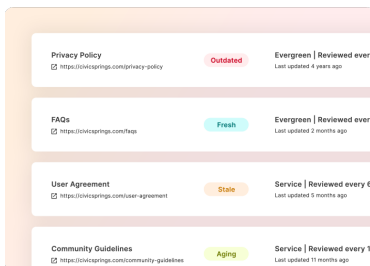
Optimize For Search Without Needing Expertise

The Recommendations Panel provides clear, actionable guidance directly within the content editing experience. It evaluates titles, headings, readability, keywords, and FAQs to help pages perform better in both AI-powered answer tools and traditional search engines.



Become The Single, Trusted Source of Truth for Residents

By applying AI-driven recommendations, teams can improve clarity, consistency, and structure across pages, helping ensure residents find accurate, authoritative information first, every time.



Find and Fix Outdated Content Before It Causes Confusion

The Stale Content Report categorizes pages and assigns a review cycle, helping teams quickly identify aging or outdated information and prioritize updates across departments.

Upgrade to Platinum Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously.

Our Platinum package solution comes with enterprise-level Cloudflare software and adds the peace of mind of comprehensive and continuous DDoS protection. From Azure's geographically distributed regions and Cloudflare's Content Delivery Network (CDN) to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance), we've got you covered.

<p>Hosting & Security</p>	<ul style="list-style-type: none"> • Azure hosting • Web application firewall • OWASP ModSecurity core rule set • FedRAMP, PCI, DSS, NIST, and FIPS compliant Virtual Machines and Databases • Reverse Proxy Server • Wildcard SSL (TLS) • Server management • Software updates & security patches • Antivirus management & updates • System monitoring – 24/7/365
<p>Disaster Recovery</p>	<ul style="list-style-type: none"> • Emergency after-hours support, live agent (24/7) • On-line status monitor by Data Center • 2-hour guaranteed recovery TIME objective (RTO) • 1-hour guaranteed recovery POINT objective (RPO) • Pre-emptive monitoring for disaster situations • Multiple, geographically diverse data centers
<p>Performance & Bandwidth</p>	<ul style="list-style-type: none"> • Server-side Caching • Regional Content Delivery Network • Unlimited bandwidth • Burst bandwidth – Azure (variable)
<p>Insights</p>	<ul style="list-style-type: none"> • Security Analytics Dashboard (shown above) • Information on traffic, threat types mitigated, top threat countries, and number of requests received through Cloudflare • Analytics shown in graphs and pie charts
<p>DDoS Mitigation</p>	<ul style="list-style-type: none"> • Defined DDoS Attack Process • Identify attack source and type • Monitor attack for threshold engagement
<p>DDoS Advanced Security Coverage</p>	<ul style="list-style-type: none"> • Continuous DDoS mitigation coverage • Content Distribution Network support • Proxy server support • Live User Detection service

