

Staff Report

Subject: Approval of Statement of Work from CivicPlus for SeeClickFix, a 311 Web and App Service
Author: Tim Callanan, County Manager
Department: County Manager
Meeting Date: May 21, 2021
Item Description: Statement of Work from CivicPlus for SeeClickFix, a 311 Web and App Service

Summary Recommendation: Staff recommends approval of the Statement of Work (SOW) from CivicPlus for the SeeClickFix, a 311 Web and App Service.

Executive Summary/Background: Effingham County's web page is currently provided by CivicPlus. This new SeeClickFix program, a 311-based web and app service request management tool, will be used to facilitate citizen submissions through the website or mobile application. The County will assign the requests internally, resolve issues, and measure performance. The statement of work (SOW) also includes support and virtual training services. The service will cost \$23,473.18 for the initial 12-month term, and the contract will renew automatically unless the County provides 60 days' notice before the renewal date. An annual uplift of 5% will be applied in year 2. The SOW has been reviewed and approved to form by the County Attorney and Procurement.

Alternatives for Commission to Consider:

1. Approve the Statement of Work from CivicPlus for SeeClickFix, a 311 Web and App Service.
2. Do not approve the Statement of Work.
3. Provide Staff with direction.

Recommended Alternative: Staff recommends alternative number 1.

Other Alternatives: 2 or 3

Department Review: County Manager, County Attorney, Procurement

Funding Source: General Fund

Attachments: Statement of Work from CivicPlus for SeeClickFix