CITY OF GROSSE POINTE WOODS
INFORMATION TECHNOLOGY
MEMORANDUM

DATE: November 5, 2026

TO: Susan Como, City Manager

CC: Steven Schmidt, City Treasurer/Comptroller
Paul Antolin, City Clerk

FROM: Gary Capps, Information Technology Manager

SUBJECT: Upgrade – City Website and Agenda Management Software

The City Website and Agenda Management software needs to be upgraded because the backend tools Drupal 7 (website) and AMM Essential (agendas) reach end of life on June 30, 2027. After that date CivicPlus cannot provide support or fixes if something stops working. CivicPlus is consolidating to one website platform and one agenda platform so security and accessibility updates are built into a single supported product.

Attached is a detailed explanation of why this migration is necessary. Currently we have budgeted **$10,800 annually** for support for these 2 services, which is the equivalent of *year 1* of these proposals. The combined cost of both proposals over the 3-year term is **$35,392.86**, with an ongoing annual recurring cost of **$13,440.00 beginning in Year 4**. Funds will be requested in subsequent budgets for years 2, 3 and onward support.

I respectfully request Council's approval to to upgrade purchase from **CivicPlus, LLC PO BOX 737311 Dallas, TX 75373-7311** in an amount not to exceed **$10,800 in year 1** for the upgraded website and agenda management services and authorize the City Manager to sign the 2 proposals below.

Q-123639-1 (website)	$4,000	101228818.000
Q-126568-1 (agenda management)	$6,800	101215818.000

I hereby certify that the above items are necessary for the proper operation of this Department.

Department Head Signature

Department Head Signature

I hereby certify that unencumbered funds are available for the above purchase, and that the account number has been verified.

Treasurer/Comptroller Signature

I do not believe any benefit will accrue to the City by seeking further bids. Approved for Council consideration.

City Administrator Signature

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Board Summary

Website and Agenda Management Migration

Prepared for	City of Grosse Pointe Woods, Michigan — Gary Capps, IT Director
Also involved	Susan Como, City Manager; Paul Antolin, City Clerk
Prepared by	Theresa St. John, Account Manager II, CivicPlus
Date	November 3, 2026
Council / Board date	[Meeting date — To be confirmed]
Quotes	Website: Q-123639-1 (10/28/2026) | Agenda: Q-126568-1 (10/30/2026)
Services	Municipal Websites Central (Starter Standard) and AMM Select (Pro)

Decision Deadline

Both quotes expire November 30, 2026. To stay ahead of the June 30, 2027 end of life for the current website and agenda platforms, the website project needs to begin by **December 31, 2026** and the agenda project is targeted to begin by **February 1, 2027**.

Executive Summary

The City currently uses a Drupal 7 website and AMM Essential (Municode Meetings) for agendas and meetings. CivicPlus is ending support for both platforms on **June 30, 2027**. CivicPlus recommends moving the website to **Municipal Websites Central** and agenda management to **AMM Select**, with implementation, migration and training provided at **no charge**.

Year One pricing for the two services is **$10,800**, which matches the City's current annual spend of approximately $10,800. Years Two and Three step up gradually, as shown in the Financial Summary.

Recommended Action

- Approve both Statements of Work: **Q-123639-1** (website) and **Q-126568-1** (agenda management) before they expire on **November 30, 2026**.
- Authorize [Authorized signer — Not provided] to execute both agreements on behalf of the City.
- Begin the website project by **December 31, 2026** and the agenda project by **February 1, 2027** (target).
- Council approval: the City is preparing a memo for Council to approve the three-year step-up plans for both services.

Why This Migration Is Needed

- **End of support:** Drupal 7 (website) and AMM Essential (agendas) reach end of life on June 30, 2027. After that date CivicPlus cannot provide support or fixes if something stops working.
- **One supported platform for each service:** CivicPlus is consolidating to one website platform and one agenda platform, so security and accessibility updates are built into a single supported product.

- **Time to plan:** Starting now leaves room to review the design, train staff and launch ahead of the deadline, instead of a last-minute rush.
- **Limited staff effort:** CivicPlus's team handles most of the migration. City staff mainly review and validate content and complete training.

What the City Receives

Website — Municipal Websites Central (Starter Standard)

- Migration of all publicly available published content, meetings and agendas (Word/PDF), with a spelling and links check.
- Design choice: a mock-up that keeps the City's current look and feel, or one of 10 templates.
- Live page editing with module-based content. For example, update a staff listing once and it changes on every page that shows it.
- One search across the website, municipal code and agendas.
- AI Editing Assistant included at no charge, plus Guardian security (Cloudflare WAF/CDN) and CivicPlus-managed SSL.
- Back-end tools: Help Center, in-site support requests, system status, and a Google Analytics connection set up through a support request.
- **Report-A-Problem** rebuilt as a web form linked from the home page. Past submissions can be downloaded by the City, and the current site stays available for about 60 days after launch.
- Existing modules, such as job postings, carry over at no additional cost.

Agenda Management — AMM Select (Pro)

- Configuration of up to 6 existing meeting types and 6 boards, with one approval workflow per meeting type and one staff report.
- Advanced agenda creation, improved search and advanced reporting.
- AI Editing Assistant available as an optional feature.
- Training: four 60-minute group sessions (4 hours), 1 hour of consulting and recorded training resources.

Training and support

- Website: online learning plus a 1-hour session with a trainer. A dedicated CivicPlus project manager guides the work, and Theresa remains the City's account manager throughout.

Accessibility

- The U.S. Department of Justice's ADA Title II rule calls for state and local government web content to meet **WCAG 2.1 AA**. For entities under 50,000 in population, the compliance date is **April 2028**. The City's counsel can confirm how the rule applies to the City.
- Municipal Websites Central is built to the **WCAG 2.2** level, and AMM Select aligns with WCAG standards. Both are designed to support the City's accessibility efforts.
- **Documents:** PDFs posted on the website are part of the accessibility picture. **DocAccess** is an optional CivicPlus product that converts PDFs into accessible HTML automatically. It handles the previous year's documents when

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added and queues older ones for conversion when opened. DocAccess is **not included** in the attached quotes, and a separate quote is available on request.

Financial Summary

Amounts below come from the two Statements of Work. The City's current spend is approximately $4,000 per year for the website and $6,800 per year for agenda management.

Year	Website	Agenda (AMM)	Combined	Change vs. current (approx. $10,800)
Year One	$4,000.00	$6,800.00	$10,800.00	$0.00
Year Two	$4,650.00	$7,142.86	$11,792.86	+ $992.86
Year Three	$5,300.00	$7,500.00	$12,800.00	+ $2,000.00
Three-year total	**$13,950.00**	**$21,442.86**	**$35,392.86**	
Year Four (renewal)	$5,565.00	$7,875.00	$13,440.00	5% uplift per SOW

Implementation, migration and training: $0.00 for both services.

Detailed Line Items

Website — Quote Q-123639-1

Qty	Item	Description	12-Month Value
1	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup	$0.00
1	Municipal Websites Central: Migration Standard Implementation	Full setup and configuration of the approved website design	$0.00
1	Municipal Websites Central: Meeting Migration	All publicly available Word/PDF meetings and agendas migrated	$0.00
1	Municipal Websites Central: Content Migration	All publicly available, non-time-sensitive published content migrated with formatting maintained; spelling and links check completed	$0.00
1	Municipal Websites Central: Blended Training	Online learning paired with a 1-hour trainer session for questions and reinforcement	$0.00
1	Starter Standard Annual Fee	Municipal Websites Central: Starter Standard Annual Fee	$2,600.00
1	DNS and Domain Hosting Annual Fee	DNS and domain hosting annual fee	$0.00
1	SSL Management (CivicPlus provided)	SSL management provided by CivicPlus	$0.00
1	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection	$600.00

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Qty	Item	Description	12-Month Value
1	Starter Hosting and Security Annual Fee	Module-based hosting and security annual fee	$800.00

The City hosts its own DNS, so the DNS lines carry no charge. The City will update its existing record to point to the new site, with CivicPlus support.

Agenda Management — Quote Q-126568-1

Qty	Item	Description	12-Month Value
1	AMM Select: Conversion Pro Premium Implementation	Configuration of up to 6 existing meeting types and 6 boards, 1 approval workflow per meeting type, 1 existing staff report, 4 hours of group training, 1 hour of consulting and recorded training resources	$0.00
1	AMM Select: Pro Annual Fee	AMM Select: Pro Annual Fee	$6,800.00
1	AMM Select: AI Editing Assistant	Optional feature to generate, summarize, rewrite or polish text in agenda and minutes fields	$0.00

Contract Terms and Timeline

	Website (Q-123639-1)	Agenda (Q-126568-1)
Initial term	7/1/2026 – 6/30/2029	9/1/2026 – 8/31/2029
Renewal	Automatic 1-year renewal; 60 days' notice prior to renewal date	Automatic 1-year renewal; 60 days' notice prior to renewal date
Annual uplift	5% to be applied in year 3	5% to be applied in year 3
Invoicing	Year One invoiced upon signature (prorated if the term begins at signing); Net 30	Year One invoiced upon signature (prorated if the term begins at signing); Net 30
Estimated duration	About 12–14 weeks	About 8–10 weeks
Target start	By December 31, 2026	February 1, 2027 (target)
Quote expires	November 30, 2026	November 30, 2026

Both SOWs follow the CivicPlus Master Services Agreement and the applicable Solution and Services terms. CivicPlus can provide them for review by the City Attorney. The City's fiscal year begins July 1; Year One amounts align with current annual spend.

Items CivicPlus Is Confirming

CivicPlus is confirming the following with its product team and will share answers before signature:

Item	Status
Staff sign-in (single sign-on)	Two options: CivicPlus-managed sign-in at no additional cost, or an optional connection to the City's own login system (priced separately). Pricing to be provided.

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Item	Status
Website and notification emails sent from the City's domain	To be confirmed
Staff-only (intranet) site and private attachments	To be confirmed
Forms listing page that gathers tagged pages	To be confirmed
Recreation classes appearing in website search	To be confirmed
Leaving inactive user accounts out of the migration	To be confirmed

Board Action Requested

Suggested motion: Approve the CivicPlus Statements of Work Q-123639-1 (Municipal Websites Central) and Q-126568-1 (AMM Select) as presented, and authorize [Authorized signer — Not provided] to execute them on behalf of the City of Grosse Pointe Woods, ahead of the November 30, 2026 quote expiration.

Questions: Theresa St. John, Account Manager II, CivicPlus | Theresa.StJohn@civicplus.com | M: 785.560.2072

CivicPlus
302 South 4th St. Suite 500
Manhattan, KS 66502
US

Statement of Work

Quote #: Q-123639-1
CivicPlus Pricing Approval Date: 10/28/2026 12:11 PM
Expires On: 11/30/2026

Client:
City of Grosse Pointe Woods, MI

Bill To:
GROSSE POINTE WOODS CITY, MICHIGAN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Theresa St. John		theresa.stjohn@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup (http://URL)	USD 0.00
1.00	Municipal Websites Central: Migration Standard Implementation	Includes full setup and configuration of the approved website design	USD 0.00
1.00	Municipal Websites Central: Meeting Migration	All publicly available word / pdf formatted meetings and agendas migrated	USD 0.00
1.00	Municipal Websites Central: Content Migration	All publicly available non-time sensitive published content migrated while maintaining formatting. Spelling & Links check completed.	USD 0.00
1.00	Municipal Websites Central: Blended Training	Included blended system training, online learning paired with access to a trainer for a 1-hour for questions and learning reinforcement.	USD 0.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Municipal Websites Central: Starter Standard Annual Fee	Municipal Websites Central : Starter Standard Annual Fee	USD 2,600.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DNS and Domain Hosting Annual Fee	DNS and Domain Hosting Annual Fee: URL	USD 0.00
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: URL	USD 0.00
1.00	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection	USD 600.00
1.00	Municipal Websites Central: Starter Hosting and Security Annual Fee	Municipal Websites Central: Module Based Hosting and Security Annual Fee	USD 800.00

Initial Term	7/1/2026 - 6/30/2029, Renewal Term 7/1 each calendar year
Initial Term Invoice Schedule	Year One Annual Total invoiced upon the signature date of this Agreement, subject to proration if the term begins at signing. Subsequent Annual Totals invoiced every 12 months starting at Renewal Term.

	Annual Subscription	One Time Fees	Annual Total
Year One	USD 4,000.00	USD 0.00	USD 4,000.00
Year Two	USD 4,650.00		USD 4,650.00
Year Three	USD 5,300.00		USD 5,300.00
Subtotal			USD 13,950.00
Annual Recurring Services Starting Year 4			USD 5,565.00
Renewal Procedure		Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift		5% to be applied in year 3	

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at https://www.civicplus.help/hc/en-us/p/legal-stuff (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

Acceptance of Quote # Q-123639-1

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit https://www.civicplus.com/verify/

Authorized Client Signature	CivicPlus
By (please sign):	By (please sign):
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)

CivicPlus
302 South 4th St. Suite 500
Manhattan, KS 66502
US

Statement of Work

Quote #: Q-126568-1
CivicPlus Pricing Approval Date: 10/30/2026 5:15 PM
Expires On: 11/30/2026

Client:
City of Grosse Pointe Woods, MI

Bill To:
GROSSE POINTE WOODS CITY, MICHIGAN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Theresa St. John		theresa.stjohn@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Conversion Pro Premium Implementation	Includes config. of up to 6 existing meeting types, up to 6 existing boards, 1 approval workflow per existing meeting type, 1 existing staff report, access to 4h of group training, 1h of consulting and recorded training resources	USD 0.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Pro Annual Fee	AMM Select: Pro Annual Fee	USD 6,800.00
1.00	AMM Select: AI Editing Assistant	AI Editing Assistant is an optional AMMS feature that enables authorized users to enhance agenda and meeting content using integrated AI tools to generate, summarize, rewrite, or polish text in fields like item descriptions, fiscal info, and minutes.	USD 0.00

Initial Term	9/1/2026 - 8/31/2029, Renewal Term 9/1 each calendar year
Initial Term Invoice Schedule	Year One Annual Total invoiced upon the signature date of this Agreement, subject to proration if the term begins at signing. Subsequent Annual Totals invoiced every 12 months starting at Renewal Term.

	Annual Subscription	One Time Fees	Annual Total
Year One	USD 6,800.00	USD 0.00	USD 6,800.00
Year Two	USD 7,142.86		USD 7,142.86
Year Three	USD 7,500.00		USD 7,500.00
Subtotal			USD 21,442.86
Annual Recurring Services Starting Year 4			USD 7,875.00
Renewal Procedure		Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift		5% to be applied in year 3	

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Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

Acceptance of Quote # Q-126568-1

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit https://www.civicplus.com/verify/

Authorized Client Signature	CivicPlus
By (please sign):	By (please sign):
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)