



community development

- » **Permitting**
- » **Planning & Zoning**
- » **Business Licensing**
- » **Code Enforcement**
- » **Fire & Life Safety Inspections**

Proposal valid for 60 days from date of receipt



Company Overview

CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.



Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

EXPERIENCE

25+ Years
12,500+ Customers
900+ Employees

RECOGNITION

Inc. 5000 11-time Honoree
GovTech 2023 Top 100 Company
Stevie® Awards Recognized with multiple, global awards for sales and customer service excellence

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 12,500 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

Primary Office

302 S. 4th Street, Suite 500
Manhattan, KS 66502
Toll Free: 888.228.2233 | Fax: 785.587.8951

civicplus.com



civicplus.com

Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

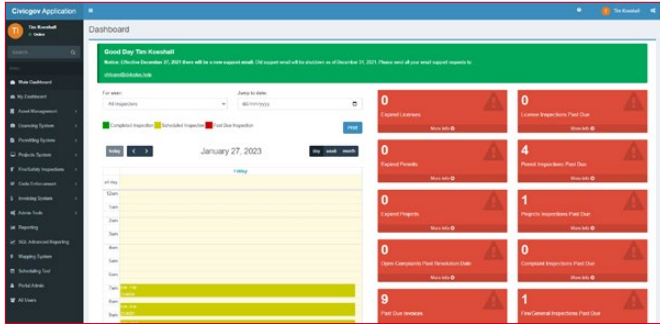
Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions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

What sets us apart is our Civic Experience Platform. CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.



Features & Functionality

The CivicPlus Code Enforcement, Permitting, and Licensing solution streamlines the zoning, building, and inspection process enabling departments to collaborate and providing resident and business digital self-service functionality.



A MODULAR SOLUTION DESIGNED TO SCALE

Whether your organization's requirements are simple and straight forward or more complex and far-reaching, our integrated yet independently modular offering allows us to tailor a solution that fits your needs. Key features that are available as **either stand-alone modules or an integrated suite** include:



Permitting

A complete solution to submit, review, approve, and issue permits.



Planning & Zoning

Robust functionality to manage the intricacies of new subdivisions, plats, site plans, and other projects.



Code Enforcement

Process complaints and track violations end to end from initial inspection and notice of violation through citation processing, court proceedings, and resolution.



Business License

Create and manage license applications, renewals, payments, inspections, and contractor credentials.



Fire & Life Safety Inspections

Conduct and schedule one-time and cyclical reoccurring inspections across your organization. Generate inspection failure notices and track court appearances.



Value-Added Features

Premium features and integrations are available for ESRI-based GIS systems, digital plan review software, local/state/federal codes, payment providers, and other third-party, back-office systems.



Proposed Modules

Permitting

Create Unlimited Permit Applications

- Customize types and sub-types (commercial, residential, etc.)
- Upload and track application documents and photos
- Track standard fields and/or customer-defined additional fields

Manage Properties, Buildings, & Occupants

- Populate system with tax parcels, buildings, and suites
- Track permits related to properties, property owners, contractors, business owners, and occupants

Allow Online Submission of Permit Applications

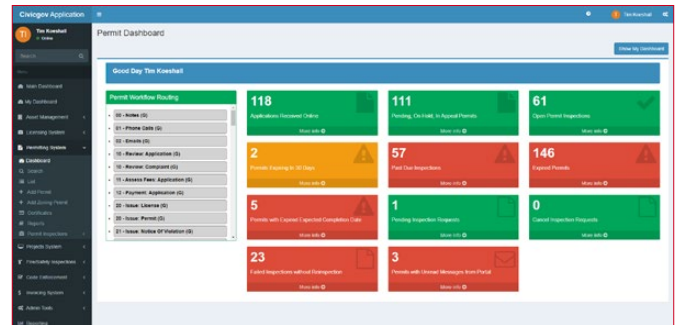
- Enable/disable online submittal on a per-permit basis
- Standardized online template and document upload capability

Enable End-to-End Review & Approval (Case Management)

- Application reviews for one or more departments
- Inspections, financial reviews, and board reviews
- Override routing and final approval authority

Schedule & Conduct Inspections

- Select inspection type, track status, and assign inspectors
- Take and store photos of inspection results
- Attach codes (local municipal codes, state, federal)
- Personalized “Today’s Inspections” area for each inspector



Create Digital Checklists

- Customize checklists based on type and sub-type

Collect Permit Fees

- Assign fees, generate invoices, complete transactions, issue receipts
- Complete credit card transactions using a CivicPlus Pay authorized payment gateway
- Export transaction details to be imported to financial software

Generate Permits & Certificates

- Permits, temporary certificates, certificates of occupancy and inspection reports

Track Contractors, Insurance Requirements, & Contacts

- Ensure contractor insurance requirements are met for a given permit application
- Track multiple permit-related points of contact

Track Related Projects

Generate Reports (CSV, PDF, HTML)

Integrates with Our Planning & Zoning and Code Enforcement Modules



Business Licensing

Track Detailed Business License Records

- Customize business types and sub-types
- Upload and track business license documents and photos
- Track business license data via standard fields and customer-defined additional fields
- Track insurance requirements and expirations
- Identify annual vs. temporary licenses

Integrates with Property Management System

- Optionally populate system with tax parcels, buildings, and suites to track business licenses related to each property

Allow Online Submission of Business License Applications

- Enable new business license applications and renewals

Automatically Generate License Renewal Notifications

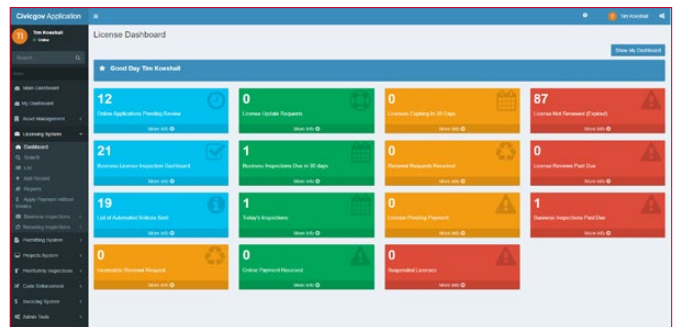
- Customer-defined time intervals

Enable End-to-End Review & Approval (Case Management)

- Application reviews for one or more departments
- Financial review and payment
- Override routing
- Final approval authority

Collect License Fees

- Assign fees, generate invoice, complete transaction, issue receipt
- Complete credit card transactions using a CivicPlus Pay authorized payment gateway
- Export transaction details to be imported to financial software



Schedule One-time & Re-occurring Inspections

Generate Business Certificates & Letters

Generate Reports (CSV, PDF, HTML)

Integrates with Our Permitting, Planning & Zoning, and Code Enforcement Modules

Code Enforcement

Track Detailed Complaint & Violation Records

- Customize complaint/violation types and sub-types
- Upload and track application documents and photos
- Track complaints/violations via standard data fields or customer-defined additional fields

Manage Properties, Buildings, & Occupants

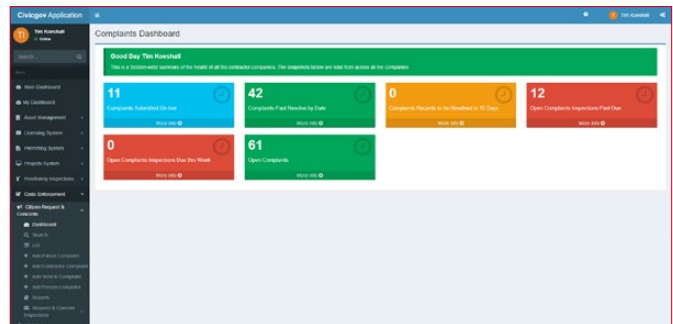
- Populate system with tax parcels, buildings, and suites
- Track complaints and violations related to properties, property owners, contractors, business owners, and occupants

Submit Online or Manual Complaints & Violations

- Online public submission
- Manual staff submission (walk-ins, phone, email requests)

Schedule & Conduct Inspections

- Select inspection type, track status, and assign inspectors
- Take and store photos of inspection results
- Attach codes (local municipal codes, state, federal)
- Personalized “Today’s Inspections” area for each inspector

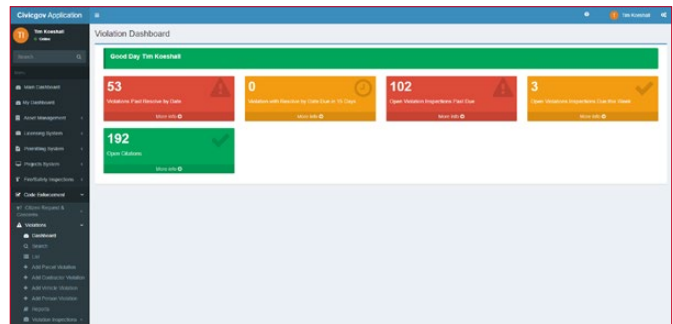


Track Court Hearings

- Hearing date/time, ticket/docket number, judge, notes

Issue Fines & Collect Payment

- Assign fees, generate invoice, complete transaction, issue receipt
- Complete credit card transactions using a CivicPlus Pay authorized payment gateway
- Export transaction details to be imported to financial software



Enable End-to-End Review & Approval (Case Management)

- Track from initial inspection, notice of violation, re-inspection, citation processing, court proceedings, and final resolution

Generate Citation Notices of Violation/Citation Letters

- Send via email or certified mail

Generate Reports (CSV, PDF, HTML)

Integrates with Our Business License Module



Fire & Life Safety Inspections

Schedule & Conduct Fire & Safety Inspections

- Select inspection type, track status, and assign inspectors
- Take and store photos of inspection results
- Attach codes (local municipal codes, state codes, federal) to inspection records
- Personalized “Today’s Inspections” area for each inspector

Manage Properties, Buildings, Suites, & Equipment

- Populate system with tax parcels, buildings, and suites
- Track inspections related to the properties, property owners, contractors, business owners, and occupants
- Track equipment assets operational status

Create Digital Checklists

- Customize checklists based on inspection type and sub-type

Schedule One-time & Recurring Inspections

Collect Inspection Fees

- Assign fees, generate invoices, and process payments (requires CivicPlus Pay authorized payment gateway)

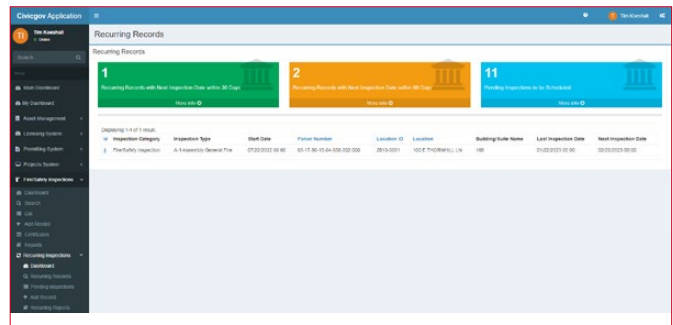
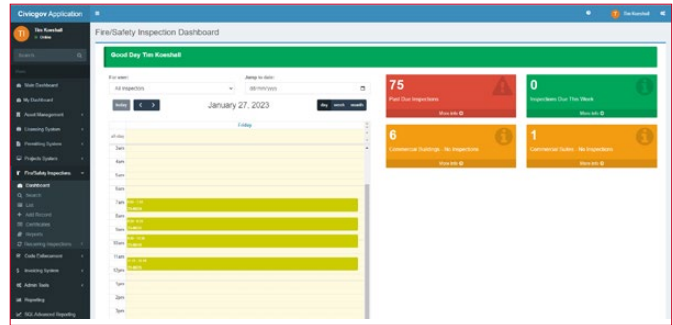
Enable End-to-End Review & Approval (Case Management)

- Inspection for one or more departments
- Override routing

Generate Certificates & Letters

- Standardized templates provided

Generate Reports (CSV, PDF, HTML)



Implementation

Permitting

PROJECT TIMELINE ESTIMATE

A typical Permitting project takes 8-16 weeks. Please note that actual timelines vary based on size of organization and final scope of services.

Phases	Timeframe
Requirements	1 Week
Configuration & Data Import	4-12 Weeks
Testing	1 Week
Training	1-2 Weeks
Go-Live	1 Week

INCLUDED PROJECT TASKS/MILESTONES

- Tax parcel setup via GIS (ESRI) endpoint or customer-provided import files
- CivicPlus Code of Ordinances integration
- Permit directory setup (permit types and use/sub-types)
- One department setup included per module
- Inspection setup
- Digital checklist setup (five included)
- Certificates and letters setup (five included)
- Review and approval process setup
- Public permit directory setup
- One standardized building application form
- One standardized electrical application form
- One standardized mechanical application form
- One standardized plumbing application form
- Payments and fees setup
- Testing
- Training
- Go-Live



Planning & Zoning

PROJECT TIMELINE ESTIMATE

A typical Planning and Zoning project takes 8-16 weeks. Please note that actual timelines vary based on size of organization and final scope of services.

Phases	Timeframe
Requirements	1 Week
Configuration & Data Import	4-12 Weeks
Testing	1 Week
Training	1-2 Weeks
Go-Live	1 Week

INCLUDED PROJECT TASKS/MILESTONES

- Tax parcel setup via GIS (ESRI) endpoint or customer-provided import files
- CivicPlus Code of Ordinances integration
- Project directory setup (project types and use/sub-types)
- One department setup included per module
- One standardized land use application form
- One standardized board or appeals application form
- Inspection setup
- Digital checklist setup (five included)
- Certificates and letters setup (five included)
- Review and approval process setup
- Payments and fees setup
- Testing
- Training
- Go-Live



Business Licensing

PROJECT TIMELINE ESTIMATE

A typical Business Licensing project takes 6-12 weeks. Please note that actual timelines vary based on size of organization and final scope of services.

Phases	Timeframe
Requirements	1 Week
Configuration & Data Import	2-4 Weeks
Testing	1 Week
Training	1-2 Weeks
Go-Live	1 Week

INCLUDED PROJECT TASKS / MILESTONES

- Business directory import (existing business list)
- Business license directory setup (business types, sub-types, insurance requirements, renewal requirements)
- One department setup included per module
- One standardized license application form
- One standardized contractor registration application form
- Business certificates and letters setup
- Review and approval process setup
- Public business license directory setup
- Payments and fees setup
- Tax parcel setup via GIS (ESRI) endpoint or customer-provided import files (optional)
- Testing
- Training
- Go-Live



Code Enforcement

PROJECT TIMELINE ESTIMATE

A typical Code Enforcement project takes 8-16 weeks. Please note that actual timelines vary based on size of organization and final scope of services.

Phases	Timeframe
Requirements	1 Week
Configuration & Data Import	4-12 Weeks
Testing	1 Week
Training	1-2 Weeks
Go-Live	1 Week

INCLUDED PROJECT TASKS / MILESTONES

- Tax parcel setup via GIS (ESRI) endpoint or customer-provided import files
- CivicPlus Code of Ordinances integration
- One department setup included per module
- Inspection setup
- Digital checklist setup (five included)
- Certificates and letters setup (five included)
- Review and approval process setup
- Payments and fees setup
- One online public complaint form setup
- Testing
- Training
- Go-Live



Fire & Life Safety Inspections

PROJECT TIMELINE ESTIMATE

A typical Fire & Life Safety Inspections project takes 8-16 weeks. Please note that actual timelines vary based on size of organization and final scope of services.

Phases	Timeframe
Requirements	1 Week
Configuration & Data Import	4-12 Weeks
Testing	1 Week
Training	1-2 Weeks
Go-Live	1 Week

INCLUDED PROJECT TASKS / MILESTONES

- Tax parcel setup via GIS (ESRI) endpoint or customer-provided import files
- CivicPlus Code of Ordinances integration
- Complaint/violation setup (types and sub-types)
- One department setup included per module
- Inspection setup
- Digital checklist setup (five included)
- Certificates and letters setup (five included)
- Review and approval process setup
- Payments and fees setup
- Testing
- Training
- Go-Live



Continuing Services

Technical Support & Services

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 via email and phone 8 a.m. – 5 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of your solution.

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.



AWARD-WINNING

CivicPlus has been honored with two Gold Stevie® Awards, three Silver Stevie® Awards, and seven Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, and Remote Customer Service Innovation of the Year. 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. In addition, the Help Center includes release notes to inform your staff of upcoming enhancements and maintenance.

CONTINUING PARTNERSHIP

We won't disappear after your system is live. 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, resulting in consistently positive digital experiences for both your staff and residents.

Support at a Glance

- Technical support engineers available 8 a.m. – 5 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone and email
- 4-hour response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center (civicplus.help)



Hosting & Security

DATA CENTER

CivicPlus hosts our CivicPlus Code Enforcement, Permitting, and Licensing solution in a secure data center. The data center is staffed 24×7×365.

SITE MONITORING, SITE RECOVERY, AND GUARANTEED UPTIME

CivicPlus leverages auto-monitoring tools to proactively detect and identify server performance and alert us of potential issues. In the unlikely event we encounter a critical issue, our engineering team will act promptly and provides regular status updates via our Help Center's online status page. CivicPlus guarantees a web server uptime of 99.9%.

SECURITY

CivicPlus leverages third-party experts to conduct security and penetration tests on a periodic basis to proactively validate product security against the latest attack vectors and implement corrective actions as needed. The CivicPlus Community Development system conducted its most recent tests in 2021 and included automated and manual tests for both unauthenticated (i.e., without login) and authenticated users. Our solution is SSL encrypted to secure data transmission. In addition, it restricts user access via role-based permissions. The application requires users to log in with a unique user ID and password. We also support two-factor authentication using Google Authenticator and Microsoft Authenticator.

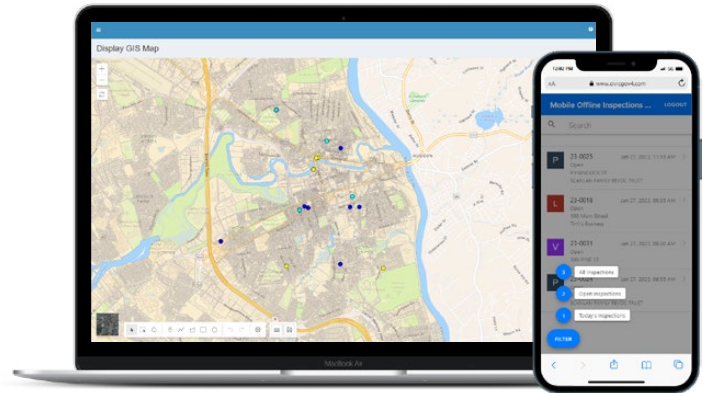


Additional Enhancements

CivicPlus has various features and services that you can leverage to streamline your system. Below is a complete list of all the features available to you that will amplify your experience. Please reach out for additional information.

VALUE-ADDED FEATURES

- CivicPlus/Municode Code Repository Integration
- SeeClickFix 311 CRM to Code Enforcement module integration
- ICC Code Repository Integration
- CivicPlus Pay Integration – Credit Card Processing
- Premium GIS (ESRI) Mapping Integration
- Mobile App - Offline Inspections
- Bluebeam REVU integration
- Third-party API integrations
- Additional Department/Groups



PROFESSIONAL SERVICES

- Data Imports (historical records, contractor data, third-party codes, etc.)
- Additional Training
- Additional Configuration Items (Additional custom checklists, certificates, online fillable forms, etc.)
- Custom Development

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.