

**CITY OF PINE LAKE, GEORGIA
REGULAR MEETING AGENDA
AUGUST 26, 2025 @ 6:00PM
COURTHOUSE & COUNCIL CHAMBERS
459 PINE DRIVE, PINE LAKE, GA 30072**

NOTE: All attendees are reminded to silence cellular phones and other devices that may cause interruption of the session proceedings.

CALL TO ORDER – REGULAR MEETING

ANNOUNCEMENTS/COMMUNICATIONS

ADOPTION OF THE AGENDA OF THE DAY

ADOPTION OF THE MINUTES

- July 29, 2025 – Regular Meeting
- August 12, 2025 – Work Session

PUBLIC COMMENTS – 3 minutes please

NEW BUSINESS

1. Resolution R-2025-57, Budget Amendment – Public Works Sale of Surplus Equipment; Website/Agenda Module
2. Resolution R-2025-58, Authorizing Purchase of Website and Agenda Management Module from CivicPlus

PUBLIC COMMENTS – 3 minutes please

REPORTS & OTHER BUSINESS

- Mayor
- City Council

Information for the Pine Lake News Blast

EXECUTIVE SESSION

- Discussion of Personnel

ADJOURNMENT

MAYOR

Brandy Hall

COUNCIL MEMBERS

Jean Bordeaux, Mayor pro tem
Jeff Goldberg
Tom Ramsey
Thomas Torrent
Augusta Woods

CITY OF PINE LAKE
425 ALLGOOD ROAD
P.O. BOX 1325
PINE LAKE, GA 30072

404-999-4901

www.pinelakega.net

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

Call to Order: Mayor Hall called the Special Called Meeting to order at 6:00PM.

Present: Mayor Brandy Hall, Mayor pro tem Jean Bordeaux, Council Members Jeff Goldberg, Tom Ramsey, Thomas Torrent, and Augusta Woods. Also present were City Manager Stanley Hawthorne, City Attorney Chris Balch, Chief of Police Sarai Y'hudah-Green, Public Works Director Bernard Kendrick, and Acting City Clerk Ned Dagenhard. Finance Director Danny Lamonte were not in attendance.

Announcements/Communications

Mayor Hall advised that she had held a staff appreciation lunch, and thanked Administrative Coordinator Varner for organizing.

The Mayor continued that her and City Manager Hawthorne would be attending the Georgia Downtown Association Conference, and added that she looks forward to reporting back information learned from the *Block Grants* and *Main Street 101* courses.

Adoption of the Agenda of the Day

Mayor pro tem Bordeaux moved to adopt the Agenda of the Day; Council Member Woods seconded.

No discussion took place.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

Adoption of the Minutes

- **June 24, 2025 – Regular Meeting**
- **July 8, 2025 – Work Session**
- **July 15, 2025 – Special Called Meeting**

Council Member Ramsey moved to adopt the Minutes; Council Member Torrent seconded.

No discussion took place.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

Consent Agenda

- 1. Resolution R-2025-50, Alcoholic Beverages Privilege License Application – Silver’s Caribbean Restaurant, 4634 Rockbridge Road SW – On-Premises Retail Sale and Consumption**
- 2. Resolution R-2025-51, Establishing 2025 Municipal Election Qualifying Dates**
- 3. Resolution R-2025-52, Rejection of 2025 LMIG Resurfacing Project Bids**

Council Member Torrent moved to adopt all items within the Consent Agenda; Council Member Goldberg seconded.

No discussion took place.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

New Business

1. Resolution R-2025-53, AECOM Task Order #3 – Pine Lake Dam Inspection

Council Member Torrent moved to adopt Resolution R-2025-53; Mayor pro tem Bordeaux seconded.

Public Works Director Kendrick recapitulated his August 12th Work Session presentation.

Council Member Torrent inquired as to the cost of clearing the dam of vegetation prior to the inspection taking place, as well as whether the project required a bid process. Mr. Kendrick advised that the project includes specialized work, such as slope mowing, and added that of the six (6) vendors who were approached with the project scope, only one responding party had the appropriate equipment to complete the job.

Council Member Torrent inquired as to whether there was a write-up of the (433) hours included in the AECOM Task Order #1 proposal. Mr. Kendrick responded that the first invoice associated with Task Order #1 had recently been submitted, showing only (6) hours. Mr. Kendrick continued that the proposals are an estimate of the total work required over an extended project scope.

Council Member Ramsey asked for clarification that there is no shared language between Task Orders #1 and #3. Mr. Kendrick replied that there is indeed shared language, but confirmed that any work accomplished in Task Order #3 that can be applied to the checklist for Task Order #1 would be.

Mayor pro tem Bordeaux asked for a follow-up on a previous conversation regarding cosmetic vegetation management on the dam. Mr. Kendrick responded that he has received an estimate, but considers the project separately, adding that the most cost-effective approach would be to wait until the end of the growing season to address overgrowth.

Mayor Hall called for a voted.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

2. Resolution R-2025-54, Records Management System (RMS) Upgrade

Council Member Woods moved to adopt Resolution R-2025-54; Council Member Ramsey seconded.

Chief Green discussed with the Governing Authority the merits of upgrading the Police and Court records management system. The resource impact, Chief Green stated, was “a wash,” as the upgrade includes adjustments to fees incorporated into each fine and/or forfeiture through citation adjudication.

Mayor pro tem Bordeaux inquired whether Government Window would remain as the City’s point-of-sale system for the Court Department. Chief Green responded that further research would be necessary in order to provide a response.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

3. Resolution R-2025-55, City of Milton Multi-City Amicus Brief

Council Member Torrent moved to adopt Resolution R-2025-55; Council Member Woods seconded.

City Attorney Balch presented a thorough recapitulation of a court case out of City of Milton, which has been elevated through the State Appellate Court and is now due to be heard before the State Supreme Court. As the ramifications of the court decision bear potential future impact on municipalities and utility providers across the State, the City Attorney recommended passage of a resolution signing on an amicus brief.

Multiple questions were fielded by the City Attorney from City Council regarding what objects currently in the City's various rights-of-way may qualify as a roadway obstruction, should the final ruling be opposed to the City of Milton.

Council Member Ramsey inquired as to whether the terms of the City of Pine Lake's insurance policy could be set so that the City would be required to be notified ahead of any and all settlement negotiations. Mr. Balch responded that since the City's liability insurance provider (Georgia Interlocal Risk Management Agency, *aka GIRMA*) is a mutual organization providing blanket policies to many municipalities, fine tuning Pine Lake's policy would likely not be possible.

Mayor Hall called for a vote.

Members voted 4-1-0. Mayor pro tem Bordeaux; and Council Members Goldberg, Torrent, and Woods voted in favor of the motion; Council Member Ramsey voted against; no members abstained. The motion carried.

4. Resolution R-2025-56, Embrace Civility (City of Civility *Renewal*)

Council Member Goldberg moved to adopt Resolution R-2025-56; Mayor pro tem Bordeaux seconded.

Mayor Hall introduced the item, describing it as reaffirming the Governing Authority's commitment to engaging in respectful and civil discourse.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
REGULAR MEETING MINUTES
July 29, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

Reports and Other Business

- City Council

Council Member Torrent announced that the Stewards of Environmental Education and Design (SEED) had partnered with the Public Works Department to attend to McAllister Meadow. Mr. Torrent further described the vision as “not a path, but a hangout area” with a focus on avian habitat enrichment.

Council Member Ramsey announced that he had attended three (3) webinars discussing disaster preparedness, and found them informative.

Adjournment

Council Member Torrent moved for adjournment at 6:59PM.

Ned Dagenhard
Acting City Clerk

**CITY OF PINE LAKE
WORK SESSION ACTION AGENDA
August 12, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

Call to Order: Mayor Hall called the Work Session to order at 6:00PM.

Present: Mayor Brandy Hall, Mayor pro tem Jean Bordeaux, Council Members Jeff Goldberg, Tom Ramsey, Thomas Torrent, and Augusta Woods. Also present were City Manager Stanley Hawthorne, City Attorney Chris Balch, Chief of Police Sarai Y'hudah-Green, Public Works Director Bernard Kendrick, and Acting City Clerk Ned Dagenhard. Finance Director Danny Lamonte was not in attendance.

Announcements/Communications

Mayor Hall expressed condolences to the family of a DeKalb County Police Officer who was killed in the line of duty during an active shooter event at the Center for Disease Control (CDC), adding commendation for police officers in and outside of Pine Lake.

Mayor pro tem Bordeaux thanked Acting City Clerk Dagenhard for providing references to the Strategic Performance Reports supplemental information in the agenda document.

Council Member Goldberg stated that he was "grateful to be here," after being secluded on the Emory University campus during the active shooter event. Mr. Goldberg added that he had been reappointed to the Georgia Municipal Association (GMA) Workplace Culture Advisory Council.

Adoption of the Agenda of the Day

Council Member Woods moved to adopt the Agenda of the Day; Mayor pro tem Bordeaux seconded.

No discussion took place.

Mayor Hall called for a vote.

All members voted in favor, and the motion carried.

**CITY OF PINE LAKE
WORK SESSION ACTION AGENDA
August 12, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

New Business

1. Planning Retreat Date and Topics (September 2025)

A lengthy discussion took place regarding updating the City's comprehensive plan, with a focus from the City Manager on creating an active planning and development strategy that doesn't "get shelved for five years."

Other points of discussion referenced the need for an updated emergency operations plan for the City.

The Mayor and City Council further discussed possible dates and topics for the Governing Authority's Fall 2025 Planning Retreat.

Following discussion, a consensus was observed over the promotion of *Wednesday, September 24, 2025 from 8:30AM-3:30PM* as the date and time for the Governing Authority's Fall Planning Retreat.

No other action was taken by City Council.

2. Proposed Tax Relief Program, Request for Proposal Response/Update

City Manager Hawthorne reprised the conversation regarding Council Member Ramsey's proposal for a senior property tax exemption, which previously ended with the directive of securing a quote from the Carl Vinson Institute of Government for a budgetary impact study. Mr. Hawthorne stated that while he had engaged with appropriate offices in the Carl Vinson Institute, he was told it would not be possible for a quote would not be developed ahead of the August 12th Work Session. The City Manager added that the representatives he spoke with were not unfamiliar with this kind of study.

No formal action was taken by City Council.

**CITY OF PINE LAKE
WORK SESSION ACTION AGENDA
August 12, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

3. Comprehensive Plan Update

The Governing Authority and City Manager discussed the merits of soliciting an independent consultant versus using the pro bono services provided by the Atlanta Regional Commission (ARC). References were made suggesting the incorporation of existing project planning documents, such as the 6-year Community Investment Plan (CIP) developed by the Public Works Director.

A consensus was observed over selecting the *Atlanta Regional Commission* to facilitate development of the City's 2026 Comprehensive Projects.

No other action was taken by City Council.

4. Community Investment Projects' (CIP) Update

Public Works Director Kendrick introduced to the Governing Authority the City's new Public Works Laborer, Eric Dickerson, who was met with welcome and applause.

Mr. Kendrick fielded questions regarding the status of various capital improvements around the City, from Americans with Disabilities Act (ADA) remediation, to the City Hall renovation and tennis/pickleball court revitalization, and more. Additional information related to the status of these projects is made available as part of the August 2025 *Strategic Performance Report* (SPR), published to the City's website.

Council Member Goldberg notified Mr. Kendrick that fishing had been taking place from beneath the pedestrian bridges, leading to potential loss of rip-rap rock used to stabilize the bridges. Strategies for preventing further degradation were discussed.

No formal action was taken by City Council.

5. Code Compliance (Public Nuisances Chapter) Update

Chief Green presented a status update on code compliance activities undergone by the Pine Lake Police Department. Additional information is included as part of the August 2025 *Strategic Performance Report* (SPR), published to the City's website.

No formal action was taken by City Council.

**CITY OF PINE LAKE
WORK SESSION ACTION AGENDA
August 12, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

6. Residential and Commercial Property Assessments

A lengthy discussion took place between the City Attorney, City Manager, and members of the Governing Authority, outlining issues and possible solutions related to the alleged undervaluing of commercial and multi-family residential buildings in the City of Pine Lake. As the valuing of these properties for tax collection falls within the purview of the DeKalb County Tax Assessor's Office, solutions offered include adopting a resolution requesting a methodology presentation from the aforementioned office. Additionally, the Mayor and City Council suggested possible collaborative efforts with other cities, and DeKalb County Commissioners. City Attorney Balch suggested the issue may stem from a lawsuit related to valuation of commercial property in the City of Stonecrest; he added that he would work to confirm or disconfirm this assumption.

No formal action was taken by City Council.

Reports and Other Business

- Staff, August 2025 *Strategic Performance Report* (SPR)

Acting City Clerk Dagenhard presented information related to website redevelopment and agenda management tools, provided by the organization *CivicPlus*, the City's partner for online ordinance library management.

Chief Green addressed the tenth anniversary of the death of Pine Lake Police Officer Francis Manuel Ortega, who was killed in the line of duty in 2005. Chief Green also took time to commend Lieutenant Robert Palms for the successful location of a discarded civilian firearm, using a K-9 unit.

- City Council

Council Member Torrent announced that he and Council Member Goldberg would be holding a "community chat" Saturday, August 16th at the Pine Lake Beach House, for the purpose of raising awareness of- and fielding questions regarding the upcoming municipal election qualifying period.

Council Member Goldberg stated that the recent episode at the CDC reminded him "not to take the people in your life for granted." Mr. Goldberg added special thanks and appreciation to public safety officers.

**CITY OF PINE LAKE
WORK SESSION ACTION AGENDA
August 12, 2025 at 6:00 PM
Courthouse & Council Chambers
459 Pine Drive, Pine Lake, GA**

Adjournment


Mayor pro tem Bordeaux moved for adjournment at 8:30PM.

DRAFT



COUNCIL AGENDA MEMORANDUM (CAM)

TO: Honorable Mayor and Council Members

FROM: Stanley D Hawthorne, City Manager 

DATE: August 26, 2025

TITLE: Budget Amendment

RECOMMENDATION

Approve resolution amending the Fiscal Year 2025 Budget for the General Fund to receive and allocate \$19,800 from Public Works Equipment Sales and to appropriate \$16,514 for enhancements to the City's Website and Council Agenda.

BACKGROUND

City administration requested for City Council to auction surplus equipment in the Public Works Department at its meeting on September 10, 2024. Approval was granted and staff moved forward with the auction process. Nine items were offered for auction on the GovDeals.com website and a net surplus of \$19,800 was received.

The auction of the various pieces of equipment from the Public Works Department via GovDeals netted the City approximately \$19,800. It is proposed for those funds to be distributed to various line items within the purview of the Public Works budget as listed under the "Resource Impact" section.

The City's website is in dire need of an update. While some content issues such as outdated or contradicting information can be revised and corrected by staff, the persisting issue of navigability and user experience cannot. CivicPlus—the vendor contracted to manage the City's online ordinance library—also offers website development services and various tools for small, municipal governments.

Following multiple discussions with representatives from CivicPlus, staff has determined that the City of Pine Lake could greatly benefit from procurement of both the *website* and *agenda management* modules for a proposed cost of 16,514.

RESOURCE IMPACT

Revenues

100.0000.0000.381000	Surplus Sales	\$19,800
100-1500-0000-393000	Interfund Transfers - Due from SPLOST I	\$16,314

Total Revenues	\$36,314
-----------------------	-----------------

Expenditures

100.1100.0000.521498	Technology (CivicPlus)	\$16,514
100.1400.0000.522250	Street Repair	\$2,000
100.1400.0000.522240	Grounds Maintenance	\$5,000
100.1400.0000.524000	Supplemental, Contract Labor, Tree Removal	\$5,000
100.1400.0000.521290	Professional Services*	\$7,800

Total Expenditures	\$36,314
---------------------------	-----------------

*Staff seek to provide the additional \$7,800 for the purposes of assisting the City Clerk's Office with addressing Permitting and Site Plan Review requests as needed for planned public or private developments in the City. The proposed Scope of Work will include plan review, applicant clarifications, erosion and sedimentation control, environmental review/impact, permit application review, and coordination assistance with DeKalb County and/or other regulatory authorities.

ATTACHMENTS

Resolution R-2025-57

**A RESOLUTION AUTHORIZING AN AMENDMENT
TO THE FISCAL YEAR 2025 BUDGET**

WHEREAS, The Charter of the City of Pine Lake requires the City to prepare and pass a balanced budget; and

WHEREAS, The City Council passed a Resolution on December 17, 2024 approving an original budget for Fiscal Year 2025 and subsequently on April 29, 2025 approved a comprehensive budget modifications amendment; and

WHEREAS, The Fiscal Year 2025 budget further requires amendments to account for revenues received and amended expenses anticipated for this Fiscal Year; and

WHEREAS, In order to comply with the terms and conditions of the Charter as well as Generally Accepted Accounting Principles, the Amendment approved by this Resolution is required;

NOW THEREFORE, BE IT RESOLVED by the governing authority of the City of Pine Lake, Georgia, that the Amended Fiscal Year 2025 Annual Budget for the City of Pine Lake is hereby APPROVED and made the spending plan for Fiscal Year 2025.

BE IT FURTHER RESOLVED that the revenue from the sale of equipment from the Public Works Department is accepted and applied to the General Fund.

BE IT FURTHER RESOLVED that all specified revenue sources are allocated as described under Resource Impact in the attached Council Agenda Memorandum (CAM).

BE IT FURTHER RESOLVED, that a line item is created for the upgrades to the City's website and other City Clerk services to be provided by Civic Plus, the City's current provider of services for the City's ordinance library, as described in the attachment, in an estimated amount of \$16,514.

ADOPTED by the Mayor and Council of the City of Pine Lake, this 26th day of August 2025.

BRANDY HALL
Mayor

ATTEST:

APPROVED AS TO FORM:

NED DAGENHARD
Assistant City Clerk

CHRISTOPHER D. BALCH
City Attorney



COUNCIL AGENDA MEMORANDUM (CAM)

TO: Honorable Mayor and Council Members

FROM: Stanley D Hawthorne, City Manager *Stanley Hawthorne*

DATE: August 26, 2025

TITLE: Purchase of Website and Agenda Management Module from CivicPlus

RECOMMENDATION

Approve resolution for redevelopment of the City's website and an updated agenda management module, based on a quote from CivicPlus for \$10,914, the City's current provider of agenda related services, which will henceforth be annualized, and the one-time set-up fee of \$5,600.

BACKGROUND

The City's website is in dire need of an update. While some content issues such as outdated or contradicting information can be revised and corrected by staff, the persisting issue of navigability and user experience cannot. CivicPlus—the vendor contracted to manage the City's online ordinance library—also offers website development services and various tools for small, municipal governments. Following multiple discussions with representatives from CivicPlus, staff has determined the City of Pine Lake could greatly benefit from procurement of both the *website* and *agenda management* modules.

RESOURCE IMPACT

Staff recommends using the General Fund, *Technology*, 100.1100.0000.521498.

ATTACHMENTS

Resolution
Proposal, Description of Services

Stanley D Hawthorne
City Manager
stanleyhawthorne@pinelakega.net
425 Allgood Road Stone Mountain GA 30083
PO Box 1325 • Pine Lake, GA 30072 • 404-999-4932
www.pinelakega.net

A RESOLUTION APPROVING THE CONTRACT AND AUTHORIZING THE MAYOR TO EXECUTE ANY AND ALL NECESSARY DOCUMENTS FOR THE ACQUISITION OF ADDITIONAL SERVICES FROM CIVIC PLUS FOR WEBSITE UPGRADE AND MAINTENANCE AND AGENDA MANAGEMENT, AND FOR OTHER PURPOSES

WHEREAS, the City of Pine Lake ("Pine Lake) is a Georgia Municipal Corporation, authorized and existing under the laws of the State of Georgia, and

WHEREAS, the Charter of the City of Pine Lake as restated in 2024, authorizes the City to contract for necessary city services, and

WHEREAS, The Administration has informed the Mayor and City Council that upgraded services for agenda and meeting record management, as well as tools to update and make the City's website more appropriately managed are necessary to improve the delivery of services, comply with State law, and to enhance the experience of citizens seeking information from the City, and

WHEREAS, Civic Plus is the current provider for the City's ordinance library and provides a suite of integrated tools for local governments to improve and manage its communications with citizens, residents, and visitors, as well as to improve the management of meeting documents including agendas and minutes.

NOW THEREFORE, the Governing Authority of the City of Pine Lake, in an open and public meeting, approves the contract with CIVIC PLUS to provide services for website upgrades and improvements and to provide services for agenda creation and meeting management in an estimated amount of \$16,514, that the Mayor is authorized to sign any and all documents necessary to give effect to this resolution, and the Acting City Clerk is authorized, in conjunction with the City Attorney, to correct any scrivener's errors in this Resolution.

ADOPTED by the Mayor and Council of the City of Pine Lake, this 26th day of August 2025.

BRANDY HALL

Mayor

ATTEST:

APPROVED AS TO FORM:

NED DAGENHARD

Acting City Clerk

CHRISTOPHER D. BALCH

City Attorney

Web Central Starter: Summary

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 create a website solution that allowed municipal staff to maintain their websites daily without needing a technical webmaster. As technology advanced, we saw our customers' need to bring more services online. We expanded our vision to make local government work better as a whole.

Today, CivicPlus provides public sector technology that automates processes, digitizes services, and enhances civic experiences. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a frictionless experience for residents and staff. Our portfolio includes solutions for:



- Process Automation and Digital Services
- Planning, Permitting, Licensing, and Code Enforcement
- Fire and Life Safety Inspections
- Asset Management
- Utility Billing
- Social Media Archiving
- FOIA Management
- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Codification
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management

EXPERIENCE & RECOGNITION

25+ Years

10,000+ Customers

950+ Employees



CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. 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 10,000 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.

CONTACT INFORMATION

Primary Office

302 S. 4th Street, Suite 500, Manhattan, KS 66502

Phone: 888.228.2233 | Fax: 785.587.8951

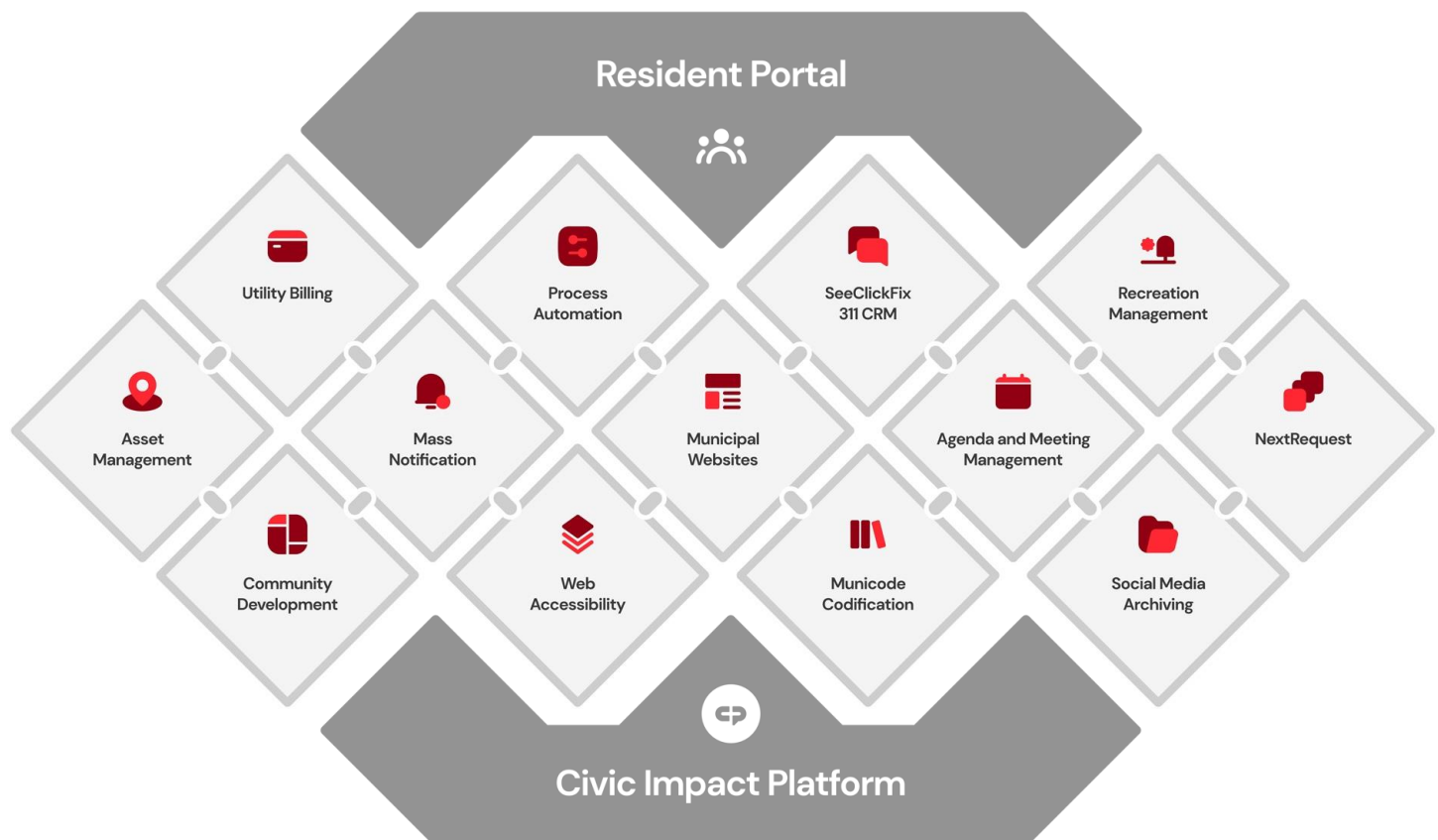
Civicplus.com

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.

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.



Website	Standard	Premium
One-Time Standard Implementation	\$850	\$1,700
Annual Subscription Fees	\$4,664	\$5,772
Bundling Discounts Available		

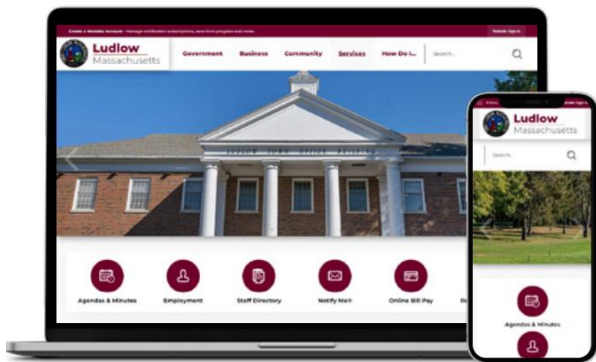
Base Inclusions			Price
Agenda Center	Graphic Links	Cloudflare Tier 1 Security for	Included
Calendar	Quick Links	PCI Compliance and Visitor	
Alert Center	Info Advanced	Surges.	
Document Center	News Flash	DNS Domain Management	
Notify Me	Staff Directory	SSL Management	
Form Center	FAQs	Hosting and Security	
Website Optional Add-On			Price
Live Training Per Module			\$375 one-time
Meetings and Agenda Migration per 100 Meetings			\$850 one-time
Standard Department Header Page			\$2,933 one-time \$813 annual fee
Premium Department Header Page			\$4,515 one-time \$938 annual fee
Accessibility with AudioEye			\$2,500 annual fee
CommonLook – PDF Remediation – One License			\$1,443 annual fee
48 Month Redesign Annual Fee			Standard \$250 Premium \$425
Facilities and Reservations Module			\$350 annual fee
Resource - Business Directory Module			\$350 annual fee
Activities Module			\$350 annual fee
Bids Posting Module			\$350 annual fee
Jobs Module			\$350 annual fee
Opinion Polls Module			\$350 annual fee
Real Estate Locator Module			\$350 annual fee
CivicSend – E News Letter Builder Added to Notify Me			\$750 one-time \$2,374 annual fee
CivicPlus Pay with Forte			\$500 one-time \$250 annual fee
Additional Block of 500 Notify Me SMS Subscribers (Comes with a block of 500)			\$945 annual fee
Chatbot			\$2,750 annual fee
Other Popular Integrated Solutions			Price
Mass Notification			Ask Me – Scoping Necessary
Meetings and Agenda Management			Ask Me – Scoping Necessary
Social Media Archiving			Ask Me – Scoping Necessary
Next Request (Public Records Request)			Ask Me – Scoping Necessary
Municode Codification (Code of Ordinance)			Ask Me – Scoping Necessary
SeeClickFix 311 CRM			Ask Me – Scoping Necessary
Web Accessibility			Ask Me – Scoping Necessary
Community Development (Permitting, Licensing, Code Enforcement)			Ask Me – Scoping Necessary
Asset Management			Ask Me – Scoping Necessary
Process Automation (Advanced fillable forms with automated workflow)			Ask Me – Scoping Necessary
Recreation Management			Ask Me – Scoping Necessary

Standard Package Designs

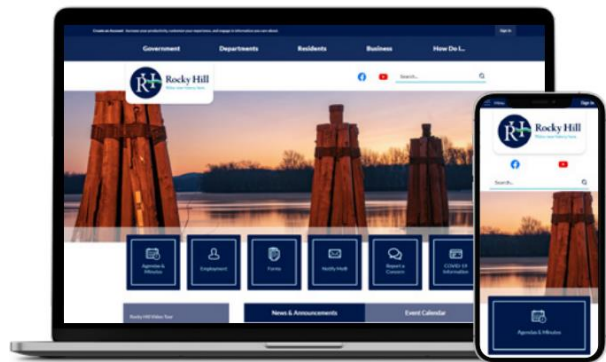
You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your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

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



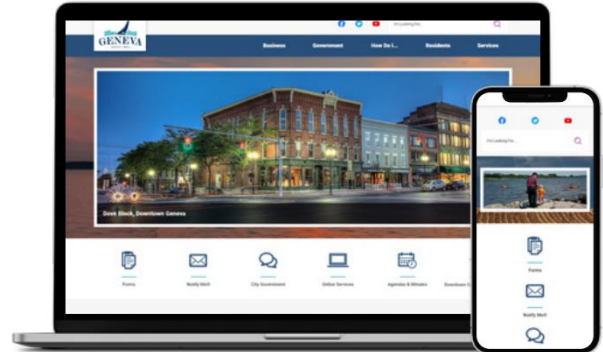
Ludlow, MA



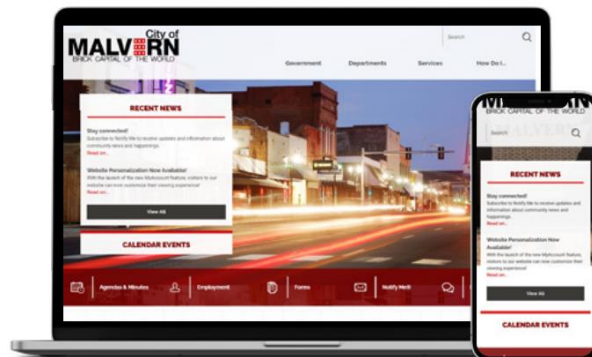
Rocky Hill, CT



Clark County, KY



Geneva, NY



Malvern, AR

Premium Package Designs

You will meet with your art director to discuss your website vision based on the goals and needs of your users. This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which will provide the structural blueprint for the visual design application.

We will then collaborate with you to customize your design to represent your community using your logo, chosen colors, and imagery. We will focus on including the functionality to meet your website needs, including an option for up to one Advanced Design Component, if desired. Advanced Design components provide next-level user engagement by leveraging the latest design enhancements in the Web Central Starter product. Your art director will help you choose the component that works best for your website and desired site maintenance level.

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



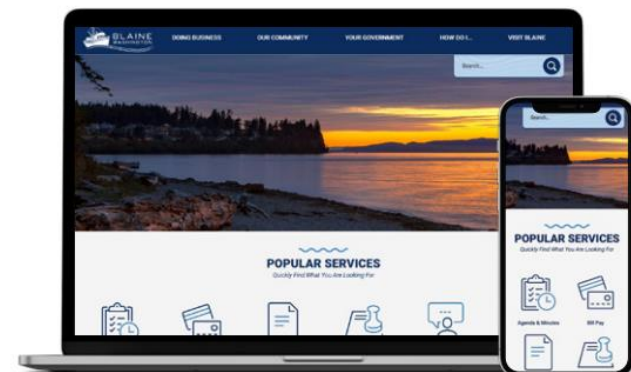
Burkburnett, TX



Greenbrier, TN



Cheverly, MD



Blaine, WA

Standard Package Timeline | 8-10 Weeks

PHASE 1: INITIATE & ANALYZE	2 Weeks	<ul style="list-style-type: none"> Project Kickoff Meeting Planning & Scheduling Customer Deliverable Submission
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> Site Map Creation Content Implementation Design Creation Google Analytics Account Creation Quality Control.
PHASE 3: EDUCATE	1 Week	<ul style="list-style-type: none"> Group Training
PHASE 4: LAUNCH	1 Week	<ul style="list-style-type: none"> Project Scope Completion Website Launch

Premium Package Timeline | 10-12 Weeks

PHASE 1: INITIATE & ANALYZE	3 Weeks	<ul style="list-style-type: none"> Project Kickoff Meeting Planning & Scheduling Customer Deliverable Submission Design Discovery Meeting
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> Site Map Creation Content Implementation Design Creation Google Analytics Account Creation Quality Control.
PHASE 3: EDUCATE	1 Weeks	<ul style="list-style-type: none"> Training Engagement
PHASE 4: LAUNCH	2 Weeks	<ul style="list-style-type: none"> Project Scope Completion Website Launch

Approaching Your Project Implementation

Communication between you and your CivicPlus 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.

Standard	Premium
PHASE 1: INITIATE & ANALYZE <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p>	PHASE 1: INITIATE & ANALYZE <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p> <p>Design Discovery Meeting – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.</p>
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION <p>Site Map Creation – Our content development team will generate a site map of your existing website in preparation for the content implementation.</p> <p>Content Implementation – Our Content Development team will migrate up to 150 pages of content (including their text, documents, and images) from your current website to your new, Central Starter website. Additional pages of content can be added for an additional fee. Content will be enhanced for accessibility, and we will organize your website pages to make them easy to navigate. They will also migrate the current year and the previous two years of simple meeting agendas and minutes to the Agenda Center module. Additional years can be added for an additional fee.</p>	

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

Google Analytics Account Creation – Your website will be set up with a Google Analytics account.

Quality Control – Our Content Development team will complete a quality control check to ensure proper content migration.

PHASE 3: EDUCATE

Group Training – Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend group training sessions in the weeks prior to going live.

PHASE 3: 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 experience.

PHASE 4: LAUNCH

Project Scope Completion – Your Central Starter 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:
- Choose your desired layout – *Standard Package Only*
- Complete the Content form – *Standard Package Only*
- Gather photos and logos that will be used in the overall branding and design
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (*if available*)
- Complete the Design Form to communicate design preferences
- 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.)

CMS Features & Functionality

CivicPlus' Municipal Websites Central Standard (Web Central Starter) content management system (CMS) is robust and flexible with all the features and functionality you need today and in the future. Developed for municipalities that need to update their website frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows non-technical employees to efficiently update any portion of your website.

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

Calendar – Create multiple calendars and events for upcoming activities that are viewable by list, week, or month.

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

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.

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).

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

ASSET MANAGEMENT

Web Central Starter is 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.

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

Public Images – Store all your images in one central location, to utilize individually or create slideshows on our 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.

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.

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 Starter 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 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 nonpublic 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 and reviewed.

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

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

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

Credit Card Processing – With the add-on feature CivicPlus Pay (Pay), you can integrate with an approved payment processor to accept payments on your website (separate agreement must be made directly between you and the chosen approved processor). 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 <http://civicplus.com/248/Awards-and-Recognition>, 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 over 20% of adults in the United States having a disability, you need a website that conforms to all residents. CivicPlus wants to help our customers maximize accessibility for all users and surpass Section 508 ADA accessibility requirements while providing you the freedom to create a visually rich and appealing website. Our multi-faceted approach sets you up for success:

- We build websites using WCAG guidelines to be highly accessible at go live.
- 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 done automatically by our product team, at least quarterly, with no additional effort required from you.
- In addition, our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.

Due to the dynamic nature of website content updates, an ongoing accessibility solution 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. Additional details and/or a quote can be provided upon request.

- **AudioEye Partnership** – CivicPlus partners with AudioEye to provide a suite of accessibility tools and services for WCAG 2.2 compliance at a discounted rate to our customers.
- **Acquia Optimize: Website Optimization & Compliance Tools** – Acquia Optimize is an easy-to-use web governance platform available to purchase and add to your project. Acquia Optimize’s tools 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 2.1 standards. Further, we can help you meet the latest data privacy and government policy standards.
- **CivicPlus CommonLook Accessibility Software** – Efficiently and accurately ensure PDFs are accessible to all members of your community. CommonLook provides an all-in-one environment for testing, remediating, and verifying PDF documents and provides a set of automated tools.

ADD-ON MODULES

In addition to our comprehensive CMS offering, we provide a range of additional modules designed to enhance functionality and meet specific organizational needs. Each module is tailored to deliver specialized capabilities, ensuring you have the flexibility to create a solution that aligns perfectly with your objectives. Please reach out if you are interested in including any of these options into your new CMS project.

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

Get Community Input – Post initiatives and project ideas to receive feedback and interact with your residents via Community Voice.

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.

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.

Archive Center – Manage and retain serial and older documents.

Real Estate Locator – Lets community members list and manage residential and commercial properties separately, with dedicated search functions. Users can post and manage listings 24/7 after setting up a profile and paying a subscription fee, while administrators can approve or auto-publish listings.

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

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.

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 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

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

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 provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

AWARD-WINNING - CivicPlus has been honored with three Gold Stevie® Awards, six Silver Stevie® Awards, and nine Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

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

Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and chat
- 4-hour initial 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)

ENGAGEXCHANGE

The ENGAGEXCHANGE is an online community and the central hub of ideas, guidance, tips, advice, and more for our Web Central Starter customers. It reflects our commitment to:

Connection – Customers can connect with their peers to ask questions, discover solutions, share ideas, and join focus groups and beta opportunities.

Direction – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements. MAINTENANCE CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are, we have an option that will fit your community.

Data Center	<ul style="list-style-type: none"> • Highly Reliable data center & secure facility • Managed network infrastructure • On-site power backup & generators • Multiple telecom/network providers • Fully redundant network • System monitoring – 24/7/365
Bandwidth	<ul style="list-style-type: none"> • Multiple network providers in place • Burst bandwidth – 22 Gb/s • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)
Hosting	<ul style="list-style-type: none"> • Web Central Starter software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches • 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) • On-line 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 Migration	<ul style="list-style-type: none"> • Defined DDoS Attach Process • Identify attack source and type • Monitor attack for threshold* engagement
DDoS Advanced Security Coverage	<ul style="list-style-type: none"> • Not Included – additional coverage available at time of event (fees will apply)

*Thresholds: Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during an attack.

Optional Website Enhancements

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. 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.

AUDIOEYE MANAGED

AudioEye offers a range of products and services from self-service to turnkey managed solutions. At the core of AudioEye, is the Digital Accessibility Platform (DAP), this powerful tool empowers auditors, designers, and developers to understand issues of accessibility and improve website infrastructure thorough the use of an innovative and easy to-use interface. The AudioEye Toolbar offers web personalization tools. Conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

Acquia Optimize empowers government organizations to maintain accessible, high-quality websites that comply with WCAG 2.1 standards and other international accessibility regulations, such as ADA, Section 508, and EN 301 549. Its accessibility tools identify and address web issues, providing actionable recommendations to enhance user experiences for all. Acquia Optimize's content policies module ensures consistency and accuracy by scanning for content errors or violations of brand, regulatory, or industry standards. The quality assurance tools detect and fix broken links, images, misspellings, and other issues that could hinder navigation or usability. Additionally, the data privacy module scans for sensitive information, prioritizes high-risk violations, and helps organizations reduce privacy risks. Together, these features enable government organizations to deliver inclusive, reliable, and secure digital services.

CIVICPLUS CHATBOT POWERED BY FRASE

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 residents using your website. Our Chatbot crawls your website and other linked databases to create a continually, automatically updated, AI-powered knowledgebase that you don't have to maintain separately.

PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

CivicPlus offers IdP integration capabilities, which means you'll benefit from easier integration between your Web Central Starter website and your favorite third-party solutions. Provide single sign-on (SSO) functionality to streamline managing and supporting user credentials and identify management solutions. CivicPlus IdP partners include Microsoft's Entra ID, Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

STANDARD DEPARTMENT HEADER PACKAGE

A department or division within your organization may need a personalized digital presence. A Department Header Package is a cost-effective way for these groups to differentiate themselves informatively and graphically from the look of the main website while still benefiting from the functionality, service, and support of your Web Central Starter system. Unique customizations include:

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

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.

CIVICPLUS MARKETPLACE APP

The CivicPlus Marketplace App is 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.

Our app offers extensive customization options, allowing agencies to configure branding, buttons, and links in real time to maintain brand consistency and enhance the user experience with over 300 configurable icons. It integrates seamlessly with CivicPlus solutions, including SeeClickFix 311 CRM, municipal websites, and mass notifications, providing a unified platform for streamlined engagement. The app improves service visibility and trust by enabling quicker responses to resident concerns and supports diverse community needs, from reporting issues to registering for classes. Additionally, its multi-jurisdictional capabilities allow residents to engage across neighboring areas while offering agencies control over displayed branding and information.

UPGRADE TO GUARDIAN SECURITY

Our Guardian Security Package provides a comprehensive, cost-effective solution tailored for local governments seeking robust security without breaking the bank. Powered by enterprise Cloudflare, this package includes:

- Web Application Firewall (WAF) fully customized for our application
- OWASP ModSecurity Core Rule Set for protection against the Top 10 vulnerabilities identified by the Open
- Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User Agent Blocking rules to block specific browser or web application User-Agent request headers
- Visitor blocking or challenging by IP address, autonomous system number (ASN), or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

UPGRADE TO PLATINUM SECURITY

CivicPlus' Platinum Hosting and Security package comes with enterprise-level Cloudflare software and:

- Fully customized Web Application Firewall (WAF), customized for our application
- OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User agent blocking
- Block or challenge visitors by IP address, autonomous system number (ASN) or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

CONSULTING ENGAGEMENT

Implementing a new software solution is a huge undertaking. Not only does it 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 and 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.

CREDIT CARD PROCESSING WITH CIVICPLUS PAY

CivicPlus Pay (Pay) is our integrated, secure, PCI-compliant, utility application. Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. CivicPlus has partnered with several integrated gateways which we can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, in a more limited fashion, to assist you in developing a successful system. To utilize any of the approved gateways, an agreement will need to be executed directly between you and the vendor, that will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to procure any required devices directly from your selected gateway provider for either purchase or rent.

Invoicing Details

- 100% of Year 1 cost upon contracting.
- Annual recurring services shall be invoiced on the start date of each renewal term.
- Annual recurring services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

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.