



CITY COUNCIL AGENDA
Special Meeting – November 17, 2021

5:30 p.m., City Council Chambers

City Council: Mayor Rafferty, Councilmembers Cavegn, Lyden, Ruhland and Stoesz
City Administrator: Sarah Cotton

CITY COUNCIL MEETING

- Call to Order and Roll Call - **Councilmembers Lyden, Cavegn Ruhland and Mayor Rafferty were present; Councilmember Stoesz was absent**
- Pledge of Allegiance
- Open Mike / Public Comment (*in person or received in writing prior to meeting*)
There were no public comments
- Setting the Agenda: Addition or Deletion of Agenda Items
The agenda was approved as presented

1. PUBLIC SERVICES DEPARTMENT REPORT

- A) Consider Resolution No. 21-140, Approving Facility Management Software Contract with CivicPlus, Rick DeGardner

Action Taken: Motion by Lyden, seconded by Cavegn, to approve Resolution No. 21-140 as presented, was adopted

UNFINISHED BUSINESS

None

NEW BUSINESS

None

Adjournment

Motion to adjourn at 6:00 p.m. was adopted

A special joint session with City Advisory Boards is scheduled to begin at 6:00 p.m. in the council chambers



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City Administrator: Sarah Cotton*

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1. PUBLIC SERVICES DEPARTMENT REPORT

- A) Consider Resolution No. 21-140, Approving Facility Management Software Contract with CivicPlus, Rick DeGardner and Andrea Turner

UNFINISHED BUSINESS

None

NEW BUSINESS

None

Adjournment

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**CITY COUNCIL
AGENDA ITEM 1A**

STAFF ORIGINATOR: Rick DeGardner, Director of Public Services
Andrea Turner, Communications Specialist

MEETING DATE: November, 17, 2021

TOPIC: Consider Resolution No. 21-140, Approving Facility Management Software Contract with CivicPlus

VOTE REQUIRED: 3/5

INTRODUCTION:

The Council is being asked to consider the approval of a contract with CivicPlus for recreation management software, as well as a website platform for the city and recreation center.

BACKGROUND:

Staff has researched and compared multiple different vendors who offer recreation program software, including CivicPlus, RecTrac and ActiveNet. CivicPlus has the most robust and seamless offering that will enable the City's operation of the recreation center's website and membership to be effective, efficient, and professional. Additionally, the City is able to have a custom city website created that will operate in tandem with the recreation center's site.

CivicPlus believes that every interaction between citizens and their local government should be exceptional and frictionless. CivicPlus' focus is to build technology solutions designed to foster positive and powerful civic experiences. With more than 20 years of experience, CivicPlus has earned the trust of over 4,000 clients, their 100,000+ local government users, and their 250 million+ citizens. The two CivicPlus platforms that the City is pursuing are the recreation management platform, CivicRec, and the website design and hosting platform, CivicEngage.

The CivicPlus features that will benefit the City of Lino Lakes include, but are not limited to:

- Custom web design
- Website content migration
- Website hosting and security
- Technical support team
- Capability to message residents via email and SMS
- Recreation center subsite managed under City website – no need for separate site hosting and fees
- Unique branded look for recreation center subsite

- Ability to create and send resident newsletters via email
- Mobile app
- User-friendly software for recreation center members and staff
- Easy-to-use programming capabilities for recreation staff
- Ability to manage and track membership visits
- Ability to market program offerings to members who have utilized similar programs

Recreation management software (CivicRec) initial investment: \$28,085 (assuming partnering with CivicEngage). This includes setup, design, implementation and integration, etc. The annual contract service fee is \$19,900.

In addition, the current City GovOffice website is due for an upgrade and contract renewal. This upgrade and contract renewal pricing for GovOffice is \$13,200. GovOffice is not able to provide the functionality (such as email and text communications with residents) that staff feels is necessary to provide adequate communication and customer service to residents. In addition, GovOffice is not able to host the recreation center website. Therefore, staff is recommending the CivicPlus platform for a cohesive experience with the CivicRec management software.

CivicEngage website design and hosting is \$63,040. This includes website design, content migration, mobile app development, ongoing technical support, web hosting, etc. This cost includes the creation and hosting of the recreation center portion of the website. The annual contract service fee is \$18,968.25. Please note if the City Council chooses not to replace the current website, an additional \$14,450 would be added to the above CivicRec initial investment.

By combining CivicRec with CivicEngage (the CivicPlus package), the city will gain a cohesive user experience with an updated and modernized look and feel. This will also create a user-friendly experience for both residents and staff.

CivicPlus offers pricing discounts of \$14,450 on CivicRec with the purchase of the CivicEngage platform. The complete CivicPlus package for initial investment is \$91,125 (eligible for ARPA funding) with an annual contract service fee of \$38,868.25.

RECOMMENDATION:

Staff recommends the approval of the CivicPlus, which includes the CivicEngage and CivicRec platforms which will run the recreation center website and recreation management software, as well as replace and modernize the existing City website.

ATTACHMENTS:

- CivicEngage statement of work pricing
- CivicRec statement of work pricing
- CivicEngage proposal

**CITY OF LINO LAKES
RESOLUTION NO. 21-140**

**APPROVING FACILITY MANAGEMENT SOFTWARE
CONTRACT WITH CIVICPLUS**

WHEREAS, staff has researched and compared multiple different vendors who offer recreation program software, including CivicPlus, RecTrac and ActiveNet. CivicPlus has the most robust and seamless offering that will enable the City's operation of the recreation center's website and membership to be effective, efficient, and professional. Additionally, the City is able to have a custom city website created that will operate in tandem with the recreation center's site; and

WHEREAS, CivicPlus believes that every interaction between citizens and their local government should be exceptional and frictionless. CivicPlus' focus is to build technology solutions designed to foster positive and powerful civic experiences. With more than 20 years of experience, CivicPlus has earned the trust of over 4,000 clients, their 100,000+ local government users, and their 250 million+ citizens. The two CivicPlus platforms that the City is pursuing are the recreation management platform, CivicRec, and the website design and hosting platform, CivicEngage; and

WHEREAS, by combining CivicRec with CivicEngage (the CivicPlus package), the city will gain a cohesive user experience with an updated and modernized look and feel. This will also create a user-friendly experience for both residents and staff; and

WHEREAS, CivicPlus offers pricing discounts of \$14,450 on CivicRec with the purchase of the CivicEngage platform. The complete CivicPlus package for initial investment is \$91,125 (eligible for ARPA funding) with an annual contract service fee of \$38,868.25.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Lino Lakes that staff is authorized to enter into a contract with CivicPlus for software implementation and on-going maintenance.

Adopted by the City Council of the City of Lino Lakes this 17th day of November, 2021.

The motion for the adoption of the foregoing resolution was introduced by Councilmember _____ and was duly seconded by Councilmember _____ and upon vote being taken thereon, the following voted in favor thereof:

The following voted against same:

Rob Rafferty, Mayor

ATTEST:

Julianne Bartell, City Clerk

**CivicPlus**

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

Quote #:

Q-20164-1

Date:

10/15/2021 2:20 PM

Expires On:

11/30/2021

Product:

CivicEngage

Client:

Lino Lakes MN - CivicEngage

Bill To:

Lino Lakes MN - CivicEngage

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Hector Ortega	x	hector.ortega@civicplus.com		Net 30

CivicEngage - Statement of Work

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	CivicSend Annual - CivicEngage Central	CivicSend Annual	Renewable
1.00	CivicSend Implementation - CivicEngage Central	CivicSend Implementation	One-time
1.00	Annual - CivicEngage Central	Annual - CivicEngage Central	Renewable
1.00	Hosting & Security Annual Fee - CivicEngage Central	Hosting & Security Annual Fee - CivicEngage Central	Renewable
1.00	SSL Management – CP Provided Only	SSL Management – CP Provided Only 1 per domain (Annually Renews)	Renewable
1.00	DNS and Domain Hosting Setup (http://URL)	DNS and Domain Hosting Setup (https://linolakes.us/)	One-time
1.00	DNS and Domain Hosting Annual Fee (http://URL)	DNS and Domain Hosting Annual Fee (https://linolakes.us/)	Renewable
1.00	Ultimate Implementation - CivicEngage Central	Ultimate Implementation - CivicEngage Central	One-time
1.00	4yr Redesign Ultimate Annual - CivicEngage	4yr Redesign Ultimate Annual - CivicEngage	Renewable
250.00	Content Development - 1 Page - CivicEngage	Content Development - 1 Page - CivicEngage	One-time
6.00	System Training (4h, virtual) - CivicEngage	CivicEngage System Training - Virtual, Half Day Block	One-time
1.00	Agendas & Minutes Migration - PDF - 100 Meetings - CivicEngage	Content Migration : Agendas & Minutes - Per 100 Meetings (Approx. 1 year)	One-time

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
1.00	Alignment Virtual Consulting	Up to 2 days virtual consult. Recommended group 8 or less.	One-time
1.00	Expedited Timeline	Expedited Timeline "21" Weeks	One-time
1.00	Ultimate Department Header Package - CivicEngage	Page specific Site ID, Navigation, Banner, Graphic Links, Colors, Design Styles; follows main site layout.	
1.00	Ultimate Department Header Annual Fee - CivicEngage	Ultimate Department Header Annual Fee	Renewable
1.00	Ultimate Department Header Implementation - CivicEngage	Ultimate Department Header Implementation	One-time
1.00	Ultimate Department Header Package - CivicEngage	Page specific Site ID, Navigation, Banner, Graphic Links, Colors, Design Styles; follows main site layout.	
1.00	Ultimate Department Header Annual Fee - CivicEngage	Ultimate Department Header Annual Fee	Renewable
1.00	Ultimate Department Header Implementation - CivicEngage	Ultimate Department Header Implementation	One-time
1.00	CivicEngage CivicPlus Mobile Base App	Proprietary CP Mobile app shell, API management and Build Tool	Renewable
1.00	CivicEngage Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	Renewable
1.00	CivicPlus Mobile Implementation - CivicEngage Central	Configure, build and deploy iOS/Android apps with customized assets	One-time
1.00	CivicPlus Mobile - CivicEngage Central	A CivicEngage Central integration, which includes standard mobile relevant modules	Renewable
1.00	CivicEngage Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	Renewable

List Price - Year 1 Total	USD 72,130.00
Total Investment - Year 1	USD 63,040.00
Annual Recurring Services - Year 2	USD 18,968.25

Total Days of Quote:365

1. This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement located at <https://www.civicplus.com/master-services-agreement> ("MSA"), to which this SOW is hereby attached as the CivicEngage Statement of Work. By signing this SOW, Client expressly agrees to the terms and conditions of the MSA throughout the Term of this SOW.
2. This SOW shall remain in effect for an initial term equal to 365 days from the date of signing ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or

any subsequent Renewal Term, this SOW will automatically renew for an additional 1-year renewal term ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".

3. The Total Investment - Year 1 will be invoiced as follows:
 - a. Upon signing this SOW, thirty percent (30%) of the Total Investment Year 1 Fees;
 - b. The earlier of 6 months from signing or upon completion of CivicEngage Implementation (completion of training), the remaining seventy percent (70%) of the Total Investment Year 1.
4. Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 2 of service. Client will pay all invoices within 30 days of the date of such invoice.
5. Client agrees that CivicPlus shall not migrate, convert, or port content or information that could reasonably be construed as time sensitive, such as calendar or blog content, during the Project Development.
6. If a Recurring Redesign line item is included with the Client's quote in this SOW, starting after 48 months of continuous service under this SOW, Client shall be entitled to receive a redesign at no additional cost. Client may initiate such redesign any time after 48 months of continuous service. Upon the initiation of an eligible redesign project, Client may begin accumulating eligibility towards a subsequent redesign after another 48 months of continuous service. Redesigns that include additional features not available on the original website may be subject to additional charges. Additional features include, but are not limited to, additional modules and integration of third-party software. Recurring Redesigns are eligible for the website, subsite, and department headers included in this SOW only. Any subsequently purchased website, subsite, and department header shall not be included in a redesign hereunder.
7. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this SOW assumes such perpetual permission.
8. Client is responsible for the registration and account management of Client's Apple App Store app distribution platform. CivicPlus may manage the Google Play distribution platform. CivicPlus, in its sole discretion, may transfer management and ownership responsibilities of any mobile app platform used by Client after providing thirty (30) days' written notice of such change.
9. If Client desires to use the App Store, the Client is responsible for the set up the Apple Developer Account as follows:
 - a. Set up an Apple Developer Account
 - b. Identify CivicPlus and OneBlink as a developer on the account
 - c. Work with CivicPlus Implementation team to customize the App Store descriptions, settings and content.
 - d. Work with CivicPlus Implementation team to update the App Store descriptions, settings and content.
 - e. If the Client identifies as a non-profit organization, Apple will waive the annual fee. However, if Client is identified as a for-profit organization and must pay the annual fee, they payment must

be set up to auto-renew. CivicPlus shall not manage the Client account. CivicPlus shall only use the Client's Apple Developer Account to deploy the Client's CP Mobile App.

- f. If the Client receives emails or requests from Apple regarding the Client's Apple Developer Account, it is the client's responsibility to respond directly to Apple. In the event the communication specifically involves the deployment of the CP Mobile App, Client shall immediately forward such communication to CivicPlus to ensure the CP Mobile App remains live and up-to-date.
10. Client represents that it has all intellectual property rights in any Client data and content to be added to the CP Mobile App, and where the Client is unsure, it is Client's responsibility to seek the permission of the data and/or content owner.
11. Client understands that the hosting for the CP Mobile App is provided by the app distribution platform and not CivicPlus. CivicPlus shall not be liable for any downtime of Client's CP Mobile App.

Signature Page to Follow.

Acceptance

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW and the MSA terms and conditions found at: <https://www.civicplus.com/master-services-agreement>.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Contact Information

*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

Organization URL

Street Address

Address 2

City State Postal Code

CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays).
Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for
ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Billing Contact E-Mail

Phone Ext. Fax

Billing Address

Address 2

City State Postal Code

Tax ID # Sales Tax Exempt #

Billing Terms Account Rep

Info Required on Invoice (PO or Job #)

Are you utilizing any external funding for your project (ex. FEMA, CARES): Y [] or N []

Please list all external sources: _____

Contract Contact Email

Phone Ext. Fax

Project Contact Email

Phone Ext. Fax

**CivicPlus**

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

Quote #:

Q-20688-1

Date:

11/10/2021 8:49 AM

Expires On:

12/31/2021

Product:

CivicRec

Client:

Lino Lakes MN - CivicRec

Bill To:

Lino Lakes MN - CivicRec

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Brian Scott	x	bscott@civicplus.com		Net 30

CivicRec - Statement of Work

QTY	Product Name	DESCRIPTION	PRODUCT TYPE
1.00	CivicRec Premium	Premium Package -Project Coordination -Branded Public Portal -Help Center Access -Access to Live Project Support -Named Implementation Consultant	One-time
4.00	CivicRec Virtual Training (Half Day Block)	Training (Virtual) - half day, up to 4 hours	One-time
1.00	CivicRec Virtual Consulting (Half Day Block)	Consulting (Virtual) - half day, up to 4 hours	One-time
1.00	CivicRec Annual Fee	CivicRec Annual Fee	Renewable
1.00	CivicRec Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	Renewable
1.00	CivicRec Pay - Global Payments Integrated	CivicRec Pay - Global Payments Integrated	
1.00	CivicRec Pay Annual Fee - Global Payments Integrated	CivicRec Pay Annual maintenance and support fee	Renewable
1.00	CivicRec Pay Implementation - Global Payments Integrated	Includes setting CivicPlus Pay configuration, configuring CivicPlus products for accepting payments, advanced troubleshooting with our partner's support.	One-time
1.00	CivicRec Financial Accounting Extract	Standard Financial Extract – Standard financial extract adjusted to an approved financial format.	One-time

List Price - Year 1 Total	USD 42,535.00
Total Investment - Year 1	USD 28,085.00
Annual Recurring Services - Year 2	USD 19,900.00

Total Days of Quote:365

1. This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement located at <https://www.civicplus.com/master-services-agreement> ("MSA"), to which this SOW is hereby attached as the CivicRec Statement of Work. By signing this SOW, Client expressly agrees to the terms and conditions of the MSA throughout the Term of this SOW.
2. This SOW shall remain in effect for an initial term equal to 365 days from the date of signing ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term or any subsequent Renewal Term, this SOW will automatically renew for an additional 1-year renewal term ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. The Total Investment - Year 1 will be invoiced upon signing.
4. Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 3 of service. Client will pay all invoices within 30 days of the date of such invoice.
5. The Client's Annual Recurring Services Fees agreed upon herein are based on Client processing up to USD 1,000,000.00 of revenue per year ("Predicted Processing Volume"). Starting with the first Renewal Term of this SOW, CivicPlus reserves the right (but not the obligation) to audit Client once every 12 months to determine Client's actual processing volume ("Actual Processing Volume"). In the event Client's Actual Processing Volume exceeds the Predicted Processing Volume, CivicPlus will notify client within 30 days of the audit of the Actual Processing Volume and the applicable increase in the Annual Fees resulting from such Actual Processing Volume. The increase in the Annual Fees shall be implemented the first of the month following the notice.
6. For the purposes of obtaining merchant account services through CivicPlus Pay, Client may choose to utilize the designated merchant account for CivicRec through an integrated partnership with a merchant providers that is within CivicPlus's network ("Partner Network"). In the event Client chooses a merchant account from the Partner Network ("Integrated Partner"), Client will enter into a merchant account such Integrated Partner. Such agreement's terms and conditions will solely enure to the benefit and obligation of Client; CivicPlus shall not be a party to such agreement. In the event Client chooses an Integrated Partner merchant account provider, CivicPlus will provide Client and Integrated Partner contact information to the other party for contracting purposes, and shall integrate the Integrated Partner merchant account system at no additional charge to Client. If Client desires to use an integrated merchant account processor gateway besides one of the Integrated Partners designated as members of the Partner Network, CivicPlus will provide Client with a list of approved processors and an integration fee will be charged to Client. Client agrees to assume responsibility for ensuring execution of a merchant account contract with Client's select merchant account provider, to comply with all terms and conditions of such contract and pay all fees required to maintain the services. Client acknowledges that the fees set forth in this SOW do not include any transaction, processing or other fees imposed by Client's merchant account processor. Client is fully responsible for their relationship with their selected processor. In no event will CivicPlus: (i) take part in negotiations, (ii) pay any fees incumbent on the Client or merchant account, or (iii) acquire any liability for the performance of services of any chosen merchant account processor, including those in the Partner Network. Client acknowledges switching to a different merchant account processor after signing this SOW may incur additional fees and require a written and signed modification to this SOW. Client shall continue to be responsible for negotiating and executing any merchant account agreement as described herein for any additional merchant account processor changes.
7. When Client uses CivicPlus Pay, then Client may take online credit card payments for certain services or products they provide via the Client websites supported by CivicPlus. As such, through CivicPlus Pay, CivicPlus facilitates an automated process for redirecting credit card payments to Client's chosen payment gateways / merchant account processors. For

card payments, CivicPlus will redirect any payments processing to the Client's merchant account processor gateway, and the merchant account processor gateway presents the payment form page and processes the card payment. CivicPlus does not transmit, process or store cardholder data and does not present the payment form. CivicPlus implements and maintains PCI compliant controls for the system components and applications that provide the redirection services only.

8. Client understands and agrees that CivicPlus is not liable for any failure of service or breach of security by any merchant account processor gateway provider selected by Client, whether such provider is an Integrated Partner or not.

Signature Page to Follow

Acceptance

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW and the MSA terms and conditions found at: <https://www.civicplus.com/master-services-agreement>.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

Name:

Name:

Title:

Title:

Date:

Date:

Contact Information

*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

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Address 2

City State Postal Code

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Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for
ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Billing Contact E-Mail

Phone Ext. Fax

Billing Address

Address 2

City State Postal Code

Tax ID # Sales Tax Exempt #

Billing Terms Account Rep

Info Required on Invoice (PO or Job #)

Are you utilizing any external funding for your project (ex. FEMA, CARES): Y [] or N []

Please list all external sources: _____

Contract Contact Email

Phone Ext. Fax

Project Contact Email

Phone Ext. Fax



CIVICENGAGE CENTRAL

GOVERNMENT WEBSITE & ENGAGEMENT SOLUTION

Lino Lakes, Minnesota

OCTOBER 29, 2021



Hector Ortega | CivicEngage Account Executive | hector.ortega@civicplus.com | 785.370.7811

 **CIVICPLUS**



Company Overview

At CivicPlus, we have one goal: to empower the public sector to accomplish impactful initiatives using innovative solutions that save them time while connecting them to the citizens they serve. We began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their citizens through their web environment. CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our clients, including solutions for website design & content management, recreation management, mass communications, agenda & meeting management, employee management, 311 & citizen requests, and digital optimization.

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a world leader in government web technology. We consider it a privilege to partner with our clients and provide them with solutions that will serve their needs today and well into the future.

We will deliver a high-caliber, responsive web presence that reflects your vision in design, features, and functionality. CivicEngage Central (CivicEngage) is user-friendly, yet flexible and powerful with intuitive navigation for your citizens and easy-to-use administration for your staff. True live editing and training is included so your staff can be efficient on day one, and we'll continue to support you after launch. Your system will be secure and continuously updated, as our experts develop further cutting-edge solutions designed specifically for local government.

Primary Office

302 S. 4th Street, Suite 500, Manhattan, KS 66502
TF: 888.228.2233 | Fax: 785.587.8951 | civicplus.com

4,000 +

local government clients across the United States and Canada

20 +

years of experience with a focus to help local governments

350 +

employees, many with experience in local government

Recognition



11-time Inc. 5000 Honoree



govtech.com/100

Technical Support



Recognized with multiple, global Stevie® Awards for sales and customer service excellence



CivicEngage CMS



The CivicEngage CMS is robust and flexible with all the features and functionality you need today and in the future. Developed for organizations that need to update their site 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.

Bring Your Services Online

Our web technology is dedicated to finding the right solutions for government websites. With the CivicEngage CMS, you can bring daily services that your offices provide online.

- Create online forms with our Forms Center module. These completely customizable forms can be used as a means for citizens to contact you with questions, requests, feedback, or to sign up for various events and activities.
- Provide sign-up opportunities for your citizens to receive SMS and email communications on topics that are important to them with the Notify Me® module.
- Share the most critical and up-to-date information prominently on your website with the Alert Center, keeping your citizens informed on those important events and issues.
- Showcase the most important information your citizens need prominently on your site using modules such as Frequently Asked Questions, Quick Links, Calendar, and Staff Directory to provide much needed answers and stopping numerous phone calls or walk-ins.
- Smart design and layout choices as well as the use of our predictable site search will make locating key information quick and easy.

“I’m confident that any service our citizens need can now be found in one to two clicks.”

— Lana Beck, Government Relations and Communications Administrator for Pinellas Park, Florida

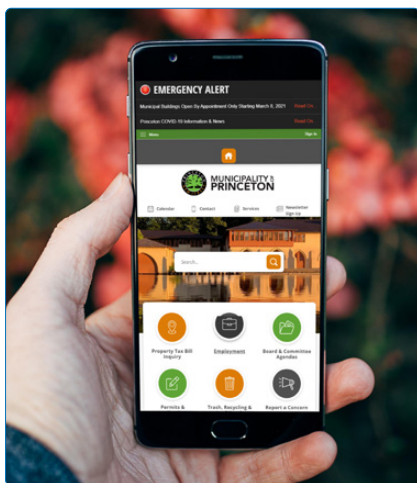
Features like these will make your jobs easier while also giving quick access to information for everyone in your community.

CivicEngage Modules & Widgets

Citizen Engagement

CivicEngage offers several effective and easy-to-use citizen engagement features. These tools easily integrate with the other key CivicEngage features.

- **Alert Center** – Post emergency or important information on your website and notify citizens via email and SMS.



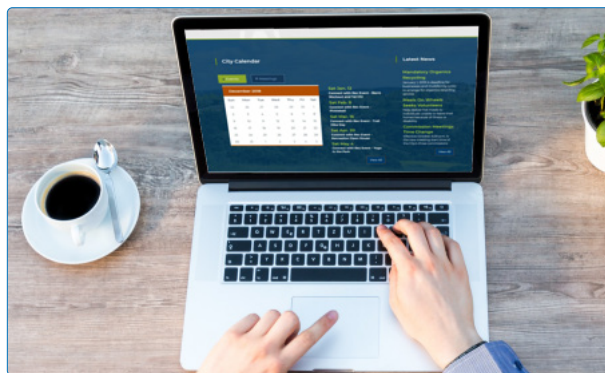
- **Blog** – Post opinions/information about various community topics and allow citizen comments and subscriptions.
- **Calendar** – Create multiple calendars and events to inform citizens of upcoming activities that are viewable by list, week, or month.
- **Citizen Request Tracker (CRT)** – Allow users to report a problem and provide follow-up communication with the point of contact (includes 5 user licenses & 10 request types).
- **Community Voice** – Interact with citizens about projects in your community.
- **My Dashboard** – Allow users to personalize their dashboard to stay updated on news, events, and information they care about.
- **News Flash** – Post organizational news items that are important to your citizens.

- **Notify Me®** – Send out SMS messages and mass emails to list subscribers (includes up to 500 SMS users).
- **Splash Screen** – A pop-up window that easily communicates critical local news, information, and alerts to your citizens the moment they arrive on specified pages of your site.

Document Management

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

- **Agenda Center** – Create and display agendas and minutes for various civic organizations.
- **Archive Center** – Store agendas, minutes, newsletters, and other data-driven documents.
- **Document Center** – Organize and house documents in one central location.
- **Form Center** – Create custom, online forms via simple drag-and-drop functionality. Receive notifications via email and track within the CMS.
- **Photo Gallery** – Store and display photos.
- **Staff Directory** – Share detailed contact information for your staff and offices.



Information & Navigation

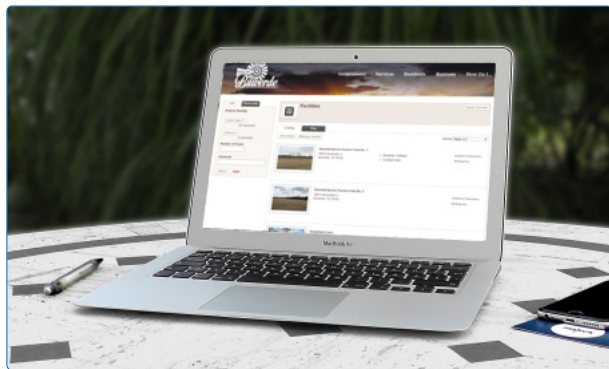
Organize your content and pages to make it easy to locate the information you and your citizens need most with modules that help you update information quickly.

- **Frequently Asked Questions (FAQs)** – Answer the most frequently asked questions to reduce phone and foot traffic for staff.
- **Graphic Links** – Place graphics on your site as links to other pages.
- **Info Advanced** – Display important information on pages in a compact and easy-to-update module that provides detailed formatting.
- **Quick Links** – Place links to often-requested information directly on the page of your choice.

Department-Specific

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

- **Activities** – Create, organize, and track activities.
- **Facilities & Reservations** – Showcase community facilities and allow reservations online.

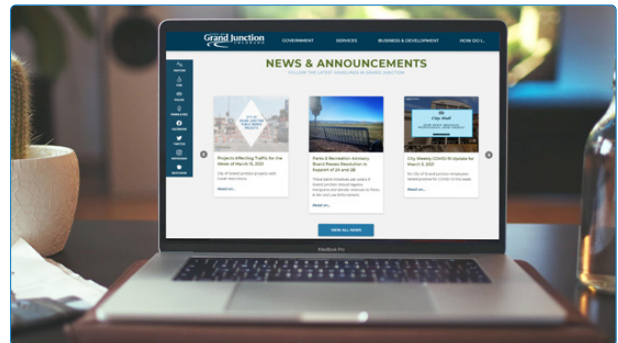


- **Job Postings** – Post available jobs online and accept online applications.
- **Bids** – Post sortable and subscribable bids.

Helpful Widgets

Widgets help your staff visually organize content on your site and tailor the look to meet the page's needs. A few of the most helpful widgets are:

- **Carousel Widget** – Group and display widgets in one location with arrow navigation functionality.



- **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.
- **Share Widget** – Add a share button to your page so citizens can share content to their social media.
- **Slideshow Widget** – Add a slideshow of images.

Administrative Features

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

- **Admin 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 Breadcrumbs & Site Map** – Breadcrumbs (used to show a visitor's location within the site) and the site map are dynamically generated and automatically update reflecting any changes made.
- **Dynamic Page Components** – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.
- **History Log** – Track changes made to your website.
- **Intranet** – Use permissions to set a secure location on your website that allows employees to login and access non-public resources and information.
- **Levels of Permissions** – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

- **Pending Approval Items** – Admins have access to a queue of pending items to be published or reviewed.
- **Website Statistics** – Provided website analytics for analysis.

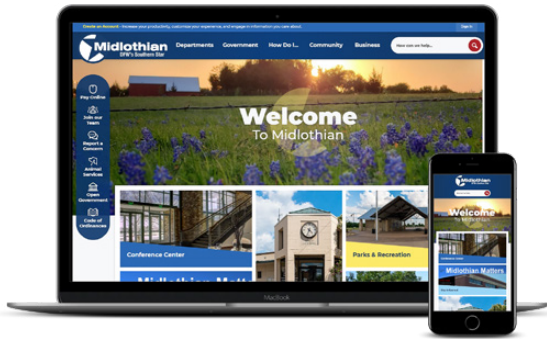
User-Friendly Features

Not only is the CivicEngage CMS easy for your staff to use, various administrative features help your staff make a more attractive, engaging, and intuitive for your citizens.

- **Automatic Alt Tags** – Built-in features allow ongoing ADA compliance of your site.
- **Design Essentials**® – Tools that allow your staff to build, modify, and manage your website's look within the design and structure parameters of your website.
- **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 site quickly.
- **Predictive Site Search & Log** – A powerful site search automatically indexes all content making it easy for visitors to find information across pages, documents, and images. All search words are kept in a log.



- **Printer Friendly** – Separates critical content from the site template to provide a clean print without menu structure and banner information included.
- **Real Simple Syndication (RSS) Feeds** – Allow patrons to sign up to receive email notifications.
- **Responsive Design** – With responsive design, your site 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 Twitter feeds and incorporate compatible social media feeds and widgets into your site.
- **Supported Browsers** – View your website in the two most recent 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 as well as options from Zapier to build applications right from your website.
- **Translation** – Integration with Google Translate translates web pages into over 100 languages.

Accessibility Compliance

With having over 20% of adults in the United States having a disability, you need a website that conforms to all citizens. We provide highly compliant sites based on WCAG 2.0 A and AA guidelines, which encompass and surpass ADA accessibility requirements. This maximizes accessibility for all users while providing freedom to create a visually rich and appealing site. Our approach for each website includes the following steps to provide you a compliant and accessible website:

- We will deliver you a site that meet ADA (Section 508) and WCAG 2.0 A and AA levels.
- Your staff can use the Accessibility Checker within the CMS to scan content in the editor widget, News Flash, and FAQs for any accessibility issues so you can correct them before publishing.
- 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.
- Any new regulations that require code changes are done automatically, at least quarterly, with no additional effort required from you.
- In addition to updating the code, our product team also updates our best practices and provides regular updates to clients via our CivicPlus website, blog articles, webinars, and other publications.

AudioEye Partnership

CivicPlus also partners with AudioEye to provide a suite of accessibility tools and services at a discounted rate to our clients. Additional details and a quote can be provided upon request.

Credit Card Processing

CivicPlus Pay (Pay) is our secure, PCI-compliant, utility application integrated within the CivicPlus Platform. Local governments can use Pay within the CivicEngage, CivicRec®, and CivicOptimize® solutions to enable seamless payment capabilities.

Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. Pay offers integrations with several common payment gateways to provide flexible payment solutions. CivicPlus has partnered with several integrated gateways to enhance the client experience through a streamlined relationship between the CivicPlus solution and the gateway that processes the payments.

If a partner payment gateway is utilized by Lino Lakes, CivicPlus 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, on a more limited fashion, to assist you in developing a successful system. Contact your sales representative for more details on our approved partner network and other supported gateway providers.

To utilize any of the approved gateways, an agreement will need to be executed directly between Lino Lakes and the vendor, who 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 leverage any required devices directly from your selected gateway provider for either purchase or rent. We are happy to assist in your procurement of such devices.



Functionality Disclosure

As CivicPlus continues to evolve and improve our solution to support our clients' needs and goals, we reserve the right to upgrade, replace, modify, or terminate any of the features and functionality elements listed, at our sole discretion, and when feasible, providing reasonable notice to our clients of any changes. These features and functionality are offered on a gratuitous basis to our clients, with no monetary value per feature, and should any changes be enacted, will not affect any terms in a signed agreement with CivicPlus.

The CivicPlus Platform

CivicEngage is part of the CivicPlus Platform, the integrated technology platform for local government, which means local governments minimize the need to rely on various third-party providers for multiple technology solutions.

- Single Sign-On (SSO) to all of your CivicPlus products supporting two-factor authentication and PCI Level password compatibility
- Easily access all purchased CivicPlus products and integrated solutions from one dashboard and toolbar
- Access to a continually growing and fully documented set of APIs in order to better connect your organization's processes and applications
- Centralized data store built on the HCMS with robust data automation and integration capabilities

Integration Hub

In today's world, your website has become the new city hall. To effectively reach the public of today, it is imperative that you integrate your data and systems, streamline your operations, and consolidate your messaging channels. Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and setup complex automations – without the need for a developer.

With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus products or with third parties (for an additional fee) without the need for a developer. You can even easily create integrations using manual import, polling, and webhooks (for an additional cost).



The possibilities are endless with Integration Hub, but here are a few examples of integrations you can create with CivicEngage today:

- An integration that will take a News Flash update in a specific category and immediately post it to the Alert Center.
- An integration that will push a new Calendar Event to post directly in the News Flash module.

The Integration Hub will reduce the amount of manual work your staff needs to do in the course of their daily work. This will save valuable time by automating your most time-consuming manual workflows.

Project Enhancements

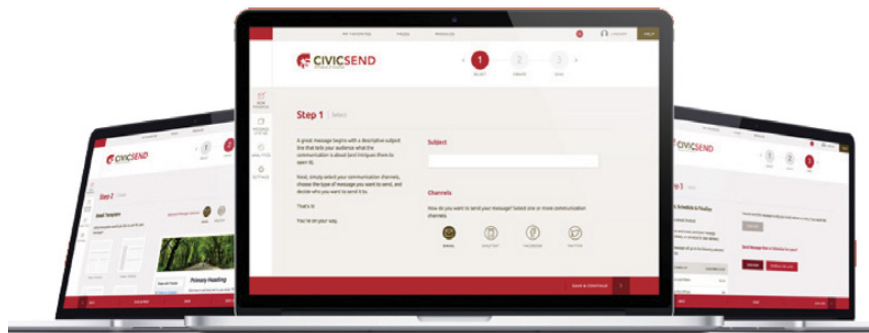
CivicSend

CivicSend is a visually rich communication module for government, used to efficiently distribute general (non-emergency) communication to citizens.

CivicSend is more than a simple email newsletter tool – it provides CivicPlus clients with a single point of access, via integration with CivicEngage, to multiple communication channels, including email, SMS/text, Facebook, and Twitter. CivicSend centralizes communication, saves administrative users time, and improves overall productivity.

Additional benefits of the CivicSend module include:

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



CivicPlus Mobile

CivicPlus Mobile (Mobile) is the next evolution of the mobile experience for local governments and their citizens. Uniting all our powerful solutions, Mobile provides the solutions and experiences that enables and optimizes citizen engagement, all in a fully configurable, future-proofed mobile solution. Built by the experts in local government, for local government, Mobile offers features and functionality that enable public services and citizen engagement and satisfaction. You benefit from an optimized yet clean, mobile-specific solution that will create the experiences necessary to enhance citizen engagement and satisfaction.

- **Scalable Administration** – Easy enough for non-technical staff to manage daily but with the flexibility of a robust Build Tool Portal for staff to create and customize content.
- **Continuous, Automated Enhancements** – Deployed through the iTunes® App Store and Google™ Play Marketplace, Mobile delivers automated interface and feature improvements.

- **Mobile Accessibility** – With our use of material design and content labeling, mobile users with disabilities can now navigate and interact more easily with all our CivicPlus solutions.



Ultimate Department Header Package

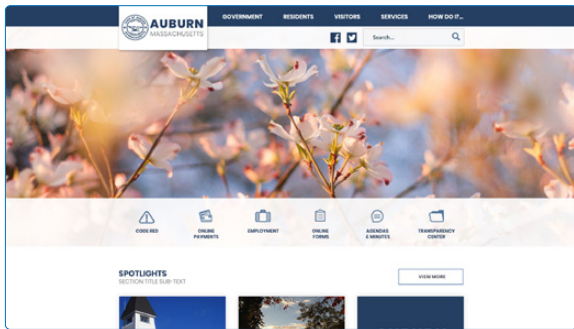
A Department Header Package is a cost-effective way for a department or division to informatively and graphically differentiate themselves from the look of the main (parent) site while leveraging consistent CMS administration.

Ultimate Department Header Package Includes:

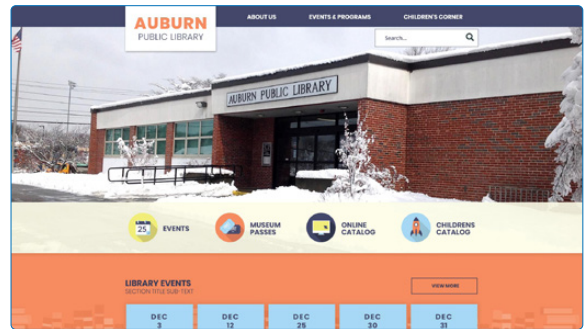
- Site URL (if applicable)
- SSL Certificate / DNS & Hosting (if applicable)
- Site Identifier / Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Selection, Content, and Placement
- Custom Color Palette for the Department Header homepage and interior pages
- Unique Design Styles
- Matching Layout to the parent site
- Shared login and modules with the parent site (design of module pages will match parent site design)

Examples of an Ultimate Department Header Package

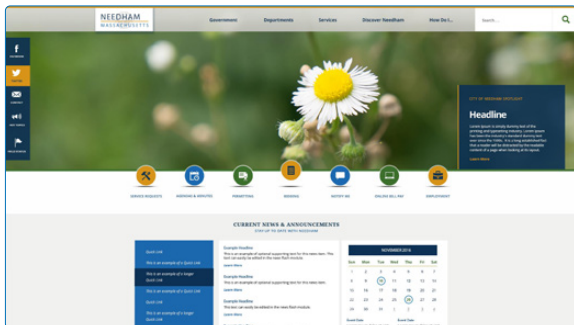
The examples provided below are representative of attributes found in an Ultimate Department Header Package, but may not expressly reflect the design package of your main website.



Auburn, MA - Parent Site



Library Department Header (Concept)



Needham, MA - Parent Site



Public Works Department Header (Concept)



Implementation

A typical project timeline ranges from 16 – 28 weeks. Lino Lakes’ exact project timeline will be 21 weeks and will be created based on detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors.

Your project timeline, tasks, due dates, and communication will be managed and available in real-time via our project management software, Cloud Coach.

PROJECT START

1

Initiate

TWO TO FOUR WEEKS

- Project Kickoff Meeting
- Planning & Scheduling

Analyze

FOUR TO SIX WEEKS

- Client Deliverable Submission
- Consulting Engagement
- Design Discovery Meeting
- Content Process Meeting
- Mood Board & Layout Proposal

2

3

Design & Configure

SIX TO TEN WEEKS

- Design Concept Development
- Design Concept Meeting
- Content Development
- Agendas & Minutes Migration
- Website Completion

Optimize

ONE TO TWO WEEKS

- Website Finalization

4

5

Educate

ONE TO TWO WEEKS

- Training Engagement

Launch

TWO TO FOUR WEEKS

- Website Launch

6

GO LIVE

Implementation

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

Align Consulting

Our consultants start with the philosophy that no project can be successful unless all stakeholders have a common definition of success. In this consult, stakeholders discuss and establish goals for implementing an enterprise software solution. Stakeholders leave with an understanding of the scope and resources required for implementation and alignment on the strategic goals of the project. The most successful implementations are those in which all stakeholders—elected officials, department representatives, project team, and citizens (optional)—take time to have the tough conversations up front.

Objectives & Deliverables

With Align Consulting, your professional consultant will facilitate meaningful conversations with your team to:

- Outline the needs for all stakeholders and discuss differing perspectives for the website project
- Establish collective goals for the project which address needs from applicable departments, external audiences, and staff
- Outline the scope of the project and review the tasks, activities, roles and responsibilities required to implement, launch and sustain an enterprise-wide solution

Custom Layout Design

You'll meet with your Art Director to discuss your website vision and build your custom layout from scratch. We will then collaborate with you to create a custom design that represents your community. We will focus on including the functionality to meet your website needs, including an option for up to three advanced design components – layout or design elements that require significant time to

style and implement. Working with your Art Director, you will identify the appropriate components to achieve or enhance the usability goals for your site.

Mood Board & Layout Proposal

Your Project Team will present a custom mood board reflecting the colors and imagery that will set the tone for your design. A mood board is a collection of colors and images used to align the visual direction of the project.

To ensure effective usability, your Project Team will also provide a custom, greyscale layout proposal for your review and approval. This layout wireframe is used to establish the order, placement, and layout of home page content as needed to achieve your usability goals. Aligning project goals and design through the layout proposal ensures a timely and efficient implementation of your CivicEngage website.

Once approved, the mood board and layout proposal will be used to guide the design concept for your website.

“This was hands down the easiest and most intuitive group I have ever worked with for a website redesign. Other website development companies I have worked with do not respond as quickly. My CivicPlus team read my mind whenever I needed something. Plus, our website's launch was flawless.”

— **Nicole Smestad, Marketing Director for Grand Forks, North Dakota Library**

Content Migration

Content Development

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

Agendas & Minutes Migration

The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.



Training

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 virtual 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 utilize your production website, so users are familiar with your specific configuration and you get real, hands-on learning opportunities.

In addition, your trainer will go into a deep-dive of the department-specific software modules such as Facilities and Activities with Parks and Recreation, Jobs with HR, and Bids with Procurement in your Advanced User Training.

Lino Lakes' Role

We will need your help to create the strongest possible website for your community. We will need you to:



Gather photos and logos that will be used in the overall branding and design of your new website



Update the content on your current website and delete any pages you no longer need



Provide website statistics to be utilized in reorganizing your website content, navigation, and design (if available)



Track website updates to be completed during your training session



Complete the Design Form to communicate design preferences



Ensure you have the most up-to-date web browsers installed on your organization's computers



Provide technical information in the DNS form for the set-up of your website domain name(s)



Compile a list of your website users and desired permission levels



Perform reviews and provide official approvals throughout the project

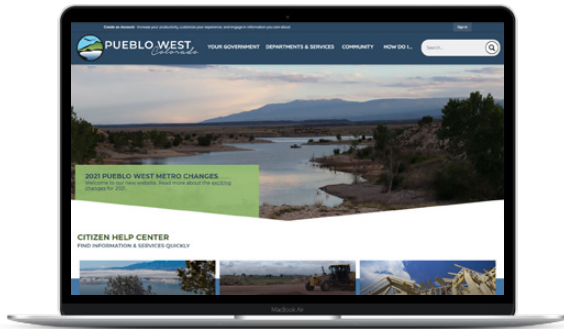


Reserve training location and necessary resources (computers, conference phone, etc.)

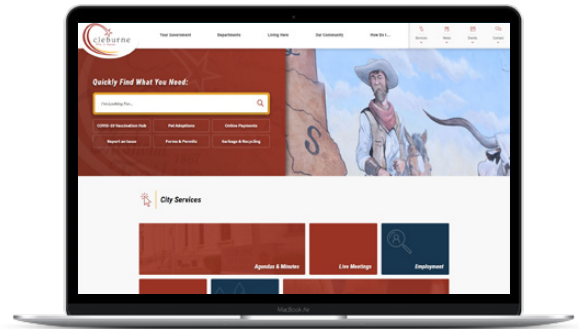
Design Portfolio



The included design portfolio will provide you with an idea of the different directions we can take your creative design. Please note that not all parties listed have agreed to be contacted for reference.



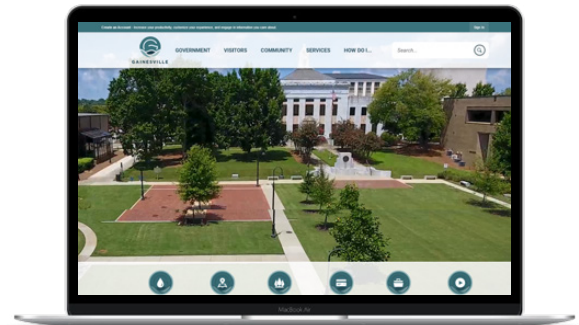
Pueblo West, Colorado
pueblowestmetro.com



Cleburne, Texas
cleburne.net



Daytona Beach, Florida
codb.us



Gainesville, Georgia
gainesville.org



Visit Fulton County, Ohio
visitfultoncounty.com



Princeton, NJ
princetonnj.gov



Ongoing Services

Award-Winning Team

Over the past three years, CivicPlus has been honored with two Silver Stevie® Awards and four 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 100 Employees, and Most Valuable Response by a Customer Service Team (COVID-19). The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

Technical & Ongoing Support

- Live technical support personnel based in the U.S.
- Weekday business hours: 7 a.m. – 7 p.m. (CST)
- Contact via phone, email, and live chat
- 4-hour response during business hours
- 24/7 emergency support
- Self-Service Help Center for tutorials and user guides and ENGAGEXCHANGE for client connection
- Assigned Client Success Manager to ensure your complete and ongoing satisfaction

Maintenance

- Regular review of site logs, error messages, servers, router activity, and the internet in general
- Full backups performed daily
- Regularly scheduled upgrades, fixes, enhancements, and OS patches

Hosting & Security

- 24/7/365 system monitoring
- Guaranteed 99.9% uptime (excluding maintenance)
- Highly reliable data center with a fully redundant network
- Software updates and security patches
- Multiple, geographically diverse data centers
- Disaster recovery with emergency, after-hours, live-agent support
- Guaranteed Recovery Time Objective of 8 hours
- Guaranteed Recovery Point Objective of 24 hours
- DDoS Mitigation
- DDoS Advanced Security Coverage at time of attack (additional fees)

“It’s your people that make you good at what you do. Every time I call my Client Success Manager, it seems like he drops everything to help me. If I contact the Technical Support Team, they are right there to answer my questions and get it figured out. I’ve always had very responsive experiences when I’ve reached out to CivicPlus. I’ve worked with some great customer service reps at CivicPlus, and it’s that relationship that matters.”

— **Jean Carder, Communications Coordinator for Louisburg, Kansas**



Project Cost

CivicPlus can appreciate the monetary constraints facing our governments each day. To help ease these concerns and assist with budgeting and planning, our proposed project and pricing is valid until December 31, 2021.

Features & Functionality

- CivicEngage Central CMS tools, widgets, & features
- One SSL certificate
- DNS setup & hosting for URL linolakes.us
- 100 GB of storage
- CivicSend
- CivicPlus Mobile

Design & Content

- Expedited timeline (21 weeks)
- One custom website layout proposal
- One custom design built using approved custom layout & up to three advanced design components
- 250 pages Content Development from URL linolakes.us
- Up to 100 meetings worth of Agendas & Minutes PDF/DOC Migration
- Four-year ultimate website redesign
- Two Ultimate Department Header Packages

Professional Services

- Two days virtual Align Consulting
- Three days virtual training (limit eight attendees/ session)

Annual Recurring Services

- Hosting & Security
- Software maintenance including service patches & system enhancements
- 24/7 Technical support & access to the CivicPlus Help Center
- Dedicated Client Success Manager

Year 1 Standard List Price	\$72,130
Year 1 Total Discount	(\$9,090)
Total Year 1 Investment <small>Includes development fees and Year 1 annual services</small>	\$63,040
Year 2 Annual Recurring Services <small>Includes 5% technology uplift</small>	\$18,968

CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis (stated in US dollars). This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our clients. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality, custom development, security, escrow requirements, or other design or project enhancements, outside of the included scope, are added prior to contract signing.

CivicPlus Offers:

Standard CivicEngage Central Invoicing

- Year 1 fees are due at contract signing
- The first-year Annual Services fee is included with your Year 1 cost
- Subsequent annual invoicing occurs on the anniversary of the contract signing date, and is subject to a five percent technology fee uplift each year starting Year 2 of your contract

Customized Billing/Invoicing

- We can discuss other billing options with you before contract signing and, if feasible, develop a plan that works for all parties
- Not available with all CivicPlus products – please contact your sales representatives for more details

CivicPlus Advantage Invoicing

- Zero-interest payments that divide the One-Time Implementation expense of your project over the first three years of your contract
- Each payment will also include your Annual Services and any other fees if applicable
- May not be available with all products offered by CivicPlus

Payment Gateway Account

- Your chosen Payment Gateway will collect and disburse all credit card monies
- If selected, any of our partner Payment Gateway Vendors will conduct a rate analysis upon discovery to provide the most competitive percentage + fee per transaction rate
- CivicPlus Pay integrates with several Payment Gateways to provide maximum flexibility to our clients' needs

CivicPlus wants our clients to succeed in delivering a viable, sustainable, and flexible technology solution to their communities. We will work with you before contract signing to determine which of our billing processes will meet both your needs for budget planning and our accounting processes.

Right to Negotiate

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 Lino Lakes.



Optional Enhancement

We are confident in the ability of our proposed project to meet Lino Lakes’ main needs. However, we recommend the following additional enhancements that could positively impact your experience and goals.

OPTIONS	ONE-TIME	ANNUAL
AudioEye Managed	N/A	\$4,500

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 through the use of an innovative and easy-to-use interface. Conforming to Web Content Accessibility Guidelines (WCAG) 2.1 has never been easier.

AudioEye

- AudioEye Managed
- Proprietary automated testing suite
- Detect Section 508 & WCAG 2.1 Success Criteria violations
- AudioEye engineers remediate accessibility issues
- Compliance monitoring
- Manual technical analysis & usability testing
- Support, training, & consulting from subject matter experts
- AudioEye Toolbar with Web Personalization Tools

AudioEye Managed

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

issues of accessibility are fixed and stay fixed

AudioEye Toolbar

- Fully customizable user experience
- Tailored to individual needs regardless of device type, language preference, or preferred method of access
- Users can customize the visual display of the website, listen to the content read aloud, and command the browser using voice controls

Digital Accessibility Platform

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