



City of Grand Island

Tuesday, September 20, 2022

Study Session

Item -2

Presentation on Agenda Management, Council Chambers Technology and Upgrades

Staff Contact: Patrick Brown

Council Agenda Memo

From: Patrick Brown, Finance Director

Meeting: September 20, 2022

Subject: City Council Upgrades Study Session

Presenter(s): Patrick Brown, Finance Director

Overview of upgrades made in Community Meeting Room.

Overview of future upgrades of City Council Chambers.

- Sound System replacement
- Lighting upgrade
- Additional camera for public engagement
- Add streaming channels
- Updating [City Code](#) software – [MuniCode](#)
- Updating Council Agenda Management Software - CivicClerk
- Updating Council computers, microphones, and chairs

CMR Presentation Upgrade - 2021



- Two 85 inch mobile flat screens w/multiple connectivity options/custom layouts.
- High end ZOOM capability designed for large meeting rooms.
- Fraction of the price compared to a complete rebuild/upgrade of the space.





City Council Public Engagement Upgrades

LIVE Meeting Broadcast Monitors
Enhanced Presentation Audio

GITV Programming & Community Bulletin Board Broadcast

24/7

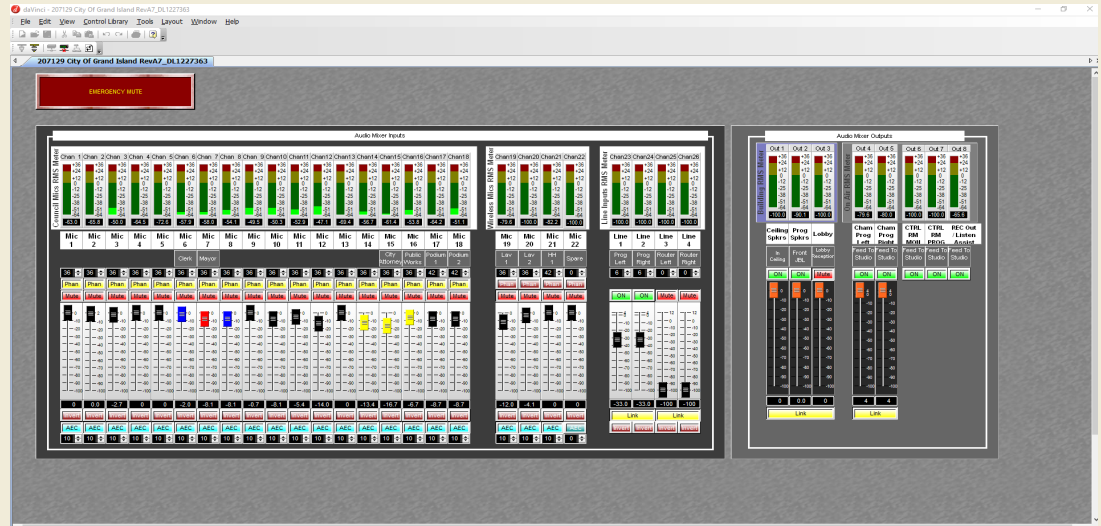




Council Chambers/Master Control Audio System Replacement



- System hardware/software runs 24 hours a day, 7 days a week.
- Last system upgrade was 2016 – audio now showing signs of imminent failure.
- GITV evaluates system replacement needs every seven to eight years.
- Annual system health checks/preventive maintenance scheduled w/AVI Systems.
- Preventative maintenance checks continue to pay dividends w/system longevity.



Example Bulletins:

<p>Grand Island 30% Chance of Drizzle</p> <p>67 79 83</p> <p>Today Wednesday Thursday</p>	<p>★ City Hall Main 308-385-5444</p> <p>★ Electric/Water Emergency 308-385-5461</p> <p>★ Sanitary Sewer Emergency 308-385-5432</p> <p>★ Storm Sewer Emergency 308-385-5455</p> <p>★ General Email Inquiries cityofgi@grand-island.com</p>	<p>Get In Touch We'd love to hear from you</p> <p>308-385-5444 cityofgi@grand-island.com City Hall - 100 East First Street Grand Island, NE 68801 www.grand-island.com</p>
<p>@clightwine</p> <p>Way to go NSP!! @NEStatePatrol Thanks for taking cargo theft seriously! cdllife.com/2022/nebraska- ...</p> <p>8/16/2022 Favorite: 2 Retweet: 0</p>	<p>@efino87</p> <p>@NWSHastings Drought conditions in Merrick County Nebraska have caused the cottonwood trees to drop their leaves. August 16, 2022. @DroughtCenter #newx pic.twitter.com/TIKslbrVsU</p> <p>8/16/2022 Favorite: 1 Retweet: 0</p>	<p>@GIHalliEMA</p> <p>NE PSC retweeted: Now hiring Public Safety Dispatcher! A variety of duties receiving & dispatching 911 calls. Must be able to work in 24/7 environment, including nights. Position works 5 days/week including weekends & holidays. Starting wage: \$21.79/hr. Apply at grand-island.com/jobs. pic.twitter.com/TxqRTQdIA6</p> <p>8/15/2022 Favorite: 0 Retweet: 1</p>
<p>Grand Island News & Events</p> <p>HPSP Steering Committee Meeting (August 17, 2022 7:00 pm - 9:00 pm)</p> <p>HPSP Steering Committee Meeting</p> <p>Meetings are open to all HPSP volunteers and potential volunteers. RSOs are particularly encouraged to attend.</p> <p>Calendar RSS Feed - City of Grand Island, NE</p>	<p>City of Grand Island Utilities Department</p> <p>Emergencies/Outages Only Report Emergencies by phone 24/7 at our Call Center (308) 385-5461 "Option 1"</p> <p>Non-Emergency/Customer Service For most other issues, call us at (308) 385-5460.</p> <p>Customer Service representatives are available Mon-Fri from 8:00am-5:00pm, excluding holidays.</p>	<p>★ Police Department 308-385-5400</p> <p>★ Police Department Fax 308-385-5398</p> <p>★ Law Enforcement Center 111 Public Safety Drive</p> <p>★ Crime Stoppers Tip Line 308-381-8822</p> <p>★ POLICE EMERGENCY 9-1-1</p>

Happening now...where is GITV going?

- GITV will soon be connecting to the Allo cable system w/HD broadcast availability.
- Both broadcast feeds will ultimately be available via Spectrum & Allo cable systems.

High Definition
Channels TBD



Standard Definition
Channels 180 & 187

- Community Bulletin Board Appliance Upgrade – Spectrum channel 180. (March 2022.)
- Dynamic automation w/RSS & traffic camera feeds/social media & daily weather feeds.
- Multiple media zones allowing for several informational streams including a news crawl.
- Currently working to bring GITV to the world of HD Streaming on these platforms:
- Apple TV™ & Apple TV 4K, Roku (TV, Express, Premier, Ultra & Streaming Stick), Fire TV (Amazon), iOS (Apple), Android.

<p>Get In Touch City of Grand Island</p> <p>308-384-1999 Community Fieldhouse grand-island.com</p> <p>I-80 : Aurora</p>	<p>CONNECT</p> <p>@CityofGI</p> <p>I-80 : Hwy. 281 - Grand Island</p>	<p>CONNECT</p> <p>@CityofGI</p> <p>I-80 : South Locust Exit - Grand Island</p>	<p>CONNECT</p> <p>IGLibrary Grand Island Public Library</p> <p>I-80 : Shelton Exit: 80 East</p>	<p>Get In Touch City of Grand Island</p> <p>308-385-5325 Building Department grand-island.com</p>
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Upgrade Totals:

☛ Lighting – Council Chambers:	\$27,380.94
☛ Information Booth Flat Screens w/Audio Enhancement:	\$12,968.83
☛ Council Chambers 5th Camera:	\$6,486.84
☛ Master Control Audio Hardware Upgrade/Replacement:	\$33,063.33
☛ Microphone Replacement w/Touch Screen Functionality:	TBD

GRAND TOTAL:



CIVICCLERK

AGENDA MANAGEMENT SYSTEM

Grand Island, Nebraska

JUNE 16, 2022



Karen Bond | Account Executive | karen.bond@civicplus.com | 785.789.4269

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 residents they serve. We began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our customers, including solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, talent management, 311 and citizen relationship management, codification, and licensing and permits.

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 consider it a privilege to partner with municipal leaders and provide them with solutions that will serve their needs today and well into the future.

CivicClerk, a CivicPlus company, delivers years of experience in agenda and meeting management software as a service technology that has been designed specifically to meet the needs of municipalities and their staff and officials.

Primary Office

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

Toll Free: 888.228.2233 | Fax: 785.587.8951

Experience

20+ Years
12,000+ Customers
900+ Employees

Recognition



11-time Inc.
5000 Honoree



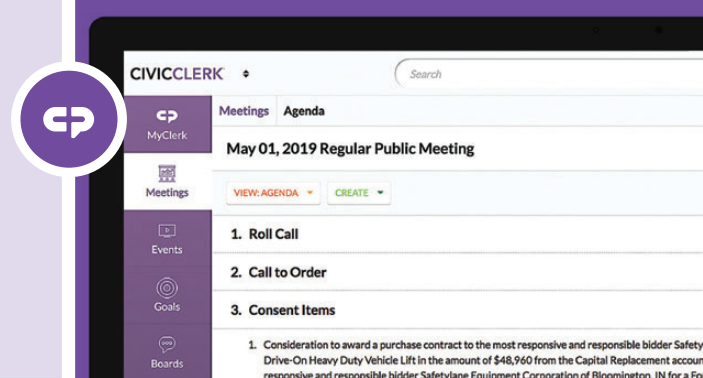
govtech.com/100

Technical Support



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

Why CivicClerk?



Clerks & Agenda Administrators

As the primary point of contact and documentation facilitator, clerks benefit from time-saving process automation without having to sacrifice control.

- Custom configurations based on business processes
- Total visibility into the agenda, meeting, and video content from one system
- Assign tasks to stakeholders
- Access to ongoing product education and industry-specific webinars, blog posts, and newsletters

Elected & Appointed Officials

Elected leaders benefit from a reliable and accessible interactive tool to prepare for and participate in public meetings.

- Secure, individual access to meeting materials with full-text search
- Pre- and during meeting annotation and note-taking functionality
- Device agnostic
- Electronic voting

Agenda Contributors

Item Submitters benefit from an easy-to-use interface that makes it faster to collaborate on agendas.

- Pre-formatted staff reports
- Versioning control
- A dashboard display for a quick review of outstanding task assignments
- In-application support

Managers & Administrators

As approvers, department managers and community administrators benefit from accessible collaboration tools and visibility into staff work.

- A user-friendly, intuitive system for all staff members
- Automated workflows
- Versioning control
- Customizable reporting

Information Technology Leaders

Internal IT stakeholders benefit from peace-of-mind and the near-elimination of system questions and complaints.

- Secure, cloud-based hosting
- Unlimited users and storage
- Automatic upgrades
- Built-in integrations with Dropbox, Microsoft's One Drive and Google Drive, and API availability
- 24/7/365 U.S.-based support

Residents

Members of your community benefit from transparency and accessibility to public meeting content.

- PDF downloads of agendas, packets, minutes, notices, and other documents
- Dedicated citizen portal with email subscriptions and full-text search
- Side-by-side agenda and video display using CivicPlus Media
- Accessibility portal designed to WCAG 2.0 A and AA standards

AGENDA & MEETING MANAGEMENT

CivicClerk is a comprehensive, collaboration tool to help aggregate information, reports, approvals, and notes in a single, transparent, cloud-based repository. CivicClerk brings teams together, fosters dialogue, and expedites reviews and approvals, offering the critical functionality needed by every stakeholder at their crucial point in the review and approval process.



Meeting Preparation and Item Submission

- Create agenda items and draft staff reports
- Upload attachments
- Submit for approval



Review and Approval from Collaborators

- Receive, review, and revise agenda items
- Assign tasks with due dates
- Visually track item status



Agenda Generation and Publication

- Publish to web and send to board members and subscribed residents
- Easy last-minute additions and agenda revisions



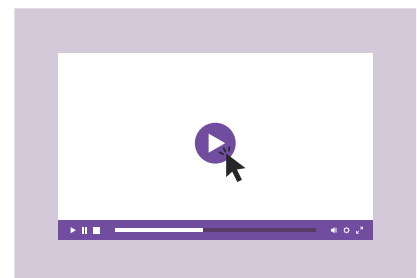
Meeting Participant Preparation

- Board members and residents view agenda and meeting packet on any device
- Board members create annotations
- Available accessibility portal designed to meet WCAG 2.0 A and AA requirements



Meeting Day

- Queue board members in the Board portal to give visibility to the current item
- Add and call speakers and run speaker timer
- Capture motions, votes, comments, and discussion from the meeting
- Create video bookmarks using CivicPlus Media



Post-Meeting

- Make any necessary revisions to meeting actions and discussion recorded during the meeting
- Generate and distribute or publish draft and final meeting minutes
- Use preformatted text snippets to populate your minutes document



Features & Functionality



CivicClerk is the fastest, most intuitive way to streamline the entire agenda management process — from creating agenda items to managing live meetings. It provides time-saving automation while allowing clerks to balance these conveniences with manual controls and overrides. Internal collaboration with CivicClerk is easy with customized workflows, version tracking, and built-in communication tools.

Our innovators designed CivicClerk to offer configuration flexibility so that the system can be scaled from the most simple agenda process to the most complex. Built-in integrations and a suite of APIs make working with other internal applications easy. CivicClerk's user-defined roadmap ensures that the product will continue to grow and adapt as transparency requirements and compliance expectations change.

Fully Integrated, Cloud-Based Software Suite

- User-friendly, modern interface
- Unlimited users
- Unlimited storage
- Highly configurable to your agenda and meeting management processes
- Adaptable permission settings
- Confidential attachments
- Field-level versioning
- Built-in integrations with Dropbox, Microsoft's One Drive and Google Drive and API availability
- Single sign-on through the CivicPlus Platform
- Secure Cloud-Based Hosting
- Automatic Updates
- Customer-Defined Roadmap
- Enhanced Analytics for Data Visibility

Part of the Integrated CivicPlus Platform

Our powerful CivicPlus Platform is the foundation on which all our CivicPlus solutions are built, allowing them to work seamlessly and securely, leveraging existing data, and reducing information silos so your administrative staff can collaborate efficiently. Administrators can take advantage of authentication using our identity provider integrations to provide a single sign-on experience for internal users. The entire system is cloud-based, eliminating the need for internal application management. CivicClerk is hosted in Microsoft's Azure cloud service, providing a stable multi-user environment while ensuring high availability and uptime.

Agenda Management

Flexible, Customized Templates

Standardized templates throughout the system provide consistency and clarity to agendas, packets, staff reports, and minutes.

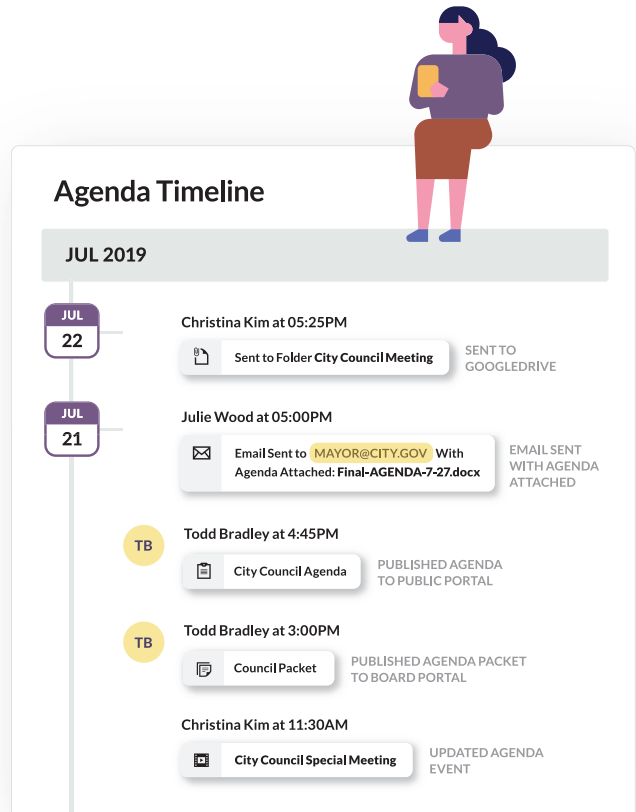
Efficiently Manage Agenda Packets of Any Size

CivicClerk compiles your items and all the legislation, memorandums, or supporting documentation into a bookmarked PDF packet quickly and easily, no matter the size of the packet. Create multiple packet versions instantly to include or exclude specific attachments for your different internal and external users. Last-minute changes to the agenda or packet can be made and published with minimal effort.

Administrators choose what they publish to the public, internal users, and elected or appointed officials and when the information goes out. Automated email notifications can be enabled so all users, both internal and external, know when the meeting documents are published.

Convenient, Anytime Agenda Modifications

Changes to the agenda can be made at any time by administrators without affecting global configurations or settings. Drag-and-drop reordering allows you to move items and automatically rennumbers everything on the agenda. One-touch copy and move functions enable you to duplicate or move agenda items from meeting to meeting, eliminating the need for duplicate data entry.



Create Agenda Items in Seconds

CivicClerk's easy-to-use item entry allows staff members to enter agenda items, upload attachments, and send through the workflow with a few clicks. Configurable field types and our embedded text editor ensure that you are capturing all the information needed for CivicClerk to generate staff reports. Automated PDF file conversion and built-in integrations with Microsoft's OneDrive and Google Drive simplify the inclusion of supporting documentation and attachments.

Automate Your Approvals Process

The workflow engine in CivicClerk streamlines the routing of your agenda items, automates notifications, and gives full transparency to collaborators as it passes through the approval process. As contributors change items, the system tracks revisions, keeping them visible within the item fields and on the item timeline. In-app messaging and task assignments keep everyone in the loop and agenda prep moving forward.

Item Fields



INFORMATION

Item Title

Ordinance No. 1234: An Ordinance to Amend the Zoning Code

● VERSION HISTORY

1

Short Name

Ord. 1234- Zoning Code Changes

Item ID

2019-608

Custom Tags to Group Like Agenda Items

CivicClerk allows administrators to set up tags that can be used by staff when creating their agenda items for improved searching and reporting. Associate like content with pre-defined tags relevant to your community.

Agenda Management Features

- Custom-developed agenda and staff report templates
- Bulk and single item actions to easily copy, move, and initiate agenda items
- Pre-formatted text snippets to save time and provide consistency
- Flexible workflow and approvals engine with visual progress indicators
- Automated PDF file conversion
- In-app messaging
- Task assignment
- Full-text search functionality
- Tags to link together like agenda items for greater visibility and enhanced searching capability

Live Meeting Management

Automated Minutes Setup

CivicClerk's fully integrated Live Meeting Manager will automatically migrate all your agenda content. No manual pre-meeting minutes setup or agenda import is required. Move from the meeting agenda to the Live Meeting Manager module with a single click.

Keep Up with the Meeting Action

Meetings move fast. CivicClerk's cloud-based platform allows you to move quickly through your agenda items, recording official actions and discussion, without having to wait for the system to catch up. The clean, intuitive interface gives single-screen access to all your meeting controls. One-click control allows you to update your in-chamber display screens, set your video bookmarks, and queue items in the Board Portal for your elected and appointed officials.

Speaker Manager

Speakers can be added to the discussion at any time during the live meeting, while the built-in speaker timer helps keep meetings running efficiently.

Easy, Intuitive Minutes-Taking

While in your live meeting, use the Minutes module to capture critical meeting actions from a single screen with a clean and intuitive user interface. Take roll and manage attendance, record motions and votes, enter speaker information, and record comments or discussion to be brought into your minutes document.

Automatic Video Bookmarking

Automatically timestamp agenda items to their corresponding discussion in the meeting video so those watching the recording can quickly access topics of interest.

Display Pages

Keep meeting participants informed and engaged by displaying the current item, speaker, or vote results automatically to the constituents attending the meeting.

Flexible Voting

Minutes takers can record motions and votes instantly in Live Meeting Manager or initiate electronic voting when desired. Apply motions and votes to individual agenda items or multiple agenda items as a group.

Live Meeting Management Features

- No prep work required – agenda content automatically pulls over into the Minutes module
- Single screen access to all meeting controls
- Record comments and discussion, roll call, motions and votes, speakers
- Bulk copy available to quickly apply motions and the associated votes to multiple agenda items
- Choice of pre-configured or custom-developed minutes templates
- Pre-formatted text snippets to save time formatting and entering data
- Integrated board portal with electronic voting
- In-chamber display pages show a welcome screen, current item name, current speaker with countdown timer, motion made on the item, vote count recorded for the item
- Integrated video bookmarking with CivicPlus Media live streaming and on-demand video service
- Multiple concurrent video streams with CivicPlus Media
- Integrated live and on-demand closed captioning services with CivicPlus Media

CivicPlus Media

Today's digitally minded citizens are logging more hours watching online video than ever before, and they are searching for content that ranges from entertaining, to informative. For local governments, video is a powerful mechanism for sharing news and events, encouraging civic participation, meeting transparency requirements, building a brand, recruiting employees, and encouraging citizens to develop a sense of civic pride.

Media is a core component of the Civic Experience Platform and is accessible through our CivicEngage website design and hosting solution and our CivicClerk agenda and meeting management solution. With CivicPlus Media, you can integrate live or recorded videos of meetings and events anywhere on your CivicEngage website that are easily accessible by citizens from any desktop computer or mobile device—no technical or coding skills necessary.

Simple Live Stream Recording

- Immediate availability of recorded videos for on-demand viewing—no additional steps or manual file uploads
- Convenient integration with social media platforms including Facebook, YouTube, and Twitter
- High-definition video for professional-quality presentations
- Link meeting agendas and bookmarks
- Auto-start recordings of meetings, so video viewers never miss a moment of live proceedings

CivicPlus Media + Zoom

- Password protect each meeting to prevent Zoom bombing
- Create and share a Zoom meeting ID number only with elected officials and key staff when necessary
- Mute citizen participants when open comment session has ended
- Control the meeting within Zoom and protect participants from attempting a screen share
- Allow citizens to sign up to receive a link that will allow them to issue public comments and share their screen during the session
- Record and automatically upload meeting videos for on-demand playback

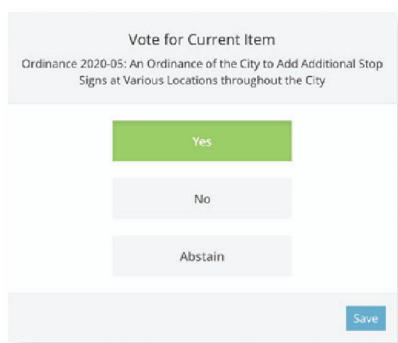
Board Portal

Flexible Access

Your officials can choose how to access meeting content—helping them work better, faster. Efficiently deliver packets of any size by paper, email, Dropbox, OneDrive, Google Drive, or post to the Board Portal. CivicClerk is optimized for all devices, including desktops, laptops, tablets, and smartphones. No separate application required.

A Personal Meeting Repository

Give officials a personal, secure location to review and take notes on all meeting content, including agendas, supporting documents, minutes, and media.

A screenshot of a web interface for voting on a current item. The title is "Vote for Current Item". Below it, the text reads "Ordinance 2020-05: An Ordinance of the City to Add Additional Stop Signs at Various Locations throughout the City". There are three large buttons: "Yes" (green), "No" (light gray), and "Abstain" (light gray). At the bottom right, there is a blue "Save" button.

Interactive Meeting Tool

During live meetings, the Board Portal integrates with Live Meeting Manager to allow officials to refer to their review notes and annotations, capture notes within a dedicated field, receive visual cues as the agenda progresses from item to item, see speaker information instantly, and enter electronic votes (additional fees apply for electronic voting). Chair View can also be enabled to allow the meeting presider to call speakers and advance agenda items.

Find What You Need– Faster

CivicClerk automatically indexes published meeting content with Board Portal search functionality, so it is easy for officials to find information quickly. Our full-text search tool empowers officials to locate past items, attachments, minutes, and agendas by searching a keyword, date range, and more. An item summary view allows officials to see the motions, votes, and any comment or discussion on the item that was recorded in the meeting minutes in an intuitive display, preventing a manual search through full minutes documents.

Elected/Appointed Officials Board Portal Features

- Secure, individual access to meeting materials
- Annotation and note-taking ability that you can use in pre-meeting preparation as well as in-meeting note-taking
- Optimized for all devices, including desktops, laptops, tablets, and smartphones. No separate application required
- Live speaker name and countdown timer visible for each item
- Visual cues and one-touch access to the current discussion item
- Electronic voting from any device
- Chair View to allow the meeting chair to call speakers and advance agenda items
- Full-text search functionality provides visibility into past meeting content including notes made within the individual's private notes field
- Minutes summary view enables officials to see motions, votes, and any comment or discussion recorded in the meeting minutes for individual items

Citizen Portal

Content Accessibility

It's not enough to be transparent by publishing your agendas and other meeting documents online. Your meeting content must be accessible to all members of the public.

CivicClerk has a dedicated accessibility portal that gives members of the public complete access to your meeting content. Closed captioning is also available with our CivicPlus Media service for live streaming and on-demand video.

Content Transparency

Build public trust with access to fully searchable meeting content, including legislative decisions and public meeting videos. Meet municipal transparency requirements while keeping residents engaged and informed.



Citizen Portal Features

- Citizen portal iframe to embed on any webpage gives access to all meeting content on a single page
- PDF downloads of Agenda, Packet, Minutes, Notices, and Other pertinent meeting documents
- HTML agenda view hyperlinks attachments within the meeting agenda for direct access to specific documents
- Full-text search and filtering options
- Email notifications
- Social sharing
- Side-by-side agenda and video display with CivicPlus Media
- Optional Motions and Vote minutes display updates the HTML agenda view to allow residents to quickly see the final disposition of agenda items without having to read full minutes documents
- Accessibility portal designed to WCAG 2.0 A and AA standards

The Civic Experience Platform

Developed specifically to enable municipalities to deliver consistently positive interactions across every department and every service, the Civic Experience Platform includes technology innovations that deliver frictionless, one-stop, and personalized citizen interactions. Local governments that leverage our Civic Experience Platform also benefit from:

- Single Sign-On (SSO) to all of your CivicPlus products supporting two-factor authentication and PCI Level password compatibility
- A single dashboard and toolbar for administrative access to your CivicPlus software stack
- Access to a continually growing and fully documented set of APIs to better connect your administration's processes and applications
- A centralized data store with robust data automation and integration capabilities

CivicPlus Portal

CivicPlus Portal empowers residents to be more engaged and informed about progress in your community. Portal streamlines the resident user experience as they interact with the CivicPlus products leveraged by you – driving revenue, trust, and satisfaction.

With a single username and password, they can watch a public meeting recording, submit a public works request, pay a utility bill, or register for an upcoming event. The result is more engaged and informed voters and fewer phone calls, walk-ins, or emails to your department asking how to find documents or submit records requests.

Citizen Benefits

- Anytime, anywhere access to digital citizen services
- A personalized dashboard that provides link cards to the services they use most frequently

Administrator Benefits

- A low-maintenance tool that increases accessibility, access, transparency, and trust with residents
- Reduced phone calls, walk-ins, and emails from residents searching for information
- Opportunities to increase revenue and foster civic participation

Integration Hub

Your time is too valuable to be spent downloading finalized meeting documents and data to share across varied communication channels. With the new CivicPlus Integration Hub, you can create custom integrations to connect CivicClerk with other products on the CivicPlus Platform to automate the delivery of that information just about anywhere.

With the 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 CivicClerk today:

- Automatically add agenda or minute files to the Document Center to be displayed on a CivicEngage® Central website after they are published in CivicClerk
- Set-up a workflow to post in the CivicEngage Central News Flash once you've published your CivicClerk meeting documents

Shorten your pre-meeting to-do list and send your meeting information instantly with a custom integration using the Integration Hub.



Project Timeline



Twelve to Sixteen Weeks

While every CivicClerk implementation is unique, the following timeline can provide you information about the different implementation stages and what you can expect at each stage.

PROJECT START

1

PHASE 1

Project Kickoff

- Project Kickoff call to review the timeline and deliverables and provide access to project tracking software
- Your staff complete a questionnaire to capture information needed for CivicClerk configuration

PHASE 2

Consulting

- Virtual consulting session(s) to review current processes and documents and discuss desired goals, best practices, and configuration options

2

3

PHASE 3

Configuration

- Ultimate system configuration is completed and handed off for review, testing, and feedback
- Configuration adjustments made per submitted feedback

PHASE 4

Finalization

- Access is enabled for all users in preparation for training
- Complete file import
- Complete CivicPlus Media configuration and testing

4

5

PHASE 5

Training

- Live, virtual training sessions are conducted within configured site

GO LIVE

Ultimate Implementation Plan

Implementation & Support Experience Designed for You

CivicClerk has the experience and expertise to help administrations of any size transform the entire meeting management process. We know implementation can't be a one size fits all solution and offer flexible packages designed to meet your desired outcomes.

Our Ultimate Implementation Package is the perfect fit for transforming complex agenda and meeting processes. It is designed for organizations with more than 50 internal users, and a desire for a customized and guided implementation experience. A dedicated and knowledgeable implementation consultant will manage your project from end-to-end—consulting and collaborating with your team, applying custom configurations to meet your desired processes, and delivering live virtual training to your user groups. Key project staff will have online access to the timeline and all expected checkpoints and deliverables for a fully transparent implementation.

Beyond implementation, your users will feel empowered by our in-application support tools, a full online help center, as well as phone, email, and live chat support with members of the dedicated, award-winning CivicClerk Technical Support team.

Consulting

Up to 4 Hours of Virtual Consultation

During this consulting session, your CivicClerk implementation consultant will be reviewing your submitted project questionnaire with your key project staff. The implementation consultant will review your custom template designs and discuss the configurations that will be made to ensure your CivicClerk workflows match your current agenda and meeting processes.

Configuration

Our team will configure your system with unlimited customization options to map your agenda and meeting processes and ensure that your CivicClerk solution is optimized to meet your desired goals.

Design

We will design up to 5 custom templates to ensure consistency in system-generated meeting documents: Agendas, Item/Staff Report, Minutes, Agenda Script.

Training

Up to 8 hours of Virtual Training

Your CivicClerk implementation consultant will guide user groups through live, virtual training sessions using your custom configured CivicClerk site. We recommend no more than 20 users per session. Individual sessions are either 30 or 60 minutes in duration.

Historical File Import

As part of your implementation project, CivicClerk will import up to 7,500 PDF, MP4, or MP3 documents to your new system. The process includes indexing your imported agendas for keyword searching and retrieval. You and your citizens will still have access to this historical information with increased functionality. Historic meeting documents imported into CivicClerk by your Implementation Consultant will be optimized for character recognition to improve complete text search, and accessibility for screen reading assistive devices.



Ongoing Services

Award-Winning Support

Over the past three years, CivicPlus Technical Support has been recognized by the globally respected Stevie® Awards for Sales and Customer Service. CivicPlus has been honored with one Gold Stevie® Award, 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.

Around-the-Clock Service & Support

Technical & Ongoing Support

- Live support personnel based in the U.S.
- Weekday business hours: 8 a.m. – 6 p.m. (CST)
- Contact via phone, email, and live chat
- 4-hour response during business hours
- 24/7 emergency support for named points of contact
- Self-Service CivicPlus Help Center for tutorials and user guides
- Assigned Customer 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

- Fully hosted within the Azure Cloud environment using their Infrastructure as a Service (IaaS) model
- All processing and data storage is done within this environment using a mix of Azure Virtual Machines and Storage Accounts
- 24/7/365 system monitoring with guaranteed 99.9% uptime (excluding maintenance)
- Azure's Site Recovery Services and Geographically Redundant Storage Accounts (GRS) to provide disaster recovery between Azure regions
- All data is written to a GRS account which creates copies of that data in data centers across multiple Azure regions - data is always accessible
- Site Recovery Services allows us to quickly spin up and failover to clones of our Azure Virtual Machines



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 for 60 days from June 16, 2022.

Development

- Agenda Management
 - Unlimited boards
 - Custom-developed templates (two Agenda Templates, one Staff Report Template, one Minutes Template, one Agenda Script Template)
 - System-generated staff reports
- Live Meeting Management
 - Record minutes including motions, votes, speakers, and discussion
 - Display Pages
 - Electronic Voting
- Analytics module access
 - Create and save custom individual views and organizational views
 - Export views as .XLS and .CSV files
- Unlimited users
- Unlimited storage
- Google Drive, OneDrive, and Dropbox integrations
- Public Portal and Accessibility Portal

- Integration with Laserfiche for Integration Hub
- Board Portal
- CivicPlus Media with Unlimited Storage

Implementation

- Typical project timeline – twelve to sixteen weeks
- Four hours virtual consulting
- Eight hours virtual training

Annual Recurring Services

- Hosting and security
- Software maintenance including service patches and system enhancements
- 24/7 Technical support and access to the CivicPlus community
- Dedicated Customer Success Manager

Year 1 (one-time + annual)	\$24,954
Year 2 (annual + 5% technology uplift)	\$17,220

CivicPlus Project Pricing & Invoicing

CivicPlus has endeavored to meet Grand Island's needs and expectations for your new CivicClerk System based on the information provided. The investment proposal included is subject to change should additional functionality, custom development, or project enhancements, outside of the included scope, be added before contract signing.

CivicPlus prices on a per-project, all-inclusive basis. This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost-effective for our customers. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality of work, outside of the original project scope, is requested. We understand local governments must look beyond just functionality and that multiple factors come into play when determining which vendor can meet not only your functional needs but also your budgetary requirements.

CivicPlus Offers:

Standard CivicClerk 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 account executive for more details

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.

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 Grand Island.