

RESOLUTION NO. 2026-_____

CITY OF TONTITOWN, WASHINGTON COUNTY, ARKANSAS

A RESOLUTION AUTHORIZING THE MAYOR OF THE CITY OF TONTITOWN TO EXECUTE AN AGREEMENT WITH CIVICPLUS FOR THE IMPLEMENTATION OF A NEW MUNICIPAL WEBSITE, AGENDA & MEETING MANAGEMENT SOFTWARE; DECLARING AN EMERGENCY; AND FOR OTHER PURPOSES.

WHEREAS, the City of Tontitown recognizes the need to modernize its municipal website and improve the efficiency, accessibility, transparency, and management of City meetings, agendas, minutes, and public information; and

WHEREAS, CivicPlus is a vendor that provides a comprehensive municipal website platform along with Agenda & Meeting Management software specifically designed for local governments, including website hosting, security, accessibility compliance, online payment integration, facilities management, and agenda preparation and publication; and

WHEREAS, the proposed CivicPlus platform will improve public access to City information, streamline internal administrative processes, enhance compliance with accessibility standards, and provide a centralized system for managing agendas, meeting packets, minutes, and official records; and

WHEREAS, the City has reviewed the Statement of Work and pricing proposal submitted by CivicPlus, which includes implementation services, training, migration of existing website content and meeting records, recurring hosting and maintenance services, and related software modules; and

WHEREAS, the City Council finds that entering into the CivicPlus agreement is in the best interest of the citizens of the City of Tontitown.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF TONTITOWN, ARKANSAS:

Section 1. Approval of CivicPlus Software and Related Services

The City Council hereby approves the purchase, implementation, licensing, hosting, and related professional services associated with the CivicPlus Municipal Website Central platform, Agenda & Meeting Management software, and associated services as outlined in the attached Statement(s) of Work.

Section 2. Authorization to Execute Agreement

The Mayor is hereby authorized and directed to execute the CivicPlus Agreement, Statements of Work, and any related documents necessary to implement the services approved herein, substantially in the form presented to the City Council and subject to review and approval as to legal form by the City Attorney and provided that sufficient funds have been lawfully appropriated.

The Mayor may approve non-substantive revisions consistent with this Resolution, but any amendment that materially increases the City's financial obligations, extends the contract term, or materially alters the City's legal rights or remedies shall require further approval of the City Council unless otherwise authorized by law.

Section 3. Implementation Authority

The Mayor, City Clerk-Treasurer, and all appropriate City officials are authorized and directed to take all actions as are reasonably necessary to implement the Agreement and carry out the intent of this Resolution.

Section 4. Compliance with Arkansas Law

Nothing contained in the CivicPlus Agreement or any Statement(s) of Work shall be construed as requiring the City to perform any act prohibited by the Constitution or laws of the State of Arkansas. Any provision determined to be inconsistent with Arkansas law shall be interpreted and enforced only to the extent permitted by applicable law.

Section 5. Emergency Clause and Effective Date

The City Council finds that the prompt implementation of the CivicPlus platform is necessary to improve government transparency, for modernizing the City's website, for ensuring uninterrupted public access to municipal information, and to promote the efficient administration of municipal affairs. Therefore, an emergency is declared to exist, and this Resolution shall be in full force and effect immediately upon its adoption.

PASSED AND APPROVED on this _____ day of July 2026.

APPROVED:

Angela Russell, Mayor

ATTEST:

Rhonda Ardemagni, City Clerk-Treasurer
(SEAL)

SPONSORSHIP AND LEGISLATIVE HISTORY

Sponsor (Initiated By): _____

Motion to Introduce Made By: _____

Seconded By: _____

Adopted / Passed: _____

Vote: Ayes ____ Nays ____ Abstain ____ Absent ____

This requirement is in addition to, and does not supersede, any authentication, attestations, or signature requirements imposed by state law or other provisions of the Tontitown Municipal Code.

EXHIBIT A



CivicPlus

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

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-129532-1

8/24/2026

Client:
City of Tontitown, AR

Bill To:
TONTITOWN CITY, ARKANSAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David Hall		david.hall@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Web Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0	USD - 1,250.00

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup: URL	0.0000	USD 158.00
1.00	Municipal Websites Central : Starter Premium Implementation	Includes blended system training, online learning paired with access to a trainer for a 1-hour session for questions and learning reinforcement. Migration of the current year plus 2 previous years of simple meeting agendas and minutes.	0.0000	USD 1,842.00

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Municipal Website External Processor Implementation - Forte	Includes setting CivicPlus Pay configuration, configuring CivicPlus products for accepting payments, advanced troubleshooting with our partner's support.	83.3333	USD 500.00
1.00	AudioEye Managed Implementation	AudioEye Managed Implementation	0.0000	USD 500.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Municipal Websites Central: Starter Premium Annual Fee	Municipal Websites Central: Starter Premium Annual Fee	0.0000	USD 4,868.00
1.00	Municipal Websites Central: Starter Hosting and Security Annual Fee	Municipal Websites Central: Module Based Hosting and Security Annual Fee	0.0000	USD 800.00
1.00	Municipal Websites Central: Starter Guardian Security (Cloudflare WAF/CDN)	Starter Cloudflare Tier 1 WAF/CDN security protection	0.0000	USD 300.00
1.00	DNS and Domain Hosting Annual Fee	DNS and Domain Hosting Annual Fee: URL	0.0000	USD 189.00
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: URL	0.0000	USD 89.00
1.00	Municipal Websites Central : Facilities Module Annual Fee	Municipal Websites Central: Facilities Module Annual Fee	0.0000	USD 350.00
1.00	Municipal Website External Processor Annual Fee - Forte	Pay Maintenance and Support Annual Fee	85.9944	USD 250.00
1.00	AudioEye Managed	AudioEye Managed: URL	21.8750	USD 2,500.00

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %	12 Month Value
1.00	Pay - Forte	Pay - Forte	0	USD 0.00

List Price - Initial Term Total	USD 17,081.00
Total Investment - Initial Term	USD 11,096.00
Annual Recurring Services (Subject to Uplift)	USD 9,346.00

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

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

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

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

Acceptance of Quote # Q-129532-1

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

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

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

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



Proposal

Valid for 60 days from date of receipt

Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to develop technology solutions that empower local government staff to manage daily operations efficiently without depending on paper-based processes or complex systems.

Today, CivicPlus provides public sector technology that provides intelligent automation for staff and a unified experience for residents. CivicPlus solutions help increase process efficiency by up to 40%, freeing staff to improve community engagement. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a singular experience for residents and staff.

OUR PORTFOLIO INCLUDES:

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Mass Notification
- Social Media Archiving
- NextRequest
- Recreation Management
- SeeClickFix 311 CRM
- Municode Codification
- Process Automation and Digital Services
- Community Development
- Asset Management
- Utility Billing
- Resident Portal

Company Contact Information

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

civicplus.com



Experience & Recognition

25+ Years

10,000+ Customers

950+ Employees

With public service in our DNA, our 25-year heritage of success is fueled by the expertise of our product innovators—many of whom served in local government. Our commitment to deliver impactful solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

We're proud to be recognized in various ways for our dedication and service to our customers.

- Winner of multiple Stevie® Awards, the world's top honors for customer service, sales professionals, and more.
- Designated a top-100 U.S. company by Government Technology magazine for making a difference in the public sector.
- Selected by Inc. Magazine as "One of the Fastest Growing Privately-Held Companies in the U.S." each year since 2011.
- Certified™ by Great Place To Work®, which is a prestigious award is based entirely on what current employees say about their working experience.



The Best-Run Local Governments Run on CivicPlus Technology

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services. However, they struggle with budget cutbacks and technology constraints. With CivicPlus, leaders can finally overcome the perpetual trade-off between the demand for better services and the realities of operational resources, by leveraging the unique Civic Impact Platform to deliver both unmatched end-to-end automated efficiency and truly unified, delightful resident experiences.

CivicPlus is the only government technology company exclusively committed to being a trusted partner for impact-led government, enabling our customers to efficiently keep our communities informed, involved, and connected using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, our customers increase revenue and operate more efficiently while nurturing trust among residents.



The Civic Impact Platform

The comprehensive Civic Impact Platform delivers unmatched end-to-end efficiency, supercharging staff impact through intelligent automation, and unlocking collaboration in and across departments. At the same time, this unique platform delivers a truly unified residence experience, delighting residents with a singular profile and single sign-on for friction-free, no-hassle services. With CivicPlus, your team is always change-ready, staying a step ahead of disruption, whether evolving compliance and accessibility requirements, civil emergencies, and more.



IMPACT-LED GOVERNMENT

Impact-led government aims to create lasting community change by improving and modernizing processes with automation, collaboration, and data insights. This approach helps staff work efficiently and makes services more accessible, addressing needs proactively. Our Civic Impact Platform is guided by five core principles:

1. **Modernize and connect every function:** Work better together through intelligent automation, efficiency, and stronger collaboration.
2. **Deliver a singular, personalized resident experience:** Replace hassle with friction-free delight, delivering a unified profile and intuitive, consistent experiences.
3. **Supercharge staff impact:** Boost staff performance with automated tasks, data-driven decisions, and aligned priorities and processes.
4. **Strengthen compliance, accessibility, and readiness:** Forward-thinking best practices and continuous adaptation.
5. **Consolidate on a comprehensive, purpose-built platform:** Choose solution breadth, eliminate multiple vendors, and gain compounding value over time.



CivicPlus Resident Portal

THE NEXT EVOLUTION IN DIGITAL RESIDENT ENGAGEMENT

CivicPlus Portal is a mobile-friendly, personalized online hub from which residents can quickly, easily, and securely obtain information, access resources, discover services, complete transactions, and interact with their local government administration. It is the public gateway to the Civic Impact Platform, empowering resident self-service from one central location for everything from submitting forms, referencing recent legislation, and engaging with public meetings to managing individual alert and notification preferences.



Personalized Resident Benefits:

- One username, password, or popular platform-enabled single sign-on (via Facebook, Google, Microsoft, or Apple) to securely manage their user profile and interact with all their government resources and information.
- A personalized, customizable dashboard that serves as the launchpad to save frequently accessed digital services, view past interactions, bookmark frequent payment options, and stay up to date with featured, meaningful content.
- Anytime, anywhere access from any device.
- Enabling self-service form viewing, submission, and payments to support a variety of digital transactions from parking permits and business licenses to pet adoptions.
- Easy management of individual communication preferences related to routine and emergency alerts, website newsletters, and agenda & meeting notifications from one single view.
- A centralized hub to submit and track requests, such as public records requests, non-emergency issues, and code enforcement complaints and violations.

Staff and Administrator Benefits:

- A low-maintenance tool for administrators to easily spotlight information, share content, and link to services to further promote local government initiatives while improving public transparency and trust.
- Ability to consolidate digital services from multiple CivicPlus and third-party solutions into one intuitive, accessible, and responsive interface.
- Consolidation of siloed alerts and notifications from the variety of solutions you control into a single view residents to sign up for and manage.
- Localization of cross-department payments and forms in one place, including those from CivicPlus and third-party solutions, enhancing residents' convenience for increased payments and engagement.
- Multi-factor authentication options and optimized for security and accessibility.



Support Services

TECHNICAL SUPPORT

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available to assist with any questions or concerns regarding the technical functionality and usage of your new solution.

CivicPlus Technical Support hours typically span between 7 a.m. to 7 p.m. CST, but vary by product. You can access a Technical Support Team via a toll-free number as well as an online email support system for users to submit technical issues or questions.

Our current initial response time is 4-hours for email tickets during normal hours. Further, emergency technical support for urgent requests is available 24/7 for designated, named points-of-contact for most products.



Award-Winning Support

CivicPlus has been honored with four Gold Stevie® Awards, eight Silver Stevie® Awards, and eleven Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CIVICPLUS HELP CENTER

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. The Help Center also provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

CONTINUING PARTNERSHIP

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

Proposal Disclaimer

Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.



Agenda and Meeting Management Select



Select Pro with Standard Implementation

Features & Functionality

Select Solution

CivicPlus' Select software (Select) 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 Select is easy with customized workflows, version tracking, and built-in communication tools.



Our Pro package includes the most frequently used functionality to manage your agendas and meetings. You'll be able to seamlessly create agendas with the ability to assign an item status and use configurable workflows to help manage your internal processes. Built-in integrations and a suite of APIs make working with other internal applications easy. Select'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
- » Enhanced Analytics for Data Visibility
- » Field-level versioning
- » Single sign-on via the CivicPlus Platform
- » Integrated code of ordinances
- » Secure Cloud-Based Hosting
- » Automatic Updates
- » Customer-Defined Roadmap
- » Built-in integrations with Dropbox, Microsoft's One Drive, Google Drive, Laserfiche, Zoom, and API availability (additional fees may apply)



Agenda Management

FLEXIBLE, PERSONALIZED DESIGNS

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

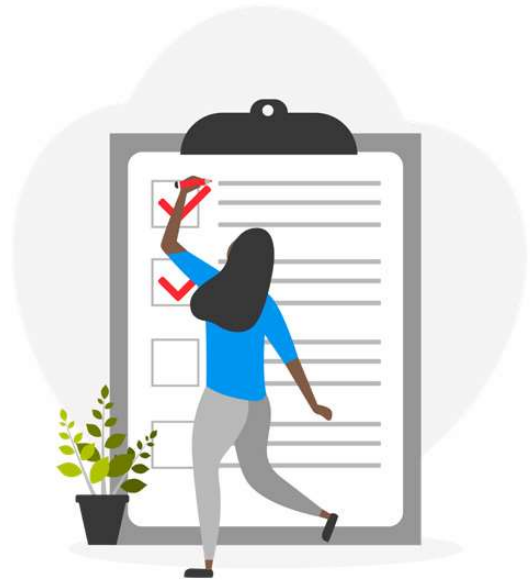
EFFICIENTLY MANAGE AGENDA PACKETS OF ANY SIZE

The software 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.



Item Management

CREATE AGENDA ITEMS AND STAFF REPORTS IN SECONDS

An easy-to-use item entry allows staff members to enter agenda items, upload attachments, and collaborate with each other to make items meeting ready. Configurable field types and our embedded text editor ensure that you are capturing all the information needed for Select 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.

MANAGE THE MEETING READINESS OF ITEMS

Update item statuses (approved, in-progress, tabled, etc.), assign tasks to staff members to update item content and attachments, leave comments on items, and be notified when changes are made to items.



AUTOMATE YOUR APPROVALS PROCESS

The workflow engine 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.

CUSTOM TAGS TO GROUP LIKE AGENDA ITEMS

Administrators can 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.

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, Google Drive, or post to the Board Portal. It is optimized for all devices, including desktops, laptops, and tablets. 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.

FIND WHAT YOU NEED-FASTER

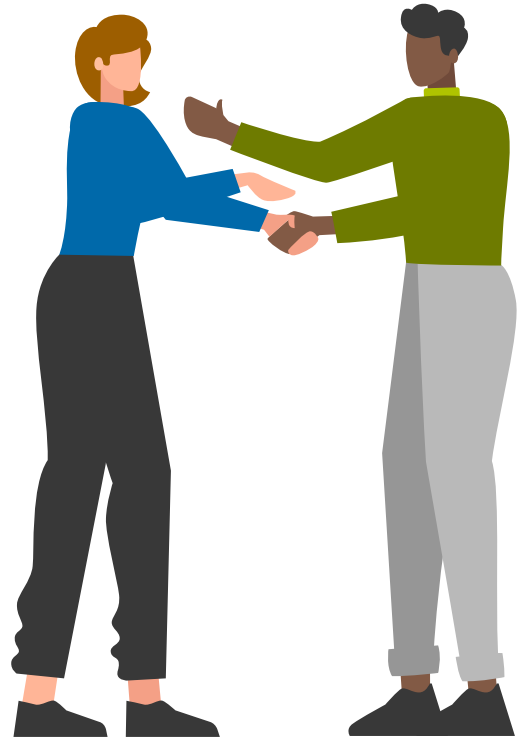
Agenda and Meeting Management Select automatically indexes published meeting content with Board Portal search functionality, so it is easy for officials to find information quickly. Our full-text search tool empowers officials to locate published meeting content by searching a keyword, date range, and 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.



Public Resident Portal

FEATURES

- Resident portal 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
- Mobile-responsive
- Custom branding
- Side-by-side agenda and video display with optional CivicPlus Media live streaming and on-demand video service (additional fees apply)
- 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
- Integrated live or on-demand video with timestamps to easily jump to desired content (additional fees apply)
- Optional public commenting forum
- Easily jump to past, current, upcoming events with an embedded calendar and continuous scrolls



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.

Closed captioning is also available with our CivicPlus Media service for live streaming and on-demand video. Additional fees apply for CivicPlus Media and closed captioning.

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.



Minutes Module

AUTOMATED MINUTES SETUP

A fully integrated Minutes module 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 Minutes module with a single click.

KEEP UP WITH THE MEETING ACTION

Meetings move fast. Select'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.



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.

If using CivicPlus Media's integrated video streaming and video-on-demand service, you can also create timestamps for the accompanying video during the live meeting. Additional fees apply.



The Civic Impact Platform

For governments to operate smoothly, departments, staff, and residents need to be able to find answers, complete their tasks, and communicate without hassle. CivicPlus connects all of your teams and functions, so they work better together for your community. With the Civic Impact Platform, you can:

- Modernize and connect every function.
- Strengthen compliance, accessibility, and readiness.
- Consolidate onto a comprehensive, purpose-built platform.
- Deliver a singular, personalized resident experience.
- Empower staff effectiveness.

EXAMPLES OF MEANINGFUL CIVIC IMPACT INTEGRATIONS

The following are examples of integrations between the CivicPlus Agenda and Meeting Management Select with other CivicPlus solutions and tools. If you have yet to experience all that CivicPlus can provide, please reach out for additional information and a quote.

Municipal Websites Central (Web Central)	• Set-up a workflow to post in Web Central's News Flash once you've published your meeting documents. • Automatically add agenda or minute files to Web Central's Document Center to be displayed on your website after they are published in Select. • Meeting information and dates are automatically integrated to the Web Central's Calendar. • Meeting files are automatically included in the website's search results.
Codification	• Send adopted ordinances to the Codification Legal Team in one click. • Send ordinances straight to your online code portal as "Adopted and Not Yet Codified". • Instantly link your online code to the meeting content produced within Select.
CivicPlus Media	• Share high-definition, on-demand video or live video feeds of your meetings directly from Select and CivicPlus Media, seamlessly integrated with your meeting agendas and equipped with clear bookmarking and navigation.
Integration Hub	• Third-party integrations examples include integrations with Zoom, Webex, and GoToMeetings, and with Laserfiche, Google Drive, Dropbox, and other APIs.

Hosting & Security

Redundant power sources and internet access ensure consistent and stable connections. We invest over 1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site are unparalleled.

CLOUD-HOSTING WITH AZURE

The infrastructure is fully hosted within the Azure Cloud environment using their Infrastructure as a Service (IaaS) model. Using a mix of Azure Virtual Machines and Storage Accounts, all processing and data storage is done within this environment. All users need is a web browser to access and utilize the application. Your system is monitored 24/7/365 with a 99.9% guaranteed up-time (excluding maintenance). Additional details regarding our hosting and security services can be provided upon request.

DISASTER RECOVERY

Agenda and Meeting Management Select utilizes 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, so access to the data is always available. Site Recovery Services allows us to quickly spin up and failover to clones of our Azure Virtual Machines.



Implementation

Project Timeline

14 – 16 Weeks

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

PHASE 1: INITIATE	• Project Kickoff and communication including timeline, deliverables, and an implementation questionnaire to capture details for your configuration
PHASE 2: ANALYZE	• Choose and build presets from our Design Library to create Agenda, Minutes, and Item/Staff Report designs
PHASE 3: DESIGN & CONFIGURE	• Configuration of designs • Configuration of up to 10 boards • Configuration of up to 10 meeting types • Configuration of up to 10 approval workflows • Configuration of up to 1 item/staff report
PHASE 4: OPTIMIZE	• Virtual consulting session(s) to review current processes and documents and discuss desired goals, best practices, and configuration options • Configuration is completed and handed off for review, testing, and feedback • Configuration adjustments made per submitted feedback
PHASE 5: EDUCATE	• Live, virtual training sessions are conducted within configured site
PHASE 6: LAUNCH	• First Live Meeting and System Launch • Access to live chat features, Technical Support and introduction to Live Care



Implementation Approach

Implementation & Support Experience Designed for You

The Select Implementation Team has 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 Standard Implementation Package is the perfect fit for customers who want to improve manual, inefficient agenda and meeting processes. You will choose presets from our Design Library to create simple Agenda, Minutes, and Item/Staff Report designs.

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 Technical Support team.

CONSULTING

Up to One Hour of Virtual Consultation

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

DESIGN CONFIGURATIONS

We will configure the following consistent with your Design Library selections:

- One Agenda Design with both two Section Designs and two Item Designs per Agenda Design
- One Minutes Design with two Discussion Designs
- One Item/Staff Report Design with up to eight system default fields

Additional design configurations and approval workflows can be purchased as needed. For no additional cost, Approval Workflows can be created from scratch and Meeting Types can be duplicated and modified—while still making use of existing designs—by administrative users at any time using Help Center resources.

TRAINING

Up to Four Hours of Virtual Training

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



Optional Enhancements

Live Meeting Manager

Our Live Meeting Manager enhances the live meeting by integrating the board portal and added audience display pages for a unified live meeting experience, with you in control. Time-saving automations help you keep pace with the meeting and keep board members and meeting participants engaged.

Engage Participants

Keep meeting participants engaged with in-chamber displays, including a welcome screen, the current item, speaker, countdown timer, motion, or vote results.

Electronic Voting

Initiate electronic votes with one-click and allow board members to privately cast votes within the Board Portal.

Current Item Control

One-click control updates the Board Portal and Audience Display to the current item being discussed.

Display Speaker Details

One-click control displays current speaker details and timer within the Board portal and Audience Display page.

Board Member Requests

Board members can request to be formally recognized or added to the speaker queue from within the Board Portal.

Chairperson Controls

Enable chair view to allow designated chairperson to set the current item, and call speakers from within the Board Portal.



CivicPlus Media

Today's digitally minded residents 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 residents to develop a sense of civic pride.



Media is a core component of the Civic Experience Platform and is accessible through CivicPlus Municipal Websites and CivicPlus Agenda & Meeting Management Select. With CivicPlus Media, you can integrate live or recorded videos of meetings and events anywhere on your CivicPlus website that are easily accessible by residents 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 and YouTube
- 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 Zoombombing
- Create and share a Zoom meeting ID number only with elected officials and key staff when necessary
- Mute resident participants when open comment session has ended
- Control the meeting within Zoom and protect participants from attempting a screen share
- Allow residents 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



Boards & Committees Module

The module handles the process of managing the board itself.

THREE DASHBOARDS

- Upcoming open seats (vacancies)
- Number of appointments
- Number of applicants

BOARD MANAGEMENT

- Board Rules (number of seats, term length, max # of terms, etc.)
- Board Appointments
- Board Documents (file storage)
- Board Roster
- Board Liaisons
- Letter and Email Template

APPOINTEE AND APPLICANT MANAGEMENT

- Custom Reporting
- Application Tracking
- Appointment Tracking
- Bulk Letter Creation
- Bulk Email Creation
- Mailing Labels



Board Applications

Powered by CivicPlus' Process Automation and Digital Services solution, our Board Applications solution provides a comprehensive, digital solution to empower local government administrations to recruit, vet, and appoint civic board members and successfully facilitate ongoing board operations.

Provide your residents with an easy-to-use online portal embedded in your website. This will enable them to directly apply to open board member seats with your civic organizations.

Board Applications Offers:

- A mobile-responsive interface
- A cloud-based application
- Multi-board management for communities of every size
- Configurable workflows to accommodate a variety of vetting processes
- Easy implementation, customization, and ongoing management
- End-to-end data encryption

For administrative managers, our Board Applications solution powers a singular, consistent, and frictionless process for recruiting civic-minded leaders and then receiving and reviewing qualified candidate applications.

Recruitment – Promote all your administration's open board positions, making it easy for passionate community members to identify areas where they can contribute to community initiatives.

Application Submissions – Residents can easily submit their applications for open board positions at any time from any device. No paper, no stamps, no town hall drop-offs. All personally identifiable information (PII) is stored and transmitted securely to protect candidate data and meets the digital accessibility requirements of the Americans with Disabilities Act.

Transparent Communications – Build applicant trust with transparent communications throughout the application and selection process. Customize email templates for automatically generated communications issued throughout the process as the selection committee reviews applications and makes candidacy determinations.

Review and Select Candidates – Receive notifications about new applications to ensure prompt actions and digitally route applicants to board selection committees for review and collaboration.

Board Operations – Help your civic organizations collaborate remotely using the included board operation functionality. Create board-specific profiles to store meeting schedules, member rosters, and current and upcoming chair vacancies.

Reporting and Analytics – View and export board data to help inform future administrative and organization-specific leadership strategies.

Advanced Search – Are you looking for a specific piece of information? Your Board Application portal includes advanced search functionality to save you time.

POWER AUTOMATE CONNECTOR

Additionally, the optional addition of the Power Automate Connector extends data movement functionality of our Process Automation system to feed data directly out to Office 365 products like SharePoint, Excel, etc. This easy, no code solution can automate many of your staff's daily routines and functions.



Platform Identity Provider (IdP) Integration

More often, local government IT teams are looking to implement single sign-on (SSO) functionality to simplify user access to all web and cloud-based applications without requiring individual authentication. The CivicPlus' Platform IdP Integration capabilities provide local governments with the following conveniences:

- Faster and easier access to vital third-party solutions that integrate with your CivicPlus unified applications, such as CivicPlus' Municipal Websites, Recreation Management, and Agenda and Meeting Management Select
- Reduced password and account maintenance
- The ability to log into your CivicPlus software accounts from any device with an Active Directory username and password
- Auto-account generation
- Group syncing
- Customization of the design of your active directory login page

We offer integration with Microsoft's Entra ID (formerly Azure AD), Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

Laserfiche Integration

With a third-party integration in Integration Hub you can route data to Laserfiche's cloud-hosted solution.

Historical File Import

As part of your implementation project, we will import a specified number of meetings to your new system. Choose an import with or without videos in increments of up to 500, 500-750, or 750+ meetings.

The process includes indexing your imported agendas for keyword searching and retrieval. You and your residents will still have access to this historical information with increased functionality. Historic meeting documents imported into Select by your implementation consultant will be optimized for character recognition to improve complete text search, and accessibility for screen reading assistive devices.



**CivicPlus**

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

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-129636-1
6/26/2026 4:21 PM
8/1/2026

Client:
City of Tontitown, AR

Bill To:
TONTITOWN CITY, ARKANSAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Adam Deschenes	(858) 328-2886	adam.deschenes@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Pro Standard Implementation	Pro Standard Implementation; Includes config. of up to 10 meeting types, up to 10 boards, 1 approval workflow per meeting type, 4 hrs of training, and 1 hr of consulting; Includes 1 agenda, 1 minutes, and 1 staff report design selected from Design Library	USD 2,500.00
1.00	CivicPlus Media: Implementation Fee	CivicPlus Media: Implementation Fee	USD 850.00
1.00	AMM Select: Historical Import Fee with Videos (up to 500)	Historical import of up to 500 meetings; Volume is calculated based on number of meetings being imported; Import does include video files	USD 1,500.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Pro Annual Fee	AMM Select: Pro Annual Fee	USD 5,300.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: AI Editing Assistant	AI Editing Assistant is an optional AMMS feature that enables authorized users to enhance agenda and meeting content using integrated AI tools to generate, summarize, rewrite, or polish text in fields like item descriptions, fiscal info, and minutes.	USD 0.00
1.00	CivicPlus Media: Annual Fee	CivicPlus Media Annual Fee: Unlimited storage, unlimited users, up to 3 concurrent streams	USD 5,500.00
1.00	AMM Select: AI Editing Assistant	AI Editing Assistant is an optional AMMS feature that enables authorized users to enhance agenda and meeting content using integrated AI tools to generate, summarize, rewrite, or polish text in fields like item descriptions, fiscal info, and minutes.	USD 0.00
1.00	CivicPlus Media: Closed Captions/Transcription for Video On-Demand (Machine)	CivicPlus Media: Closed Captions/Transcription for Video On-Demand (Machine); Invoiced monthly based on usage and service level, priced per minute	USD 0.00

Total Investment - Initial Term	USD 15,650.00
Annual Recurring Services (Subject to Uplift)	USD 10,800.00

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

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

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

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

Acceptance of Quote # Q-129636-1

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

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

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

EXHIBIT B



CivicPlus

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

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-129637-1
6/26/2026 4:24 PM
8/1/2026

Client:
City of Tontitown, AR

Bill To:
TONTITOWN CITY, ARKANSAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Adam Deschenes	(858) 328-2886	adam.deschenes@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DocAccess Implementation	Implementation of DocAccess	USD 1,500.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DocAccess	DocAccess is a document accessibility platform that scans, converts, and monitors PDF documents on websites to support ADA and Section 508 compliance efforts for users with disabilities.	USD 4,472.80

Total Investment - Initial Term	USD 5,972.80
Annual Recurring Services (Subject to Uplift)	USD 4,472.80

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

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If the customer has subscribed to the DocAccess services, which is evidenced by the DocAccess line item shown above, the covered domains for the service shall be limited to:
<https://www.tontitown.com/>

Acceptance of Quote # Q-129637-1

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Billing Email:

Billing Address:

Mailing Address: (If different from above)

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**CivicPlus**

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

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-129634-1
6/26/2026 4:53 PM
8/1/2026

Client:
City of Tontitown, AR

Bill To:
TONTITOWN CITY, ARKANSAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Adam Deschenes	(858) 328-2886	adam.deschenes@civicplus.com		Net 30

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Social Media Archiving Provisioning Fee - Standard	Social Media Archiving Account Activation and Setup	USD 1,000.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Social Media Archiving - Standard	Social Media Archiving Subscription - Unlimited Accounts & Up To 3.5k Records Per Month - Includes Risk Management Analytics (RMA) and Web Snapshots	USD 6,109.80
1.00	Social Media Archiving - Economy/Standard Open Archive	A public-facing portal that displays your social media archive search interface on your website. For customers with a CivicPlus Municipal Website (Central), this includes an optional search integration between the website and the Open Archive.	USD 300.00

List Price - Initial Term Total	USD 8,488.00
Total Investment - Initial Term	USD 7,409.80
Annual Recurring Services (Subject to Uplift)	USD 6,409.80

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

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Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

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

Web Accessibility



DocAccess

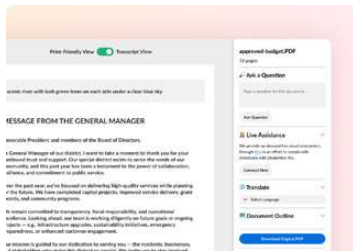
Features & Functionality

DocAccess

Simplify compliance by automatically converting all current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts.

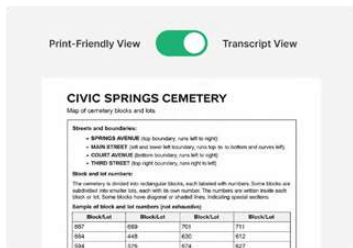
KEY BENEFITS:

- Work quickly with setup as fast as **1 day** and then **5 minutes** for new PDFs to be automatically detected and converted.
- Align all current and future PDFs to ADA standards by automatically converting documents to WCAG 2.1 AA-aligned, screen reader-friendly HTML transcripts.
- Real-time translation powered by Google translate, with **250 supported languages**.
- Live visual interpretation via **24/7 access to professional interpreters at Aira** – included at no extra cost.
- Images, charts, maps, and diagrams are instantly accessible with AI-generated alt-text following WCAG best practices.
- AI-powered search that lets users ask questions in-document and get answers back in their preferred language.
- Accessible from any device – responsive design ensures perfect viewing on all devices.



Instantly Convert Documents to HTML Transcripts

Once DocAccess is activated, all PDF links on your website automatically open in the mobile-friendly DocAccess view. Residents can use the print-friendly version or the HTML transcript, which includes detailed alt text for images.



Align Tricky Documents to WCAG 2.1 Standards

DocAccess is built for the complexity and range of government documentation. Use it to convert even your most difficult PDFs, including:

- Historical and handwritten documents
- Complex RFPs with diagrams and decision trees
- Comprehensive financial audits
- Multi-column brochures with scanned maps
- Scanned legal documents and budgets with handwritten signatures

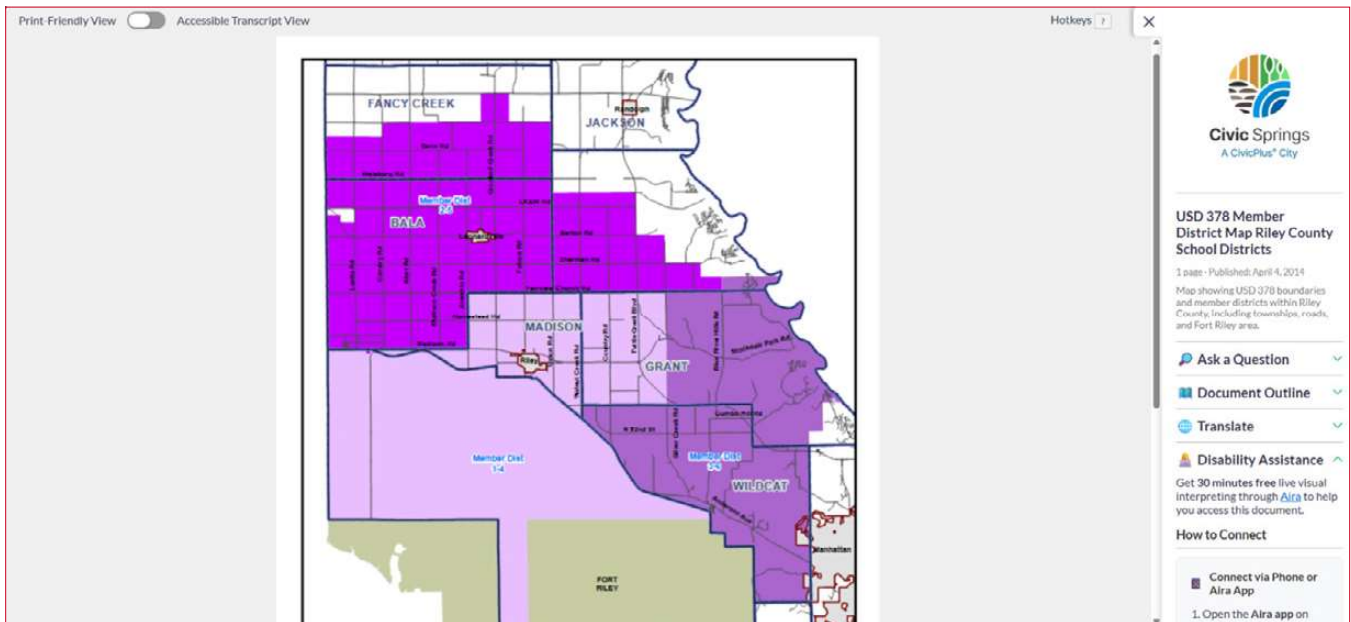


Translate into 250 Languages

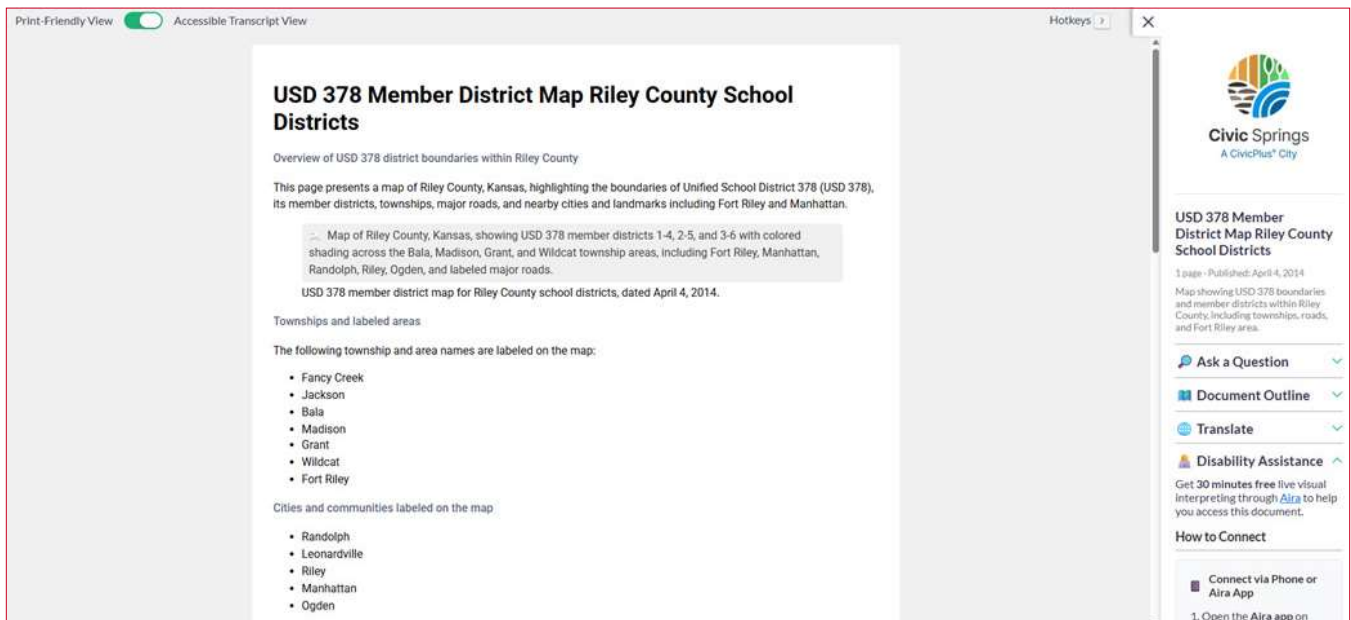
Over 250 built-in language translations can be applied to the HTML transcript with one click. Translations also apply to DocAccess features, including the Ask a Question tool.

DOCACCESS IN ACTION

Take your documents from this:



To this, simply by turning on the accessible transcript view with DocAccess.



Implementation

- **Quick Installation** – Add one line of code to your website - similar to Google Analytics. Works with any CMS or platform.
- **Automatic Processing** – DocAccess scans and processes all your PDFs, creating accessible versions without touching your original files.
- **Go Live & Stay Compliant** – Your PDFs are now served in an accessible, translatable, and mobile-friendly format. New documents are processed automatically. Full dashboard for monitoring.



Social Media Archiving



Standard Package

Social Media Archiving at a Glance

Save Time	Reduce human error and avoid time-consuming administrative work by automating your archiving process, and find answers quickly with smart filters and automated tags for deleted, edited, and hidden content.
Save Money	Respond to record requests of any size and create reports quickly by finding the data you need, whenever you need it, with a solution proven to provide enormous cost savings.
Get Total Visibility	See the full history of your accounts, manage your entire online presence, and collaborate with different access levels in one secure, centralized location.
Gain Complete Control	Improve overall efficiency with control over your online data, and define the retention period of records through custom disposition rules for flexibility while maintaining compliance.
Stay Compliant	Ensure compliance with social media retention requirements and your state's public records law, and easily respond to FOIA, eDiscovery, and litigation requests.
Have Peace of Mind	Streamline your social content documentation and eliminate surprises with active monitoring that alerts you on account connection, so you always know what data is being captured.

Standard Plan Overview

- Unlimited Social Accounts
- 3,500 New Records/Month
- No Overage Fees
- Unlimited Data Storage
- Blocked Lists
- Web Snapshots
- Risk Management



Features & Functionality

The CivicPlus Social Media Archiving software connects directly with today's most popular social media platforms to pull your social media accounts and web pages into a secure, personal archive. The continuous solution automatically captures and preserves each post, image, video, story, mention and comment, for every single social media page, profile, and group managed by your public entity—as well as the pages and profiles your entity engages with, across all of your platforms.

Our software automatically detects edited, hidden, and deleted content across networks. This information, while critical to maintaining accurate records, is generally not reported by social networks, but CivicPlus captures it all.

We never miss a record with our authentic in near-real-time capture, and by using real-time API on sites, such as Facebook and Instagram, we can capture conversations in seconds. So, 100% of your records are captured directly from their social network in their native format, along with full technical metadata and digital signatures. Our solution helps government agencies and school districts see their whole presence online while minimizing the risk of losing records.



Technology

Whether public entities' social media portfolios are managed by a single individual or distributed across several departments, a centralized social media records archive is the key to efficient and cost-effective compliance. What's more, organizations need to be able to connect accounts to an archive quickly and easily without collecting personal login information from multiple users or granting blanket access to all of the data in the archive.

CivicPlus' Social Media Archiving software is a cloud-based solution that requires no software installation or IT expertise, all you have to do is log in to your accounts. It simplifies deployment across organizations and enables organizations to automate social media record-keeping in a matter of minutes. On average, our customers are up and archiving their entire social media presence in under 20 minutes.

"We have received multiple data requests on a recent controversy. The support team walked me through how to do a very precise search and was knowledgeable about the nature of data requests... I can only imagine the amount of time it would have taken and the mistakes that might have been made had we done this manually."

Jacqueline Smith, City of St. Louis Park, MN



Product Suite

CivicPlus' Social Media Archiving solution provides the most accurate and comprehensive solution to help government agencies, school districts, and other public organizations remain compliant with public record laws and actively manage risk online.

ACCOUNT TYPES

Saving Your Presence Across the Web

Government agencies and school districts use different platforms to reach varied audiences with unique content. With CivicPlus, you can manage and organize your social media data in one secure location, collaborate with different access levels, and quickly search/view/ export any content you need, whenever you need it in an easy to understand format. Social Media Archiving preserves social media records from all of the most popular platforms in one archive to make it easy to access all social media content in one location. We support multiple account types—all in one archive.

Account Types

- Facebook
- LinkedIn
- X (formerly Twitter)
- YouTube
- Instagram
- Flickr
- Pinterest
- Vimeo
- TikTok
- Nextdoor
- Web Snapshots (optional enhancement)

SECURITY

Levels of Access

In many organizations, individuals requiring access to social media records can cross departments and have different needs. While some users may want to tag and manage records, others may only need to view records. CivicPlus allows three levels of access to suit an organization's needs, including:

- Full Administrators
- Read-Only Administrators
- Social Media Account Owners

The levels facilitate additional opportunities for collaboration while helping organizations maintain control.

Use Rules to Follow Retention and Dispositions Guidelines

Public entities may have retention guidelines that apply to social media. If so, organizations need a social media archive that allows for rules-based disposition. If certain content needs special consideration, flexible retention rules are key.

The CivicPlus software allows organizations to control the retention period of records through customizable disposition rules. All records can be reviewed before deletion. This flexibility allows the user to customize their archive while maintaining the greatest level of compliance.





BLOCKED LISTS

As digital transformation accelerates, public communicators are faced with misinformation, combative viewpoints, and extremist speech. These types of comments make it extremely tempting for public officials to block users. But as we've seen occur so often in the news, blocking users is also the number one way folks get afoul with First Amendment lawsuits, and public entities must be able to prove who is blocked and why they blocked them. Because even if a record is deleted or hidden, or a user is blocked, it still must be retained. Unfortunately, social networks don't report this information and it can be very difficult to tell when something has been hidden or edited. Not only does this lead to a compliance gap, but it can also remove any examples of trolling that caused you to block a user.

This is exactly why CivicPlus created Blocked Lists, to protect your entity from trolls or First Amendment related requests. Not only does Blocked Lists let you get a handle on who you've blocked and what records are associated with these users, but it also lets you see who everyone else in your organization is blocking, even for accounts you may not normally have access to, so you can ensure your internal policy is followed correctly and even help avoid legal risk. With Blocked Lists, you can monitor and manage every blocked user and page in one secure place—your archive—and with advanced search, you can quickly find and export this data whenever you need it, along with the comments that resulted in the block.

Typically blocking is viewed as a last resort for agencies and school districts (and we certainly don't recommend it). But if someone has violated your policy multiple times and is disrupting the discourse on your page, if you have substantial supporting evidence and a documented warning of you asking them to stop, at that point, it may be suitable to block that user. Alternatively, someone might make a false claim that you blocked them when you, in fact, did not. The capture of a blocked list will allow you to create a timeline in collaboration with your records to support your case.

Blocked Lists is a feature of the CivicPlus Social Media Archiving software. It provides lists of users and pages blocked by a social media account, as well as when the block occurred and what led to it. This list is updated daily and available to access and export at any time. So you can always feel prepared with clear timelines and strong supporting evidence to defend your actions and prove a false claim, timeline of events, or if your social media policy was followed correctly.

Blocked Lists Benefits

Eliminate Manual Work – Create and maintain a single list of all blocked users and pages, for all of your managed accounts in one secure location, that is updated daily and available to access and export at any time.

Provide Evidence – Have confidence in your block and equip your entity with clear timelines and strong supporting evidence to defend your actions and prove a false claim, timeline of events, or if your social media policy was followed correctly.

Manage Trolls – Keep track of the timeline for when a particular user or page was blocked or unblocked from an account, as well as your account's communications to and from a blocked user or page.

Gain Full Supervision – Leverage insight you may not normally have to see who's blocking users for every account across your entire organization, so you can ensure your internal policy is followed correctly and even help avoid legal risk.



HISTORICAL ARCHIVES

For organizations that have not been maintaining records of social media, it is important for existing account history to be included in a complete archive. Additionally, social media portfolios can evolve over time with different networks falling in and out of use as the popularity of sites fluctuates. However, even if a page is removed, records of that content must continue to be stored and maintained for organizations to stay compliant. With CivicPlus Social Media Archiving, when social media accounts are retired, they can be set to historical status. The data remains in the archive and is fully exportable and searchable.

The software collects all the available data from existing social media accounts, including historic data. Continual reverification of the entire social media account ensures changes to old content are detected and stored, and allows the software to accommodate changes to a social network's features.

IMPORTANCE OF METADATA

There's more to the records created on social networking platforms than what you see on a screen. All social media communications have underlying metadata that contain important information about each communication. This metadata includes user IDs, timestamps, and other information not displayed on a webpage. Correctly capturing records of social media requires more than taking screenshots or copying HTML—the metadata is a crucial part of the record. The CivicPlus Social Media Archiving solution connects directly with each social network to capture and preserve not just what is displayed on the platform, but also the underlying metadata, in its native format.

"As a public entity, we are required by law to be able to reproduce that information, if there is a public request for it, an open records request. That is not something we are capable of doing without having some type of system in place that actually can go out and get what they call the metadata."

April Warden, County Administrator for Seward County, Kansas

RICH DATA SHOWS A BETTER PICTURE

Social media posts can be more than simple text. In fact, they should be. Images, GIFs, and videos make your content more dynamic and interesting. But graphics pose new archiving and records management challenges compared to simple text.

A photo, for example, should be preserved at full resolution, rather than as a link or thumbnail only. This ensures no data is lost. Regardless of the device or network used to transmit communications, the CivicPlus Social Media Archiving software captures each of the various data formats used in social media and presents the resulting records in an intuitive interface.

Digital Signatures for Better Accountability

Proof of authenticity is a critical requirement when providing electronic records as evidence in regulatory and legal situations. Investigators and courts must be assured that a social media record was not falsified or altered using a web page editor, image manipulation software, or some other means. Simply crawling or scraping a page fails to provide



comprehensive records for legal protection and can leave organizations and agencies at risk. Our solution includes a trusted timestamp and digital signature with each record stored in the archive. This digital signature proves that the data existed at the specified time in history and has not been edited or falsified in any way.

SEARCH AND TAGGING FOR BETTER TARGETING

Searching through years' worth of previous posts, tweets, and comments is a challenge without advanced search and tagging tools. Our sophisticated search engine and custom tagging system allows government agencies and school districts to organize and filter archived content. This makes finding the needle in the haystack easy.

Our advanced search and filter features give agencies the ability to search across all of an organization's social media using keywords, date, network, username, content type, or tags.

Custom tags for content make it easy to organize archives. Filters can quickly refine results, including the capability for finding records that have been deleted. With our user-friendly interface, finding deleted content is an easy task.

RECORD EXPORTING AND REPORTING

An archive is only as good as its ability to produce records. CivicPlus' software can export social media content to a variety of formats including PDF, HTML, and Excel. This makes it easy and efficient for organizations to perform exports on demand and produce presentation-ready PDFs with highlighted search results and detailed export descriptions.

"If I can't easily get it out to people when they're asking for it, it doesn't do me much good. With [CivicPlus], I can email or post it usually the same day I receive the request — often in minutes — literally saving hours for every request."

Sgt. Christopher Fulcher, Vineland Police Department

WEB SNAPSHOTS

Social networking sites and websites are the primary mediums by which government agencies and school districts communicate with the public. It is critically important that agencies can efficiently and reliably manage communications across each of these mediums as public records.

While agencies must use an archiving solution to capture social media records, the majority of record information presented across a website is already in the agency's control.

However, website records are often distributed across a variety of systems such as Content Management Systems (CMS), back-end databases, and backup systems. These systems as a whole present a challenge to centralized web record retention and fulfillment of public records requests. Agencies need help managing their web records as effectively as they manage their social media records.



Our Web Snapshots feature supplements an agency's existing approach to website records management by providing automated capture, search, and export capabilities of website content.

- Ensure records from across your agency's entire web presence are centralized and searchable.
- Maintain a single records management source to easily manage both your social media records and website records, with an intuitive and dynamic interface.

This is especially important for larger government entities and school districts with multiple sub-agencies or individual schools that manage their own websites. Web Snapshots automatically archives a snapshot of how a website was displayed to residents to supplement the website data already maintained by their CMS.

RISK MANAGEMENT

Agencies with active social media engagement create positive relationships and gain insights into community issues. Unfortunately, not all interactions online stay positive. Negative posts and comments can lead agencies into First Amendment issues or even public safety concerns. When posts and comments bring legal issues, a social media archiving solution should provide assistance in actively managing risk and enforcing social media policies. CivicPlus' Risk Management and Analytics (RMA) suite work in conjunction with the base archive to provide monitoring, alerts, and analysis tools.

The CivicPlus software reconstructs social media conversations—pulling individual comments back into their corresponding threads—to create easy to understand content exports. This solution makes it easy to respond to records requests or other discovery or investigation needs with full context.

RMA is not only for challenging and difficult world events, it's also a valuable daily-use solution that enhances the control and visibility of your social media so you can make swift decisions, rapidly solve problems, and leverage visible, actionable data for continuous improvement. Here are five ways adding RMA can benefit your social media efforts long term.

1. **Reduce your risk:** Get immediate alerts about inappropriate content for efficient and effective moderation.
2. **Increase your focus:** Receive automated monitoring and alerting so you can focus on what matters to you the most.
3. **Improve your response time:** Respond quickly to questions and comments, ensuring accurate information is conveyed in a timely manner.
4. **Enforce your policy:** Uphold your public entity's reputation by moderating content that violates your terms of use, such as violent or obscene comments.
5. **Prove your effectiveness:** Communicate to stakeholders and improve the impact of social media campaigns through standardized reports and meaningful insights into commenter sentiment, engagement levels, and platform usage.

"We put in a list of maybe a hundred words — keywords. If it says 'shooting,' 'hurt,' 'blood' — any threat — they will notify me and I can notify the principal and notify law enforcement if need be."

Sherrie Johnson, Stafford County Public Schools, VA



CivicPlus Can Make All the Difference

CivicPlus Social Media Archiving helps government agencies and school districts maintain the greatest level of compliance and transparency when online. With no software to install or network interference, the CivicPlus Social Media Archiving solution connects to your social media platforms and organizes your accounts (profiles, pages, groups). After that, you're in complete control with full functionality to update settings, engage from your accounts, view your data, and more.



Implementation

A typical implementation process is not necessary since you are a current CivicPlus customer. A transition period and data migration are not needed. Tips and training with your customer success manager are free to better utilize all of your CivicPlus Social Media Archiving solution has to offer. Should you desire more formalized training for their staff, additional training can be purchased.



Implementation

Sample Timeline

A typical Social Media Archiving implementation is mostly dependent on how quickly social media accounts get connected to the archive and the overall availability of the customer. It's possible to complete setup and begin archiving in **just 20 minutes**—assuming the necessary information is on hand. However, the timing for complete setup, including the onboarding call, may stretch over the course of 4 weeks. Prior to beginning implementation, we recommend gathering a list of social media accounts and the person who is the admin on that social media account and has the login credentials.

When at least one social media account is connected and records have been captured in your archive, we will complete a 30-minute Onboarding call to show you the main features of your archive and run an example search and export of records.

PHASE 1: ARCHIVE ACTIVATION	~10 Minutes Up to 1 Week	• Activation Email Sent to Primary Admin • Primary Admin Completes Account Initiation
PHASE 2: CONNECTING ACCOUNTS/ADDING USERS	~10 Minutes Up to 2 Weeks	• Primary Admin to Connect Social Media Accounts • Primary Admin to Invite Additional Admins/Users
PHASE 3: ONBOARDING CALL	~10 Minutes	• CivicPlus Conducts Onboarding Call

Implementation Approach

ACCOUNT ACTIVATION

On the scheduled start date, the designated Primary Admin will receive an activation email to create a password, log in, accept the Terms of Service, and obtain access to the Social Media Archiving product.

Once logged in, the Primary Admin will be prompted to start connecting social media accounts and adding users. The Primary Admin will be able to directly add any social media accounts for which they are the admin of. Connecting accounts is as simple as logging into Facebook or X (Twitter)! Upon connection, the system will begin archiving its content.

If you have additional social media accounts that the Primary Admin does not have access to, additional Account Owners can be added by entering the name and email address of such individuals. Once added, those Account Owners will receive an email prompting them to connect the social media accounts that they manage to the archive.

The Primary Admin can also add additional System Admins to help with managing the archive. We recommend adding at least one additional System Admin as a backup.

However, don't worry about being 100% organized on your activation date. You can add users and connect additional accounts as you go at any time.

ONBOARDING CALL

Once at least one social media account has been connected and there are records in the archive, the Implementation Team will reach out to schedule an Onboarding Call to go over the key features of the archive and run an example search and export of records. After the Onboarding Call is completed, the Primary Admin will receive an email with helpful resources for managing their archive moving forward, including a link to our online Help Center and Technical Support Team contact information for future assistance.

Your Role

The role of the Primary Admin is to own all facets of managing and maintaining the social media archive for their agency. To help the CivicPlus Implementation Team propose a timeline that best suits your needs and to provide valuable information to assist in a successful launch of your Social Media Archiving instance, the Primary Admin will need to:

- Gather a list of all social media accounts and contact information for the managers of those accounts.
- Identify any outside factors that may impact the 4-week implementation timeline.
- Invite all necessary users, such as Account Owners and System Admins, to collaborate and ensure the required social media accounts get connected to the archive.
- Communicate needs and any issues connecting accounts to help adjust and align training.
- Invite all desired users to the scheduled training.
- Attend training

Optional Enhancement

Open Archiving

Provide the highest level of transparency to your communities by making your social media records open to the public with Open Archive, a public access portal.

The portal gives residents the ability to search and locate social media records at their convenience. As a result, government agencies and school districts can minimize the cost and overhead of fulfilling public records requests.

- Grant public access to your archive through your website
- Allow residents to locate records without using staff time
- Provide complete, searchable data for academic research
- Create transparency and promote open government





To Whom It May Concern,

CivicPlus® is the only provider capable of integrating search functionality between our Municipal Websites, Social Media Archiving, Agenda and Meeting Management, NextRequest, and Municode Codification solutions.

Search Integrations:

The integrated search functionality enables staff and residents to simultaneously search their CivicPlus websites, Agenda and Meeting Management, Municode Online Code Hosting, NextRequest and Social Media Archiving Open Archive as appropriate.*

Legislative Process Integrations:

CivicPlus offers two Agenda and Meeting Management solutions Select and Essential (formerly CivicClerk and Municode Meetings) which are the only agenda and meeting management platforms that integrate directly with Municode Codification. This integration allows users to push newly adopted legislation from Agenda and Meeting Management directly to the Municode Codification platform, ensuring timely updates to the municipal code.

Municode Codification also offers an eNotify subscription feature which automatically sends email notifications to subscribed staff and residents whenever new or updated legislation is published. This keeps stakeholders informed and engaged with the latest legislative changes.

When paired with OrdBank, a subscription feature of Municode Codification, the integration also enables the creation of Enhanced History Notes. These notes automatically hyperlink amended code sections to the specific Agenda and Meeting Management meeting where the legislation was adopted. This provides staff and residents with direct access to the related agenda, minutes, audio, video, and vote tallies (when available), offering full transparency and legislative context.

Only the CivicPlus Agenda and Meeting Management solutions support these features within the Municode Codification platform.

Public Portal Integrations:

Our CivicPlus NextRequest solution is integrated with the CivicPlus Portal, enabling residents to access an embedded view of the NextRequest portal within the CivicPlus Public Portal. This integration enables users to start a public records request and view archived public records requests. No other Freedom of Information Act (FOIA) software solution integrates with the CivicPlus Portal in this way. The CivicPlus Public Portal unifies multiple CivicPlus solutions into one simple transactional hub, presenting residents with available forms, notifications, and upcoming public meetings.

Sole Provider:

Only CivicPlus is authorized to sell, support, and service the full suite of integrated CivicPlus solutions in the United States. No other company or individual has the right to offer these products, either individually or as a unified package. Only CivicPlus can provide these solutions together as a fully integrated, end-to-end platform for local government. This exclusive suite includes Municipal Websites, Municode Codification, Social Media Archiving (formerly ArchiveSocial), NextRequest, and Agenda and Meeting Management.

Please let me know if you have any questions or would like any further documentation.

Regards,

A handwritten signature in black ink, appearing to read 'Eric Grant', with a stylized flourish at the end.

Eric Grant
CivicPlus Vice President of Product

*Social Media Archiving Open Archive integrates with Engage Central websites.

*Engage Open websites integrate with Agenda and Meeting Management Essential.

*Engage Central websites integrate with Agenda and Meeting Management Select.

**CivicPlus**

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

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-129532-1
6/30/2026 9:14 AM

8/24/2026

Client:
City of Tontitown, AR

Bill To:
TONTITOWN CITY, ARKANSAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
David Hall		david.hall@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Web Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD - 1,250.00

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup: https://www.tontitown.com/	USD 158.00
1.00	Municipal Websites Central : Starter Premium Implementation	Includes blended system training, online learning paired with access to a trainer for a 1-hour session for questions and learning reinforcement. Migration of the current year plus 2 previous years of simple meeting agendas and minutes.	USD 1,842.00
1.00	Municipal Website External Processor Implementation - Forte	Includes setting CivicPlus Pay configuration, configuring CivicPlus products for accepting payments, advanced troubleshooting with our partner's support.	USD 500.00
1.00	AudioEye Managed Implementation	AudioEye Managed Implementation	USD 500.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Municipal Websites Central: Starter Premium Annual Fee	Municipal Websites Central: Starter Premium Annual Fee	USD 4,868.00
1.00	Municipal Websites Central: Starter Hosting and Security Annual Fee	Municipal Websites Central: Module Based Hosting and Security Annual Fee	USD 800.00
1.00	Municipal Websites Central: Starter Guardian Security (Cloudflare WAF/CDN)	Starter Cloudflare Tier 1 WAF/CDN security protection	USD 300.00
1.00	DNS and Domain Hosting Annual Fee	DNS and Domain Hosting Annual Fee: https://www.tontitown.com/	USD 189.00
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: https://www.tontitown.com/	USD 89.00
1.00	Municipal Websites Central : Facilities Module Annual Fee	Municipal Websites Central: Facilities Module Annual Fee	USD 350.00
1.00	Municipal Website External Processor Annual Fee - Forte	Pay Maintenance and Support Annual Fee	USD 250.00
1.00	AudioEye Managed	AudioEye Managed: https://www.tontitown.com/	USD 2,500.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Pay - Forte	Pay - Forte	USD 0.00

List Price - Initial Term Total	USD 17,081.00
Total Investment - Initial Term	USD 11,096.00
Annual Recurring Services (Subject to Uplift)	USD 9,346.00

Initial Term	24 Months, beginning at signature date. Total Investment - Initial Term refers to the first 12 months of the agreement.
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	Annual Recurring Services (subject to Uplift) refers to the second 12 months of the agreement.
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

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

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

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

Acceptance of Quote # Q-129532-1

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

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

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

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