



CITY OF JONESBORO
Work Session
1859 CITY CENTER WAY
NOVEMBER 4, 2024 – 6:00 pm

NOTE: As set forth in the Americans with Disabilities Act of 1990, the City of Jonesboro will assist citizens with special needs given proper notice to participate in any open meetings of the City of Jonesboro. Please contact the City Clerk's Office via telephone (770-478-3800) should you need assistance.

Agenda

- I. CALL TO ORDER - MAYOR DONYA L. SARTOR**
- II. ROLL CALL**
- III. ADOPTION OF AGENDA**
- IV. PUBLIC COMMENTS**
- V. PRESENTATIONS**
- VI. WORK SESSION**

1. Civic Plus – Bundle Proposal

- a. Agenda Meeting Management - Total Investment – Initial Term -\$4,200
- b. NextRequest – Total Investment – Initial Term - \$3,499.00
- c. ArchiveSocial – Standard – Initial Term - \$3,494.00

Total Bundle Cost – Initial Term - \$11,193

2. Discussion of Bid Award – Gloria Drive Public Works Facility Building and Site Improvements – MRJ Commercial Contractors, Inc. – Low and Responsive Bidder - \$787,909.70

3. Revision of License Fee Ordinance – Insurance Companies


VII. OTHER BUSINESS

A. Executive Session - For the purpose of potential litigation and personnel matters.

B. Consider any action (s) if necessary based on decision (s) made in the Executive Session.

VIII. ADJOURNMENT

November 4, 2024

	CITY OF JONESBORO, GEORGIA COUNCIL Agenda Item Summary		Agenda Item # Section VI, Item No. 1
			COUNCIL MEETING DATE November 4, 2024
Requesting Agency (Initiator) Administration		Sponsor(s) City Manager - CMThornton	
Requested Action <i>(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)</i> Council discussion of a product bundle from Civic Plus for agenda meeting management, electronic open records, and social media archiving.			
Requirement for Board Action <i>(Cite specific Council policy, statute or code requirement)</i>			
Is this Item Goal Related? <i>(If yes, describe how this action meets the specific Board Focus Area or Goal)</i>			
Summary & Background <i>(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)</i> <p>The City's Administration has been made aware that the City's current meeting and agenda management software will no longer be supported beyond December 31, 2024. The Administration has been exploring other options for agenda, minutes, and meeting management products and is now recommending Civic Plus for the products and services needed.</p> <p>CivicPlus is already used by the City for its codification services and online Code access.</p> <p>Please see associated Statement of Work for the following products:</p> <p>Agenda Meeting Management - NextRequest - Open Records Management Archive Social - Organized Social Media Storage Capability</p> <p>In order to take advantage of the discounted bundle, the City must elect at least two (2) of the three (3) products.</p>			
Fiscal Impact <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>			
Exhibits Attached <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i> •			
Staff Recommendation <i>(Type Name, Title, Agency and Phone)</i>			

FOLLOW-UP APPROVAL ACTION (City Clerk)		
Typed Name and Title ChaQuias Miller-Thornton City Manager	Date November 11, 2024	
Signature	City Clerk's Office	



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

Quote #:

Date:

Expires On:

Statement of Work

Q-86366-1

10/24/2024 9:54 AM

12/31/2024

Client:

City of Jonesboro, GA

Bill To:

JONESBORO CITY, GEORGIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Austin Frank		austin.frank@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %
1.00	AMM: Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	0

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %
1.00	Municode Meetings Ultimate – One-Time Build Cost	Up to 5 Boards, Up to 8 Hours of Virtual Training	0

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	DISCOUNT %
1.00	Agenda & Meeting Management Essential Ultimate Annual	Agenda & Meeting Management Essential Ultimate Annual	10

List Price - Initial Term Total	USD 5,567.67
Total Investment - Initial Term	USD 4,200.00
Annual Recurring Services (Subject to Uplift)	USD 3,240.00

Initial Term	11/15/2024 - 12/31/2025, Renewal Term 1/1 each calendar year
Initial Term Invoice Schedule	100% invoiced January 1st, 2025

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.

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

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

Authorized Client Signature

By (please sign):

Printed Name:

Title:

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)

CivicPlus

By (please sign):

Printed Name:

Title:

Date:

Agenda and Meeting Management Essentials

Proposal valid for 60 days from date of receipt



CivicPlus Company Overview

CivicPlus History

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



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

EXPERIENCE

25+ Years
12,500+ Customers
900+ Employees

RECOGNITION

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

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

Primary Office

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



civicplus.com

Powering & Empowering Government

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

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

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



Product Features

Feature	Premium	Ultimate
Native Microsoft Word Based Agenda Solution Ease-of-use with minimal use of HTML fields	✓	✓
Create Agendas (HTML and PDF versions)	✓	✓
Integration with Meetings Hub, Website, & Codification Optional Meetings web page with meetings, calendar, search integration	✓	✓
Unlimited Meetings	✓	✓
Unlimited Users	✓	✓
Create Meetings	✓	✓
Create Agenda Packets	✓	✓
Automatically Publish to the Website Optional meetings web page with meetings, calendar, search, agenda, agenda packet, minutes	✓	✓
Attach Agenda Item Files with No Limit on Number or File Size Files over 40MB will not be restricted, but will not be indexed for search terms	✓	✓
Submit/Add Agenda Items	✓	✓
Public In-Meeting Display Presentation screen to display current agenda item and voting results	✓	✓
Roll Call	✓	✓



Self-Service Video Timestamping of Agenda Items to Meeting Videos	✓	✓
Predefined User Roles & Permissions	✓	✓
Minutes Support Includes clerk-controlled voting	✓	✓
Minutes Support Includes electronic legislator voting		✓
One-step Tracking for Agenda Items Approved Not Approved	✓	✓
Ability to Submit Item for Review Approve agenda items between five people		✓
Multiple Meeting Bodies i.e. Council = 1 Meeting Body Council + Planning Commission = 2 Meetings Bodies	2	Up to 5
Meeting Agenda & Minutes Templates Choose from a list of fonts, headers, sections, and styles	Create 1	Create 2
Custom Staff Report with Bookmarking for Automation		✓
60-Minute Training Sessions	4	8

Implementation

Project Timeline

PHASE 1 Introduction & Initial Configuration	Questionnaire: Submit your Design Project Manager: Assigned
PHASE 2 Initial Review	Meeting: Kickoff & Initial Review
PHASE 3 Training/Final Configuration & Review	Training: Agenda Managers Meeting: Publishing Training: Additional Users
PHASE 4 Additional Services (as Needed)	Meeting: Additional Services Meeting: Transition to Support

Phased Approach

PHASE 1: INTRODUCTION & INITIAL CONFIGURATION

Customer Responsibility	CivicPlus Responsibility
<ul style="list-style-type: none">• Before introduction call:<ul style="list-style-type: none">◦ Complete the design survey◦ Provide Word versions of your agendas and item reports• During introduction call:<ul style="list-style-type: none">◦ Confirm agenda template design◦ Confirm agenda content (e.g., sections, items)◦ Confirm workflow option	<ul style="list-style-type: none">• Schedule introduction call• Conduct introduction call:<ul style="list-style-type: none">◦ Confirm design selections◦ Present draft agenda based on design• Schedule Kickoff Call• Configure System

PHASE 2: INITIAL REVIEW

Customer Responsibility	CivicPlus Responsibility
<ul style="list-style-type: none">• Kickoff Call<ul style="list-style-type: none">◦ Review templates◦ Approve site configuration	<ul style="list-style-type: none">• Complete site configuration• Provide training materials and login info for primary users• Schedule training sessions

PHASE 3: TRAINING/FINAL CONFIGURATION & REVIEW

Customer Responsibility	CivicPlus Responsibility
<ul style="list-style-type: none">• Attend training sessions at agreed-upon times• Complete all assigned tasks (e.g., practice packets, adding users, watching training videos)	<ul style="list-style-type: none">• Lead training sessions (number of sessions dependent on solution tier)• Configure publishing option

PHASE 4: ADDITIONAL SERVICES (AS NEEDED)

Customer Responsibility	CivicPlus Responsibility
<ul style="list-style-type: none">• Supply any supporting documents or communication for additional contracted work	<ul style="list-style-type: none">• Complete any custom/additional contracted work



Continuing 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 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding the technical functionality and usage of your new website.

CivicPlus Technical Support will provide a toll-free number as well as an online email support system for users to submit technical issues or questions. Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

Support at a Glance

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

AWARD-WINNING



CivicPlus has been honored with two Gold Stevie® Awards, three Silver Stevie® Awards, and seven Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, and Remote Customer Service Innovation of the Year. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CIVICPLUS HELP CENTER

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

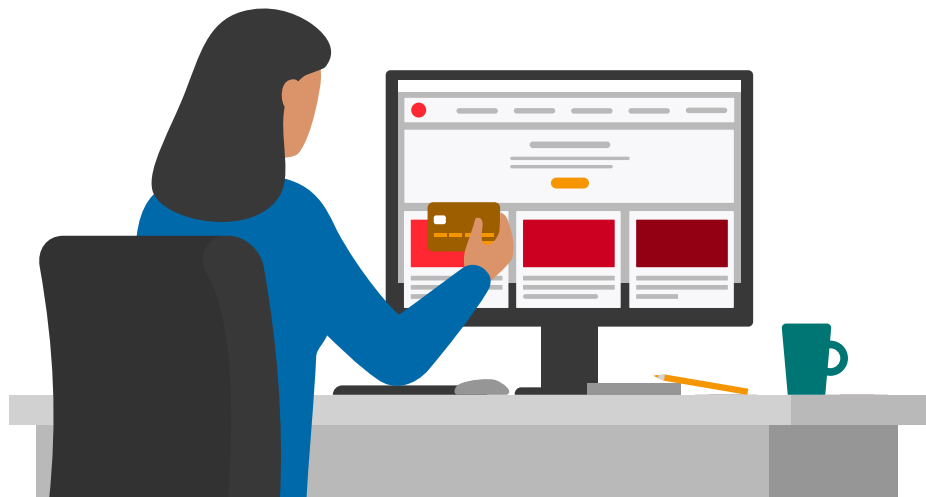
SYSTEM MONITORING AND RECOVERY

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after detecting an issue.



Project Costs

	Premium Agenda Management	Ultimate Agenda Management
One-Time Implementation Fee	\$1,000	\$1,500
Annual Subscription Fees	\$2,600	\$3,600
	20% Discount on Annual Fees If a CivicPlus Customer for Website <u>AND</u> Codification	
	10% Discount on Annual Fees If a CivicPlus Customer for Website <u>OR</u> Codification	



Optional Enhancements

Feature	Cost
Meetings Hub - Additional Details on Page 10 Public-facing page with advanced search and historical capabilities **10% Discount if purchased with Municode Codification	\$1,100 / year
Email Subscriptions Requires Meetings Hub – Includes 1 automated newsletter and ability to easily notify subscribers of Agenda publication	\$660 / year
Auto-Import Historical Meeting Files (up to 7,500 files) Requires Meetings Hub – Includes agendas, minutes, and search indexing of files provided in OCR format	\$1,500 one-time
Additional Meetings Bodies (per one body)	\$330 / year
Custom Meeting Agenda or Minutes Template (per template) i.e., custom font, custom kerning, etc. within system limits	\$1,000 one-time
Custom Agenda Item Approval Workflow (per workflow)	\$550 / year
Custom User Roles and Permissions – Including Departments	\$1,000 one-time
Video Timestamping - Up to 36 meetings	\$2,772 / year
Post-Launch, Additional Training - Virtual, up to 2 Hours	\$400 one-time

Meetings Hub Features (Optional)

BASE

- Public Meetings Portal
- ADA Compliant HTML/CSS (WCAG 2.1 AA)
- Custom header with logo, choice of colors, and links to existing website, meeting calendar, boards, and email subscription (if applicable)
- A best-in-class search engine that indexes the contents of PDF agendas and minutes created in the solution (imported files must be OCR and less than 40 MB to be indexed)
- Video integrations with Vimeo or YouTube
- Meeting calendar
- Create meetings and upload PDF agendas and minutes
- Integrations with web search Municode Online Code



OPTIONAL ADDITIONS

- Add auto-import for historical agendas and minutes and search indexing of OCR documents
- Add email notifications



Invoicing Details

- 100% of Year 1 costs upon contract signing.
- Annual recurring Services shall be invoiced on the start date of each Renewal Term.
- Annual Recurring Services shall be subject to a 5% annual increase beginning in Year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

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

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.

A formal, summarized Statement of Work that delineates your chosen project scope will be provided for your review and final signature.

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.

Additional Solutions & Services

Our Civic Experience Platform provides a bridge between citizens and governments for positive interactions. We offer the following solutions and services for our customers:

- Municipal Websites
- Codification (Municode)
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management
- Process Automation and Digital Services
- Public Works
- Fire and Life Safety Inspections
- Planning, Permitting, Licensing, and Code Enforcement
- Web Governance and ADA Remediation (ADA Compliance, Quality Assurance, Internal Policy Compliance, Site Functionality Optimization)
- Social Media Archiving
- FOIA Management

Visit our [website](#) or reach out to your Account Executive for additional information, a schedule a demo, or to obtain a quote.



**CivicPlus**

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

Quote #:**Date:****Expires On:**

Statement of Work

Q-76447-1

5/23/2024 2:13 PM

11/30/2024

Client:

City of Jonesboro, GA

Bill To:

JONESBORO, GEORGIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Josh Taylor	984-664-1626	josh.taylor@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	NextRequest Year 1 Annual Fee Discount	Year 1 Annual Fee Discount

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	NextRequest Economy Implementation	NextRequest Economy Implementation (Virtual Only)

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	NextRequest PT Economy Plan	NextRequest Economy Plan for local agencies; Unlimited Staff Users, Up to 5 Admin-Publisher Users, Up to 1TB Storage. Core Features: Request Portal, Request Diversion, Public Reading Room, Email Notifications, Reminders, Reporting, Tasks, Time Tracking

List Price - Initial Term Total	USD 6,017.37
Total Investment - Initial Term	USD 3,499.00
Annual Recurring Services (Subject to Uplift)	USD 3,998.00

Initial Term	11/15/2024 - 12/31/2025, Renewal Term 1/1 each calendar year
Initial Term Invoice Schedule	100% invoiced January 1st, 2025

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
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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)

The CivicPlus® NextRequest Records Request Portal Solution

Increase efficiency, elevate compliance, mitigate risk, improve public trust, ensure security, and streamline end-to-end records request management with an all-in-one, centralized solution.





“Before implementing NextRequest, [records requests] took either the full 10 days or we had to ask for extensions.”

– Deputy City Clerk, Fairfield, CA

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Why Choose CivicPlus

CivicPlus is a trusted technology company dedicated to empowering government staff and powering exceptional digital experiences for residents. With a comprehensive suite of solutions that combine to form THE Modern Civic Experience Platform, we strive to create one-stop, frictionless interactions that delight residents and help staff collaborate and work efficiently. As a result, government administrations that choose CivicPlus realize greater trust and satisfaction among their community members.

Backed by over 25 years of experience and leveraging the insights of more than 850 team members, our solutions are chosen by over 10,000 global entities and are used daily by over 340 million people in the U.S. and Canada.

Those entities and people appreciate our:

- Award-winning customer support
- Bundled discounting opportunities
- User-friendly, cloud-based software
- Modular, integrable software options
- Solutions that scale by need and budget
- Customer-driven roadmap for technology enhancements
- 99.99% uptime and AWS-secure data storage



Increase Efficiency

Optimize the entire records request management process from request to release.

Lose the paper trail and go digital. CivicPlus' NextRequest solution is a public records request management software purpose-built for government entities of all sizes to:

- Empower the public to self-service and pay online, submitting records requests through an easy-to-use digital portal.
- Divert requesters by publishing requests for repeat items and leveraging real-time keyword alerts on the intake page to redirect requesters to areas where information is already available (like on your CivicPlus website).
- Route requests to staff automatically, track fulfillment progress, auto-detect and redact sensitive information at the individual and batch levels, and release records to requesters or the public at large with ease.
- Fulfill public records requests in a timely manner, even as the number, frequency, and complexity of requests grow annually.
- Centralize records request management in an all-in-one solution, providing a single historical record. Instead of working from a spreadsheet to track, Adobe® to redact, a file-sharing program to collaborate or send records, email to communicate, etc., everything is done from a centralized platform.
- Customize recurring and ad-hoc reports and leverage visual dashboards to identify trends.
- **Coordinate across departments, set roles, and configure request routes with automated workflows.**

Save your team hours every week by automating your workflow with [NextRequest's RapidReview module](#). RapidReview helps you extract files, redact across documents, leave comments, automate redaction logs, and autosave work as you go – improving redaction and review efficiency by allowing for collaboration, drafting, batch redacting, and record staging.



"NextRequest has saved me time, paper, and worry about staying up to date with the status of each request."

**– Director of Communications,
Judson Independent School
District, Live Oak, TX**

The screenshot displays the 'NEXTREQUEST' web portal. At the top, there's a navigation bar with links: PUBLIC RECORD REQUESTS, MAKE REQUEST, ALL REQUESTS, DOCUMENTS, and TASKS. The main heading is 'REQUEST A PUBLIC RECORD' with a subtext 'Documents, photos, emails, texts, videos, data and other records.' Below this is a yellow warning box stating 'Everything in this request box will be displayed publicly if the agency makes your request public.' The form includes a rich text editor with formatting options (B, I, U, list, link) and a placeholder 'Enter a description - include the record's title and date or date range if known'. There's a section for 'Upload and attach files (optional)' with a 'Choose file(s)' button. Below that is a 'Departments' section with a text input for 'Assign departments (optional)'. The 'Case number' section has a text input and a note 'If applicable, please provide a case number along with your request.' Finally, the 'Jordans field' section has a text input with the label 'please input number'.



Elevate Compliance

Increase process efficiency and accuracy to reduce errors effectively and improve compliance.

Since 1967, The Freedom of Information Act (FOIA) has allowed the public to request records from federal agencies. All 50 states and the District of Columbia have similar laws and statutes that may include different requirements and exemptions. To ensure compliance, it's vital for local governments to understand their state's laws and statutes.

Adopting an automated, all-in-one system, like the CivicPlus NextRequest solution, helps local governments improve the efficiency and accuracy of their records request management processes, effectively reducing errors to improve compliance. The CivicPlus NextRequest solution supports this by providing agencies the ability to:

- Track records requests, communications, and document production for proof of compliance.
- Detect and redact sensitive information, such as social security numbers, emails, and phone numbers, automatically.
- Leverage batch redaction, even across hundreds of documents or emails.

- **Maintain a clear audit trail so staff always know the status of requests.**

In the event of an accountability audit, having easy access to all public records is crucial. If public records are in a state that hinders access to freely available information, an agency may be held accountable for failing to protect public resources and could face consequences for non-compliance.



"Prior to NextRequest, we struggled with tracking, time management, and redactions."

– Municipal Clerk, The Borough of Belmar, NJ

Explore 1397 requests

Filters: 1397 / 1397

Search Requests: Search by keyword in a request

My Requests: ☐ Point of Contact, ☐ Staff, ☐ Requester

Request status: ☒ Closed, ☐ Open, ☐ Pending, ☐ Due soon, ☐ Overdue

Request visibility: ☒ Published, ☐ Embargoed, ☐ All staff, ☐ Department, ☐ Restricted

Request date (start): mm/dd/yyyy, Request date (end): mm/dd/yyyy, Apply Filters

Request	Status	Due Date	Request Date	Requester	Request Description
22-101		02/03/2022	01/20/2022	zac@nextrequest.com	This is a test submission
22-100		01/31/2022	01/14/2022	Velma Ferry	Amet sunt cupiditate. Consequatur enim sunt ei
22-99		01/31/2022	01/14/2022	Zac	Eius ipsa dolorum et velit nemo natus. Quo alias
22-98		01/31/2022	01/14/2022	Emanuel Bednar	Error ea illo error animi omnis optio cum. Non ev
22-97		01/31/2022	01/14/2022	Ruben Turner	Autem aspernatur vel dolor et fugit sed dignissim
22-96		01/31/2022	01/14/2022	Naomi Nicolas	Aspernatur non natus tenetur corrupti similique
22-95		01/31/2022	01/14/2022	Edna Ruecker	Alias incidunt sunt corporis voluptate. Dolorum m
22-94		01/31/2022	01/14/2022	Gary Zboncak	Error et quos odio velit nisi fugit ipsam. Ut dolori
22-93		01/31/2022	01/14/2022	EZE Requester	Sunt placeat ullam quia ratione molestiae digniss
22-92		01/31/2022	01/14/2022	.rachel@nextreque...	Praesentium maiores qui. Sunt nobis enim vel oc
22-91		01/31/2022	01/14/2022	EZE Requester	Harum non quis veritatis libero qui dicta veniam
22-90		01/31/2022	01/14/2022	Mrs. Wendy Hoeger	Unde officia et occaecati voluptas nulla voluptate
22-89		01/31/2022	01/14/2022	alf78@example.org	Odio illum dicta consequatur placeat soluta quae
22-88		01/31/2022	01/14/2022	eleonore.altenwer...	Consequatur vitae et quas fugit doloribus sint v
22-87		01/31/2022	01/14/2022	Cindy Koch	Ut at et repudiandae ullam repellendus qui distr
22-86		01/31/2022	01/14/2022	Casey Schultz	Earum explicabo nihil consequatur aperiam enim
22-85		01/31/2022	01/14/2022	anonymous	Sit non voluptas sunt quam et ullam quaeat offic
22-84		01/31/2022	01/14/2022	anonymous	Tempora et omnis accusamus est. Sed illo rem ve
22-83		01/31/2022	01/14/2022	Amanda Satterfield	Quis voluptatem modi sequi ex natus aut omnis.



Mitigate Risk

Safeguard against litigation, fines, job loss, negative public perception, and more.

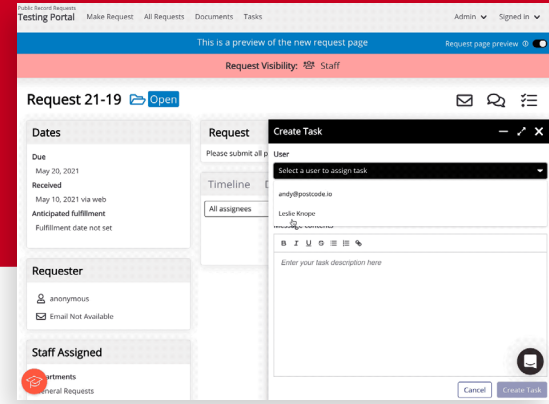
No matter what an agency's governing state public records laws are called (e.g., FOIA, APRA, Right to Know), non-compliance creates risk. This can occur in many ways, including but not limited to:

- **Missed records requests and deadlines for supplying information** – Non-response to records requests can damage your administration's reputation with residents. Even something as simple as a missed deadline can have costly consequences. In 2021, the City of Jackson, MS was fined \$170,397.50 to cover the legal fees of Gray Television after taking more than a year to fulfill a public records request. With the CivicPlus NextRequest solution, you can automate reminders to help staff stay within legal timeframes and set custom notifications to ensure nothing gets missed.
- **Inefficient payment processing** – When payment is required, inefficient payment processing can slow down the delivery of requested information, indirectly causing non-compliance. With the CivicPlus NextRequest solution, you can accept payments online, send and track invoices, and calculate staff billable hours, costs, and due dates automatically.
- **Decentralization** – Clerks and other agency staff do their best to respond to requests, but sometimes they get let down by a separate team responsible for helping to respond. This is one of the dangers of decentralized records request management. With [NextRequest's Risk module](#), you can leverage a single, all-in-one risk assessment dashboard that offers a centralized view of all documents across your portal, including their risk level, review status, and insight information, to coordinate and track reviews and handoffs across teams.
- **Failure to capture every record from social media** – Agencies must easily produce social media content if there is a public records request for it. Gaps in social content archival open agencies up to risk. In 2022, the Los Angeles County Board of Supervisors approved a \$185,000 settlement after a lawsuit alleging the LA County Sheriff's Department failed to adequately respond to a request for public records. The good news is that CivicPlus has an additional solution to cover the need to archive social content.



"When you only have a short amount of time because it's not the only important part of your job, you need the big tools to help you do it and see it more clearly."

– eGovernment Services Coordinator, State of Iowa





Improve Public Trust

Embrace transparency to grow public trust.

Agencies must track in detail each request from start to finish. If there is a compliance issue, it is often because an individual does not feel a government agency is being transparent. Anything agencies can do to provide more information and greater transparency is important.

Preemptively publishing the public information that is most likely to be requested increases efficiency and transparency. Publishing information post-request, when appropriate, also increases transparency.

An agency's entire records request management process needs to give the public what they're looking for: information easily accessed and delivered. If an agency's software simplifies and streamlines the process of granting requests, individuals in the community will be more empowered and engaged.

At the same time, agencies that demonstrate efficiency and compliance with records requests through the use of software like the CivicPlus NextRequest solution meet public expectations for modernization in today's digital age. Demonstrating efficiency and compliance also builds credibility and trust. A CivicPlus study conducted with over 15,000 residents reveals that public trust increases with quicker response times by agencies

The screenshot displays the NextRequest web application interface. At the top, there's a navigation bar with links like 'PUBLIC RECORD REQUESTS', 'NEXTREQUEST', 'MAKE REQUEST', 'ALL REQUESTS', 'DOCUMENTS', and 'TASKS'. Below this, a header section says 'Explore 19261 public records' with a search bar and a table of results. The table has columns for 'Document', 'Request', 'Upload Date', 'Downloads', and 'Visibility'. The 'Document' column lists various files and links, such as 'np.a.pdf', 'https://pilot.nextrequest.com/documents/7351482', and 'Draft: NOE & NORA - Canon St Pocket Park.html'. The 'Request' column shows request IDs like '17-114', '21-22', and '21-556'. The 'Upload Date' column shows dates like '07/19/2017', '05/25/2021', and '11/29/2021'. The 'Downloads' column shows the number of downloads, and the 'Visibility' column shows the status (e.g., 'staff', 'requester', 'public').

Document	Request	Upload Date	Downloads	Visibility
np.a.pdf	17-114	07/19/2017	6	staff
https://pilot.nextrequest.com/documents/7351482	21-22	05/25/2021	5	requester
https://pilot.nextrequest.com/documents/1396093	21-22	05/20/2021	5	requester
Teneka_Morley_8.1.17-8.31.17--teneka.morley@bremertonscho...		02/04/2020	5	staff
Draft: NOE & NORA - Canon St Pocket Park.html	21-556	11/29/2021	4	staff
2111 NW 23 Avenue Miami, FL 33142.html	20-130	06/06/2020	4	staff
[EXTERNAL] Wind Farm Town Hall Comments.html	21-13	03/18/2021	4	staff
2111 NW 23 Avenue - Unit Verification.html	20-130	06/06/2020	4	staff
Check Register FY2019 (1).Redacted (1) (1).pdf-redacted.pdf	20-151	10/14/2020	4	public
Check Register FY2019 (1).Redacted (1) (1).pdf-redacted.pdf	20-151	10/14/2020	4	public
Start Date: 1/28/02; HourAhead hour: 3; .txt	21-675	12/17/2021	4	staff
[EXTERNAL] Wind Farm Town Hall Comments.html	21-13	03/18/2021	3	staff
Public Records Request.mmg	20-122	04/24/2020	3	staff
Check Register FY2019 (1).Redacted (1) (1).pdf-redacted.pdf	20-151	10/14/2020	3	public
hamlet.pdf	21-26	07/01/2021	3	staff
Check Register First 50.pdf-redacted.pdf	20-151	10/14/2020	3	public
Check Register FY2019 (1).Redacted (1) (1).pdf-redacted.pdf	20-151	10/14/2020	3	public
Schedule Crawler: HourAhead Failure.txt	21-675	12/17/2021	3	staff
Screen Shot 2020-09-21 at 9:28:56 AM.png	20-146	09/21/2020	2	public
2017-11-30_Order_Form_template__DONTOVERWRITE_docx	18-48	04/06/2018	2	staff
Picture of Dogs	20-164	12/08/2020	2	staff
jonathan.goldberg@sfdpw.org (1).pst	21-17	04/29/2021	2	public



"NextRequest allows us to meet the mission that the City has always had, to be transparent and to be open and to provide what we can."

**– Records and Cemetery Manager,
City of Orlando, FL**



Ensure Security

At CivicPlus, we encrypt all data at rest and in transit, map to Health Insurance Portability and Accountability Act (HIPAA) and Criminal Justice Information Services (CJIS) security rule controls, and complete an annual Systems and Organization Controls 2 (SOC 2) audit. In addition, the NextRequest solution's online payment capabilities are PCI-compliant.

- **Encryption** – All data is encrypted at rest using AES-256 and in transit using TLS v1.2. Documents can only be accessed through a valid token that expires. For data, we encrypt in transit using TLS 1.2 and AES-256 at rest.
- **Application and Data Storage** – The CivicPlus NextRequest solution stores and manages data in highly secure data centers operated by AWS, which implements industry-leading security measures. AWS' certifications include ISO 27001, FISMA, and SOC. All data is hosted in the United States. NextRequest uses Amazon S3 to store customer image assets and documents.
- **Backups and Redundancy** – Data is backed up daily, weekly, and monthly. We maintain redundancy to prevent single points of failure, are able to replace failed components, and utilize multiple data centers designed for resiliency. We also have a step-by-step plan in place to take precautions and minimize the effects of a disaster.
- **Updates and Patches** – NextRequest uses a software-as-a-service (SaaS) delivery model. This means customers are always using the most up-to-date version of the application and don't have to wait for new releases, including security updates. Development is conducted on a two-week cycle.
- **Single Sign On (SSO)** – NextRequest can add SSO integrations like Active Directory and OAuth to improve password security and access controls across the enterprise organization, and it supports Okta or any SAML-based SSO.



"What's not to love? The ease of use, the functionality, the updates that are provided, the efficiency!"

– Clerk/Manager, Township of Eastampton, NJ





Take the Next Step

Community members trust that their government agencies will promptly deliver the services they need while operating in their best interests. CivicPlus solutions build trust by fostering consistently positive digital experiences for community members and local government staff alike. As a result, the thousands of government agencies partnering with CivicPlus streamline operations, save money, and improve civic engagement. But don't just take our word for it.

Explore the CivicPlus NextRequest solution firsthand. After all, seeing is believing:

[Request a Demo Now](#)

Still shopping around? We get it: This [20-question checklist](#) helps ensure you consider every critical factor before signing a contract with a new software vendor.



**CivicPlus**

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

Quote #:**Date:****Expires On:**

Statement of Work

Q-86358-1

10/24/2024 10:12 AM

11/30/2024

Client:

City of Jonesboro, GA

Bill To:

JONESBORO CITY, GEORGIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Josh Taylor	984-664-1626	josh.taylor@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	ArchiveSocial Year 1 Annual Fee Discount	Year 1 Annual Fee Discount

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	ArchiveSocial Provisioning Fee - Standard	ArchiveSocial Account Activation and Setup

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	ArchiveSocial - Standard	Social Media Archiving Subscription - Unlimited Accounts & Up To 3.5k Records Per Month - Includes Risk Management Analytics (RMA) and Web Snapshots

List Price - Initial Term Total	USD 9,121.78
Total Investment - Initial Term	USD 3,494.00
Annual Recurring Services (Subject to Uplift)	USD 5,988.00

Initial Term	11/15/2024 - 12/31/2025, Renewal Term 1/1 each calendar year
Initial Term Invoice Schedule	100% invoiced January 1st, 2025

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.

Acceptance

The undersigned has read and agrees to the following Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the 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)

	CITY OF JONESBORO, GEORGIA COUNCIL Agenda Item Summary		Agenda Item # Section VI, Item No.2
			COUNCIL MEETING DATE November 4, 2024
Requesting Agency (Initiator) Administration		Sponsor(s)	
Requested Action <i>(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)</i> Council discussion of bid award and associated funding options for the Gloria Drive Public Works Facility Building and Site Improvements			
Requirement for Board Action <i>(Cite specific Council policy, statute or code requirement)</i>			
Is this Item Goal Related? <i>(If yes, describe how this action meets the specific Board Focus Area or Goal)</i>			
Summary & Background <i>(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)</i> On October 2, 2024 the City of Jonesboro received sealed bids from prospective contractors for improvements to the Public Works Facility including the existing building and site. Improvements to include repairs to the existing metal building, demolition, and building addition. Site work improvements to include demolition of concrete parking lot, milling of parking lot, demolition and installation of new fencing, new asphalt and concrete parking lot, and utility improvements. The work consists of furnishing all materials, labor, tools, equipment and services necessary to complete the project. Two bidders submitted sealed proposals. The City's engineer of record for this project, Whitley Engineering, completed the bid review processes and has subsequently recommended the low, responsive bidder - MRJ Construction, Inc. - \$787,909.70 Attached, please find contractor agreement for your review.			
Fiscal Impact <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i> Administration will present request for council consideration to use American Rescue Plan Act funding with the potential for General Fund Reserve Subsidy to fund the project. Following council approval of funding options and subsequent bid award, the City Council will be presented with draft contract for engagement with MRJ Commercial Contractors for review and consideration of the same.			
Exhibits Attached <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i> Specifications, as bid, for the subject project. Bid form will presented to City Council for review.			
Staff Recommendation <i>(Type Name, Title, Agency and Phone)</i>			

FOLLOW-UP APPROVAL ACTION (City Clerk)		
Typed Name and Title	Date	
Signature	City Clerk's Office	

REQUEST FOR PROPOSALS

PUBLIC WORKS FACILITY BUILDING AND SITE IMPROVEMENTS

CITY OF JONESBORO


Sealed bids will be received by the City of Jonesboro, Georgia from prospective contractors for improvements to the Public Works Facility including the existing building and site. Improvements to include repairs to the existing metal building, demolition, and building addition. Site work improvements to include demolition of concrete parking lot, milling of parking lot, demolition and installation of new fencing, new asphalt and concrete parking lot, and utility improvements. The work consists of furnishing all materials, labor, tools, equipment and services necessary to complete the project.

Bid Documents and Construction Plans can be picked up at Jonesboro City Hall, 1859 City Center Way, Jonesboro, GA 30236, beginning August 20, 2024 during normal business hours. Contract Document Addendums addressing all questions will be provided to all Registered Plan Holders. The deadline to submit questions must be emailed to Susan Crutchfield at susan@whitleyeng.com by 2:00 PM on September 17, 2024. Response to Questions will be provided by Mark Whitley by 2:00 PM on September 25, 2024. Sealed Bids will be received by the City of Jonesboro, Attn: John Burdin, Jonesboro City Hall until 2:00 PM October 2, 2024 at which time they will be publicly opened and read aloud. A mandatory pre-bid meeting will be held on September 12, 2024 at City Hall at 2.00 PM.

No bid may be modified, withdrawn, or canceled for a period of thirty (30) days after the time designated for the receipt of Bids or until the Bidder is notified by the City whichever is sooner. The City reserves the right to reject any and all bids and to waive irregularities, technicalities and formalities.

Each bid shall be accompanied by a Bid Bond in an amount of not less than five (5%) of the total bid amount. The Bid Bond may be in the form of a bond issued by a surety acceptable to the City. The entire Bid Bond shall be forfeited to the City of Jonesboro, Georgia as liquidated damages if the bidder fails to execute the Contract and provide a Performance and Payment Bond (100% of the total bid amount) within fifteen (15) days after being notified that bidder had been awarded the Contract. Construction must be completed within 6 months after the Notice to Proceed has been issued by the City.

The successful bidder must be a Licensed General Contractor in the State of Georgia, post the required Performance and a Payment Bond, provide required insurance coverage and meet all requirements in the Bid Documents.

	CITY OF JONESBORO, GEORGIA COUNCIL Agenda Item Summary		Agenda Item # Section VI, Item No. 3
			COUNCIL MEETING DATE November 4, 2024
Requesting Agency (Initiator) Administration		Sponsor(s) CMThornton	
Requested Action <i>(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)</i> Council review of Revision of License Fee Ordinance			
Requirement for Board Action <i>(Cite specific Council policy, statute or code requirement)</i>			
Is this Item Goal Related? <i>(If yes, describe how this action meets the specific Board Focus Area or Goal)</i>			
Summary & Background <i>(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)</i> <p>Revised 2024 Census figures have afforded the City of Jonesboro an opportunity to review and to consider increase of its municipal license fee charged to insurance companies. O.C.G.A. Section 33-8-8 permits Georgia municipalities to charge an annual flat fee to insurance companies transacting business within the City's incorporated limits. The amount charged is determined by the population of the city. The City's population has been revised to 6,000 according to the revised Census and accordingly the City can now charge an annual license fee to insurance companies in the amount of \$50.00. The City currently charges \$40.00 per annual license.</p> <p>The City must adopt a new ordinance by the end of 2024 to ensure that the change in the fee amount is effective as of the January 2025 license year.</p> <p>Please see sample ordinance attached. The same is under review with City Attorney Dreyer.</p> <p>As you are aware, an ordinance requires two (2) official reads by Council before it can official be adopted.</p>			
Fiscal Impact <i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i> <p>The Administration Office estimates that the financial impact of the change will be an approximate increas in licensing revenue in the amount of \$2,990.</p>			
Exhibits Attached <i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>			
Staff Recommendation <i>(Type Name, Title, Agency and Phone)</i>			

FOLLOW-UP APPROVAL ACTION (City Clerk)		
Typed Name and Title ChaQuias Miller-Thornton City Manager	Date November 11, 2024	
Signature	City Clerk's Office	

ORDINANCE

To impose license fees on insurers conducting business within the City of Jonesboro, Georgia; to impose a gross premiums tax on insurers operating within the State of Georgia; to provide an effective date; to repeal conflicting ordinances; and other purposes.

Be it ordained by the Mayor and Council of the City of Jonesboro, Georgia; and it is hereby ordained by authority thereof:

Section 1. Insurers License Fees

There is hereby levied for the year 2025 and for each year thereafter an annual license fee upon each insurer doing business within the City of Jonesboro, Georgia in the amount of fifty dollars (\$50.00). For each separate business location in excess of one not covered by Section 2, which is operating on behalf of such insurers within the City of Jonesboro, Georgia, there is hereby levied a license fee in the amount of fifty dollars (\$50.00). For the purposes of this ordinance, the term "insurer" means a company which is authorized to transact business in any of the classes of insurance designated in O.C.G.A. Sec. 33-3-5.

Section 2. License Fees for Insurers Insuring Certain Risks at Additional Business Locations

For each separate business location, not otherwise subject to a license fee hereunder, operated and maintained by a business organization which is engaged in the business of lending money or transacting sales involving term financing and in connection with such loans or sales offers, solicits or takes application for insurance through a licensed agent of an insurer for insurance said insurer shall pay an additional license fee of seventeen and 50/100 dollars (\$17.50) per location for the year 2025 and for each year thereafter.

Section 3. Gross Premiums Tax Imposed on Life Insurers

There is hereby levied for the year 2025 and for each year thereafter an annual tax based solely upon gross direct premiums upon each insurer writing life, accident and sickness insurance within the State of Georgia in an amount equal to one percent (1%) of the gross direct premiums received during the preceding calendar year in accordance with O.C.G.A. Sec.33-8-8.1. Gross direct premiums as used in this section shall mean gross direct premiums as used in O.C.G.A. Sec.33-8-4. The premium tax levied by this section is in addition to the license fees imposed by Section 1 of this ordinance.

Section 4. Gross Premiums Tax, All Other Insurers

There is hereby levied for the year 2025 and for each year thereafter an annual tax based solely upon gross direct premiums upon each insurer, other than an insurer transacting business in the class of insurance designated in subsection 1 of O.C.G.A. Sec.33-3-5, doing business within the State of Georgia in an amount equal to two and one-half percent (2.5%) of the gross direct premiums received during the preceding calendar year in accordance with O.C.G.A. Sec.33-8-8.2. Gross direct premiums as used in this section shall mean gross direct premiums as used in O.C.G.A. Sec.33-8-4. The premium tax levied by this section is in addition to the license fees imposed by Section 1 of this ordinance.

Section 5. Due Date for License Fees

License fees imposed in Sections 1 and 2 of this ordinance shall be due and payable on the first day of 2025 and on the first date of each subsequent year.

Section 6. Administrative Provisions

The City Clerk is hereby directed to forward a duly certified copy of this ordinance to the Insurance Commissioner of the State of Georgia within 45 days of its enactment.

Section 7. Effective Date

This ordinance shall become effective January 1, 2025.

Section 8. Severability

In the event any portion of this ordinance shall be declared or adjudged invalid or unconstitutional, it is the intention of the City Council of the City of Jonesboro, Georgia, that such adjudication shall in no manner affect the other sections, sentences, clauses or phrases of this ordinance which shall remain in full force and effect, as if the invalid or unconstitutional section, sentence, clause or phrase were not originally a part of the ordinance.

Section 9. Repealer

All ordinances and parts of ordinances in conflict with this ordinance are hereby repealed.

Ordained this _____ day of _____, 2024 by the Mayor and Council of the City of Jonesboro, Georgia.

Mayor

Attest: _____

City Clerk

I hereby certify that the foregoing is a true and accurate copy of an ordinance of the City of Jonesboro, Georgia adopted on the

_____ day of _____, _____.

City Seal

City Clerk