



GSA CivicPlus Statement of Work

Labor Category	GSA Hourly Rate with IFF	Hours	Total Cost
Website Consultant	\$149.01	12	\$1,788.12
Project Manager	\$135.86	60	\$8,151.60
Network Consultant	\$135.86	0	\$0.00
Wireless Network Technician	\$135.86	0	\$0.00
Programmer	\$131.48	190	\$24,981.20
Graphic Designer	\$109.57	155	\$16,983.35
Writer	\$109.57	0	\$0.00
Server and Network Technician	\$109.57	185	\$20,270.45
Trainer	\$109.57	18	\$1,972.26
PC Technician	\$89.41	0	\$0.00
Content Developer	\$80.64	600	\$48,384.00
Subtotal			\$122,530.98
Discount			(\$47,725.95)
Total Fees Year 1			\$74,804.97

Project Implementation and Deployment

Municipal Website

- Annual Fee – Municipal Websites Central
- Ultimate Implementation – Municipal Websites Central
- 1x Platinum Hosting & Security – per domain (must be purchased for each)
- 1x SSL Management – CivicPlus provided: www.visalia.gov
- 48-Month Redesign Ultimate Annual Fee – Municipal Websites Central
- Up to 500 pages Content Development – Municipal Websites Central
- 6x Website Virtual System Training – up to 3 hours & 12 attendees each session
- 4x Alignment Virtual Consulting – up to 3 hours each session
- Website: Platform IdP Integration Implementation & Annual Fee
- 1x Ultimate Department Header – Implementation & Annual Fee
- 1x DHP Specific Search

Accessibility

- AudioEye Managed: www.visalia.gov
- Acquia Optimize Premium Package – up to 2,500 Pages, 500 PDF Web Accessibility Checks, 50 Heat Maps & 10 Performance
- Acquia Optimize Account Activation and Setup

Public Records Management

- NextRequest PT Premium Plan: Premium Plan for local agencies; Unlimited Staff Users, Up to 20 Admin-Publisher Users, Up to 2TB Storage. Core Features: Review & Redaction Features, Payments, IT & Compliance Features



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- NextRequest Premium Implementation - (Virtual Only): Admin Users: 1 Kickoff Call, 1 Admin Training. Staff Users: 1 Staff Training
- NextRequest: Platform IdP Integration Implementation & Annual Fee

311 CRM

- SeeClickFix 311 CRM Request: Unlimited gov user licenses for service request and constituent management tool to intake resident submission. Assign requests internally, resolve issues and measure request performance.
- SeeClickFix 311 CRM Marketplace App: Branded marketplace mobile app to expand SeeClickFix 311 CRM Request or Pro modules. Requires customer to stay up to date with Google and Apple requirements.
- CRM: Platform IdP Integration Implementation & Annual Fee

Social Media Archiving

- Social Media Archiving – Enterprise: Social Media Archiving Subscription -Unlimited Accounts & Up to 20k Records per Month - Includes Risk Management Analytics (RMA)
- Social Media Archiving Provisioning Fee – Premium: Social Media Archiving Account Activation and Setup
- Social Media Archiving – Enterprise 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.
- SMA: Platform IdP Integration Implementation & Annual Fee

Total Initial Term Fees

\$74,804.97

**Renewal Term Annual Services
(subject to annual uplift)**

\$109,053.55

1. Performance and payment under this Statement of Work ("SOW") by and between the Visalia, CA ("Customer") and CivicPlus ("CivicPlus") shall be subject to the terms & conditions of the Agreement by and between the General Services Administration and CivicPlus and 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>.
2. This SOW shall remain in effect beginning on the Customer's date of signing this Agreement (the "Effective Date") and ending after a period of 12 months from the Effective Date. This SOW may be renewed for an additional 1-year Renewal Term upon mutual agreement of the Parties.
3. The Total Initial Term Fees will be invoiced as follows: 30% invoiced at signing and 70% invoiced 9 months from signing or completion of implementation of Services if earlier.
4. Renewal Term Annual Services shall be invoiced on the first day of each Renewal Term. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 2 of service.



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Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this SOW.

Authorized Client Signature

CivicPlus

By:

By:

Name:

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)