



**AUTHORIZE A MASTER
SOFTWARE AGREEMENT
RENEWAL WITH CIVICPLUS**

RS-26-060

April 21, 2026

Background

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- The City is seeking approval to renew a *Master Services Agreement* with CivicPlus to consolidate several critical digital services
- This consolidated approach reduces reliance on multiple vendors, improves system interoperability, enhances cybersecurity through centralized management to better meet regulatory requirements and community expectations

Background continued

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- The proposed CivicPlus platform provides an integrated solution that includes:
 - SSL Certificate Management
 - WebSite Hosting
 - Social Media Archiving
 - SeeClickFix 311 CRM w/GIS integration (MobileApp)
 - AudioEye
 - Mass Notification/Civic Alerts

Recommendation

- Staff recommends renewing a three-year master software agreement with Civic Plus, utilizing TIPS Contract #220105, in the amount not to exceed \$424,405 and that the City Manager or designee be expressly authorized to execute any and all change orders within the amounts set by state and local law