

**CITY OF LA VISTA**  
**MAYOR AND CITY COUNCIL REPORT**  
**OCTOBER 15, 2024 AGENDA**

<b>Subject:</b>	<b>Type:</b>	<b>Submitted By:</b>
AUTHORIZE PURCHASE – CITIZEN REPORTING SOFTWARE	◆ RESOLUTION ORDINANCE RECEIVE/FILE	KEVIN POKORNY MANAGING DIRECTOR OF ADMINISTRATIVE SERVICES

## **SYNOPSIS**

A resolution has been prepared authorizing the purchase of CivicPlus's - SeeClickFix Pro citizen reporting software in an amount not to exceed \$11,056.63.

## **FISCAL IMPACT**

The FY25/FY26 Biennial Budget provides funding for the proposed purchase.

## **RECOMMENDATION**

Approval.

## **BACKGROUND**

Understanding the importance of effective communication in creating a positive and efficient civic experience for residents and city staff, particularly when addressing citizen concerns, an improved communication tool was included in the FY25 budget. The current Citizen Request for Action system does not fully meet the needs of modern residents. The proposed CivicPlus's SeeClickFix Pro tool will consolidate messages from various channels, such as email, text, in-person meetings, and digital media, into a single interface. It will track messages in each user's profile, allowing for quicker responses. Additionally, it will document resident communication histories within their profiles and enable personalized service interactions. Implementing this type of system with adaptable internal processes and configurable tools will ensure improved service delivery and more efficient workflows.

Because the City currently uses CivicPlus for its website, this would simply be an addition.

**RESOLUTION NO. \_\_\_\_\_**

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA AUTHORIZING THE PURCHASE OF CITIZEN REPORTING SOFTWARE IN AN AMOUNT NOT TO EXCEED \$11,056.63.

WHEREAS, the City Council of the City of La Vista has determined that the purchase of citizen reporting software is necessary; and

WHEREAS, the FY25/FY26 Biennial Budget provides funding for the proposed purchase; and

WHEREAS, Subsection (C) (9) of Section 31.23 of the La Vista Municipal code requires that the City Administrator secure council approval prior to authorizing any purchases over \$5,000;

NOW, THEREFORE BE IT RESOLVED, that the Mayor and City Council of the City of La Vista, Nebraska authorizing the purchase of citizen reporting software in an amount not to exceed \$11,056.63.

PASSED AND APPROVED THIS 15TH DAY OF OCTOBER 2024.

CITY OF LA VISTA

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Douglas Kindig, Mayor

ATTEST:

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Pamela A. Buethe, MMC  
City Clerk

**CivicPlus**

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

Statement of Work  
Q-6981-1  
4/10/2024 3:41 PM  
10/31/2024

**Client:**  
City of La Vista, NE

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Ryan McNelly		ryan.mcnelly@civicplus.com		Net 30

## Discount(s)

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

## Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION
1.00	SeeClickFix Pro	Unlimited gov user licenses for the SeeClickFix CRM/311 system that includes request management, constituent management & profile, work order management, and a multi-channel communications inbox.

List Price - Initial Term Total	USD 16,541.16
Total Investment - Initial Term	USD 11,056.63
Annual Recurring Services (Subject to Uplift)	USD 16,541.16
Initial Term	12 Months
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.

**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):

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Printed Name:

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Title:

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Date:

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Organization Legal Name:

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Billing Contact:

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Title:

---

Billing Phone Number:

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Billing Email:

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Billing Address:

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Mailing Address: (If different from above)

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

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