CITY OF NEENAH
SPECIAL FINANCE AND PERSONNEL COMMITTEE MEETING
Wednesday, December 3, 2025 – 4:30 p.m.
Hauser Room, Neenah City Administration Building
211 Walnut Street, Neenah, Wisconsin

NOTICE IS HEREBY GIVEN, pursuant to the requirements of Wis. Stats. Sec. 19.84, that a majority of the Neenah Common Council may be present at this meeting. Common Council members may be present to gather information about a subject over which they have decision-making responsibility. This constitutes a meeting of the Neenah Common Council and must be noticed as such. The Council will follow the same agenda as the committee but will not take any formal action at this meeting.

AGENDA

1. Public Appearances

2. Approval of Minutes from November 24, 2025 Regular Meeting (minutes can be found on the City's website)

3. Recommend Council authorize staff to enter into an agreement with CivicPlus to license and configure three software modules, and purchase any additional hardware needed, at a cost not to exceed $68,000 for the first year. (Attachments) (Schroeder)

4. Adjournment

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the City of Neenah will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. If you need assistance, or reasonable accommodation in participating in this meeting or event due to a disability as defined under the ADA, please call the Clerk's Office (920) 886-6100 or the **City's ADA Coordinator at (920) 886-6106 or e-mail attorney@ci.Neenah.wi.us** at least 48 hours prior to the scheduled meeting or event to request an accommodation.

M E M O R A N D U M

DATE:	December 3, 2025
TO:	Chairman Steiner and Members of the Finance and Personnel Committee
FROM:	Matthew Schroeder, Director of Information Systems
RE:	CivicPlus Software Purchase

I am requesting approval to enter into an agreement with CivicPlus to license and configure three software modules, and purchase any additional hardware needed, at a cost not to exceed $68,000 for the first year, with funding coming from the 2026 Clerk capital equipment budget for Agendas and Minutes software, and the 2026 Information Systems capital equipment budget for multi-year software licensing.

In July, Clerk Nagel and I started to evaluate new solutions for meeting agendas and minutes. Our current solution contains two pieces – one is the OpenMeetings platform used during council meetings and for voting, and the second is a homegrown system for managing agendas, minutes, and notifications. The custom portion was built on top of the Lotus Notes platform, which Information Systems staff are looking to eliminate. Additionally, the current solution is missing many features a new modern solution would provide.

Staff evaluated two options. One was a platform provided by Granicus, and the other by CivicPlus. Both platforms would provide similar experiences and features. Enhancements on top of the current solution include standardized agenda and minutes creation, a board member portal with built-in voting and live agenda following, board member applicant management, a public portal, better searchability, video bookmarking, and the option to add live stream capabilities.

The quote we received from Granicus came in at $50,115.84 for year one, and $27,523.92 for year two. The quote from CivicPlus came in at $22,883.00 for year one, and $16,433.00 for year two. Staff felt both solutions provided nearly the same functionality and features. We currently have a few other solutions from CivicPlus, the municipal codification platform, social media archiving platform, and website ADA compliance platform. Our satisfaction with these existing platforms, coupled with the lower cost, helped us decide to pursue the solution from CivicPlus. Staff also talked to the City of Menasha, which utilizes the CivicPlus platform for meetings, and has provided a positive reference.

Shortly after, I received a renewal price for our online forms solution that jumped from $18,950 last year, to $28,500 this year. I knew CivicPlus offered a similar solution, their Process Automation platform, so I decided to look at that platform as well. I also noticed they have an open records request management platform, called Next Request, which we currently have nothing for and manage all requests in an Excel document. When I asked staff that handle open records requests, they were very interested in exploring that solution.

After CivicPlus demonstrated both Process Automation and Next Request platforms to city staff, all staff agreed that both platforms provided better features, would be easier to use, would increase staff efficiency, and would improve citizen experiences. Staff is very excited about all three solutions.

Currently, CivicPlus is running a promotion when purchasing multiple platforms. If we purchase by December 15th, our year one cost for licensing and implementation services for all three platforms will be discounted from $63,906.00, to $36,033.00. Year two licensing costs would then increase to $42,496.00 for all three platforms. The terms of this bundled deal expire on December 15th, thus the need to bring this for approval quickly.

I propose that $20,000 of year one's costs come from the Clerk capital budget for the agendas and minutes project, with the remainder coming from Information Systems capital budget for software licensing. The remaining $30,000 of the Clerk budget will be used for any upgrades needed to devices or equipment in the meeting rooms. We are already aware of upgrades that will be needed to support getting the video feed to CivicPlus and will likely need to purchase a few additional devices.

I have attached brief one-page promotional material for each system. There was a lot of discussion during the strategic planning process asking for modern systems and increased online processing, and staff feels these solutions will help improve both points.

We currently have over 100 forms in our existing forms software, and migrating those to the new CivicPlus Process Automation system will take a fair amount of staff time. IS will be renewing the existing system for 2026 to give staff enough time to recreate these forms in the new system. After 2026, we will be eliminating that platform, thus eliminating over $28,000 annually. The CivicPlus Process Automation system is estimated to be about $14,000 of the bundled price, thus cutting our cost of providing this service in half starting in 2027. Additionally, the OpenMeetings platform will be eliminated, saving approximately $2,500 in annual costs.
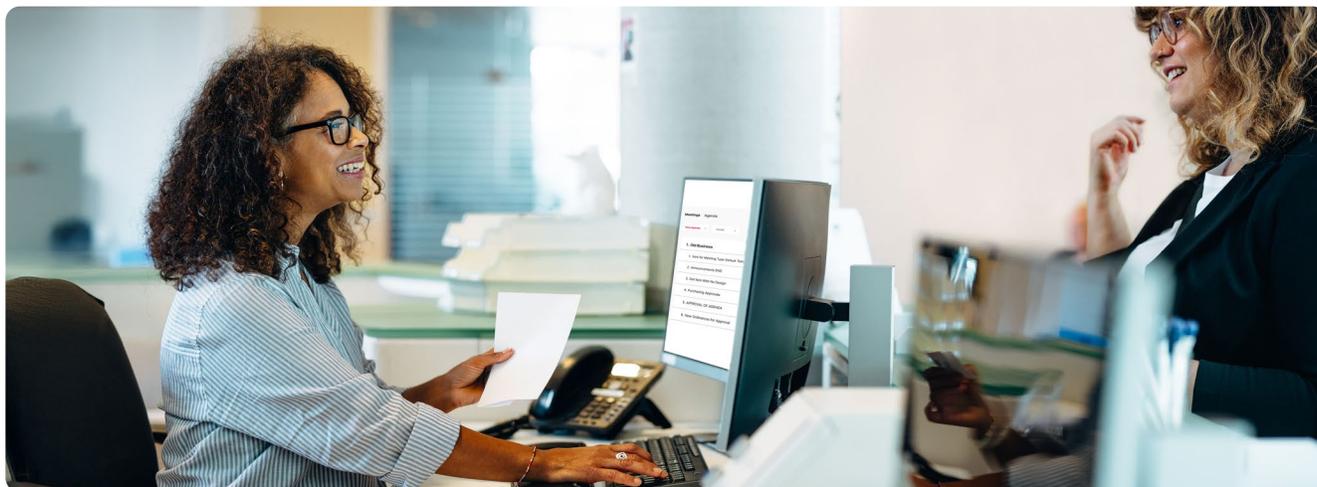
Agenda and Meeting Management

Streamline meeting and agenda management with a purpose-built platform designed for clerks.

Agenda and Meeting Mangement Benefits:

✓ **Automate the creation and sharing of meeting agendas and packets** with a purpose-built agenda creation system

✓ **Streamline your live meeting tasks** with automated minutes-taking, instant bookmarking, live video streaming, and flexible voting options

✓ **Simplify the post-meeting process** with task tracking, automatic meeting publishing, and industry-only ordinance integrations

✓ **Stay ahead while exerting full control** with easy-to-use, future-proofed software and trusted services

✓ **Boost engagement and transparency** with seamless and accessible delivery of public meetings and content

> "We have saved approximately a day a week with our agenda preparation since implementing [Agenda and Meeting Management Select]. Going from paper packets, putting PDFs together, the bookmarking feature, and Live Meeting Manager, we've been able to put together 300+ page packets and get consolidated information out to the public in less time."
>
> **Kyle Box,** City Operations Director | Willmar, MN
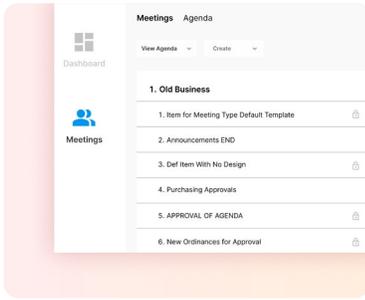
Agenda and Item Creation:

Reduce the time it takes to create packets from days to minutes. Our workflow engine streamlines the routing of your agenda items, automates notifications, and gives full transparency to collaborators as the agenda passes through the approval process. As you change details, the system tracks revisions. In-app messaging and task assignments keep everyone in the loop and agenda prep moving forward.
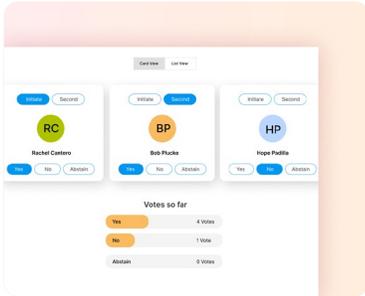
Minutes and Meeting Management:

No manual pre-meeting minutes set-up or agenda import required. Move from the meeting agenda to the minutes module with a single click, and seamlessly record minutes, take roll call, record motions and votes, and more.
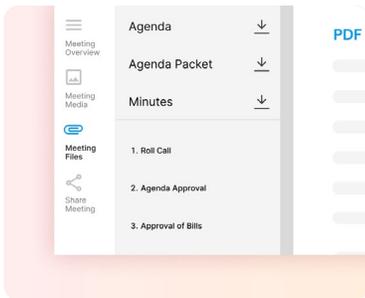
Streamlined Content Publishing:

Reduce workload and eliminate the need for manual distribution of physical documents. Automate the publication of meeting materials and videos to a user-friendly online public portal for all to access.
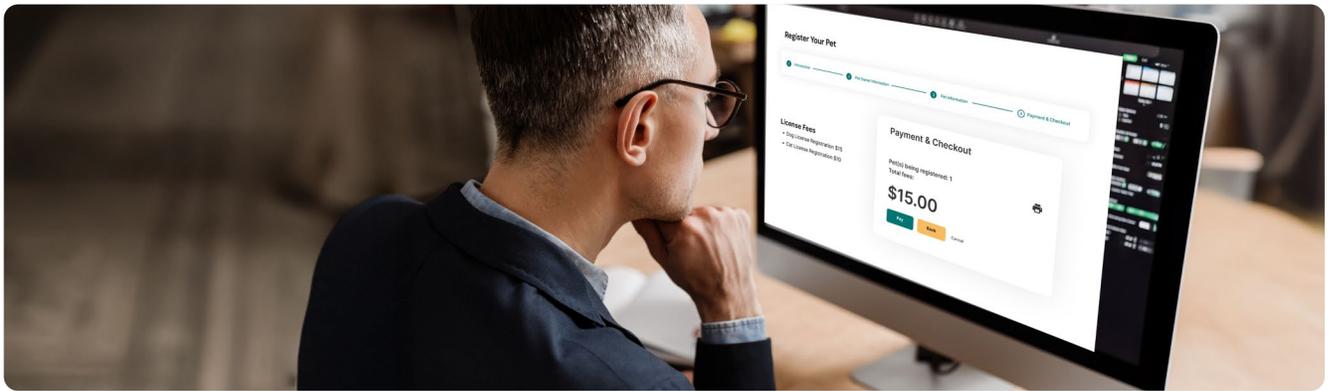
50% Averaged 50% reduction in manual agenda creation time

4,200 Already serving over 4,200 clerk customers

99.9% 99.99% uptime with an always-on solution

Ready to see it for yourself?

Get an Online Demo →

CIVICPLUS

888-228-2233 | CivicPlus.com
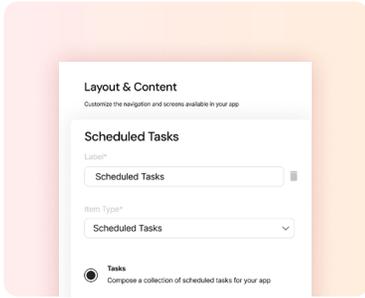
Process Automation and Digital Services

CivicPlus® Process Automation and Digital Services enables local governments to build custom, encrypted, digital forms that automate government workflows, tasks, and approvals for greater efficiency and seamless resident engagement across devices.

Process Automation and Digital Services Benefits:

✓ **Streamline workflows and enhance productivity** with automated, customizable, paperless processes

✓ **Reduce overhead costs and increase operational efficiency** with scalable, integrated technology that adapts to your municipality's needs

✓ **Enable seamless self-service capabilities and enhance resident satisfaction** with mobile-friendly forms, surveys, and progressive web apps

✓ **Safeguard resident data and municipal operations** with robust security and compliance features

✓ **Continuously improve processes and service delivery** with a solution that leverages real-time analytics and insights

"Time is money, and my coworkers and I strongly believe we need to leverage technology like Process Automation and Digital Services to continue to advance. It's not all about hiring more people to do more work; it's about working smarter and using technology to leverage what we do in meaningful ways."

**Mark O'Keefe,** Director of Support Services | Tavares, FL

Automated Workflow Management:

Digitize and automate workflows with conditional logic for optimized approval routing and application submission processes that reduce bottlenecks and promote productivity.
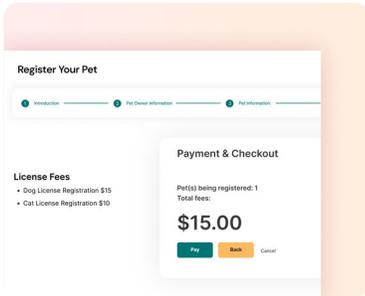
Delivery of Digital Services:

Enable seamless self-service capabilities and enhance resident satisfaction with secure, mobile-friendly forms, surveys, and web applications.
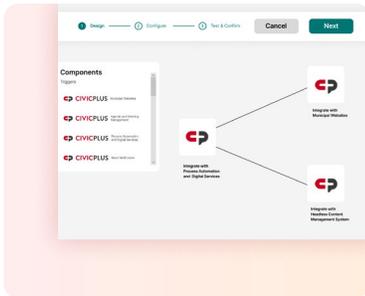
System Integration:

Seamlessly connect new tools with your existing municipal systems to reduce redundancies, streamline operations, and enhance analytics.
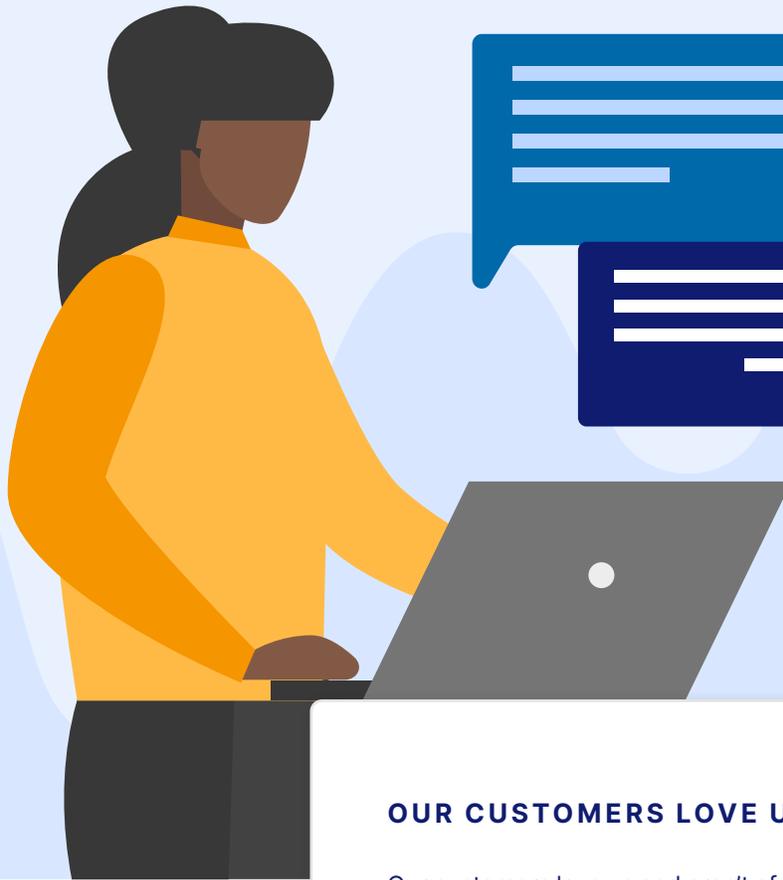
40%
40% average increase in process efficiency

1K+
Integrations with 1,000+ applications

150+
Over 150 pre-built, common form templates

Ready to learn more?

Get an Online Demo →

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OUR CUSTOMERS LOVE US

Our customers love us and aren't afraid to let others know it. Browse our customer feedback on Capterra, G2, and Featured Customers to see for yourself. Learn more and get started today

Request A Demo

Why NextRequest?

NextRequest is purpose-built for managing public records requests. We work directly with with record managers and specialists like you to understand your needs and optimize the flow for handling records requests. We're constantly adding new features and improvements based on your feedback.

Freedom of Information Act (FOIA)-Specific Support

Get up and running as swiftly and effectively as possible with a dedicated customer onboarding specialist who helps you customize your account settings and train your staff. But it doesn't stop there.

We remain dedicated to providing ongoing support whenever you need it to ensure you're always getting the most out of NextRequest.

Processing Documents is Easy with RapidReview

TRUE DRAFT REDACTION

- Apply, review, and finalize redactions on your own time

- Auto-save progress as drafts and come back to edit or finalize later

COLLABORATIVE REDACTION

- Add comments to redactions for your colleagues

- Sort files into workflow stages for easy organization and review before finalizing redactions

REAL BATCH REDACTION

- Search for specific data like email addresses or keywords across a single document or thousands of documents, and redact everything all in one batch

- Zip multiple files before releasing them to the requester

- Create custom redaction search patterns to locate the data you need to redact more easily

Over 64K

TOTAL USERS RELY ON OUR PLATFORM

Over 1.3 million requests successfully streamlined. All across the U.S., cities, counties, special districts, universities, and school districts rely on NextRequest to improve their workflows and tracking, ensuring they stay compliant with local public records laws.

SECURITY IS OUR HIGHEST PRIORITY

We take security seriously. Our software has completed a Systems and Organization Controls (SOC) 2 Type II security audit and is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA). It also maps to Criminal Justice Information Services (CJIS), National Institute of Standards and Technology (NIST) 800-53, and SOC security controls. We are constantly working to increase our compliance. Learn more about our security practices and standards here.

Learn more and get started today:

Request A Demo

888-228-2233 | CivicPlus.com