



# MADISON *Indiana*

## Board of Public Works and Safety Agenda

**MEETING DATE:** Monday, January 5, 2025, at 11:30 AM

**MEETING PLACE:** Madison City Hall- Council Chambers

**LIVE STREAM LINK:** <https://www.youtube.com/@CityofMadisonIndianaGovernment>

- A. Calling of roll and notice of absentees.
- B. Approval of minutes
- C. Claims
  - General
  - Payroll
- D. Adjustments
- E. Unfinished business
- F. New business
  - 2026 Property/Casualty Insurance Renewal
  - CivicPlus Website Design Proposal
- G. Mayor's comments
- H. Public comments
- I. Next Meeting: **Tuesday, January 20, 2026**, at 11:30 AM. \*Monday is MLK Jr Day
- J. Motion to adjourn.

Board Member	Appointing Authority	Term
Mayor Bob Courtney	NA	N/A
Dave Carlow	Mayor	1/6/2020 – 12/31/2027
Karl Eaglin	Mayor	1/6/2020 – 12/31/2027

*City of Madison acknowledges its responsibility to comply with the Americans with Disabilities Act of 1990. To assist individuals with disabilities who require special services (i.e. sign interpretative services, alternative audio/visual devices, etc.) for participation in or access to City sponsored public programs, services and/or meetings, the City requests that individuals make requests for these services forty-eight (48) hours ahead of the scheduled program, service and/or meeting. To plan, contact ADA Coordinator at 812-265-8300.*



# MADISON *Indiana*

## Board of Public Works and Safety Minutes

**MEETING DATE:** Monday, December 15, 2025, at 11:30 AM

**MEETING PLACE:** City Hall- Council Chambers

The Board of Public Works and Safety, City of Madison, Indiana, met at 11:30 AM in the Council Chamber, City Hall.

**Calling of roll and notice of absentees:** Eaglin, Courtney, and Carlow were present (3-0).

**Approval of Minutes:** Eaglin moved to approve the December 1, 2025, minutes, seconded by Carlow. All in favor, motion carried (3-0).

**Claims—General/Payroll:** Carlow moved to approve the general and payroll claims as submitted, seconded by Eaglin. All in favor, motion carried (3-0).

**Adjustments:** None.

**Unfinished Business:** None.

### New business:

**NTIVA Technology Replacement Quote:** The city is looking to replace equipment and computers due to the systems not supporting Windows 10 anymore and needing to be upgraded to support Windows 11. The quote is for the amount of \$20,263.21. **Motion:** Courtney moved to approve the NTIVA Technology Replacement Quote, seconded by Eaglin. All in favor, motion carried (3-0).

**Draft Contract from TSWG for On-Call Planning Services:** This is a temporary, hourly contract with TSWG for planning consulting services. The City is utilizing this consultant to assist with the modernization of the zoning ordinance, along with the subdivision regulations. In the absence of a staff planner, this contract also allows PPD staff to coordinate with the TSWG consultant and seek guidance on various planning-related topics as they arise. **Motion:** Eaglin moved to approve the contract agreement with TSWG, seconded by Carlow. All in favor, motion carried (3-0).

**Mid-Block Crossing - All Star Paving Pay App # 2 and Final Change Order:** The pay app amount is for \$38,691.80, and the change order is for \$710.04. **Motion:** Courtney moved to approve Pay App #2 and the Final Change Order for the Mid-Block Crossing, seconded by Carlow. All in favor, motion carried (3-0).

**Broadway to Mulberry Paving - All Star Paving Pay App # 2 and Final Change Order:** The pay app amount is for \$67,494.00, and the change order is for \$1,125.63. **Motion:** Courtney moved to approve Pay App #2 and the Final Change Order for the Broadway to Mulberry Paving, seconded by Eaglin. All in favor, motion carried (3-0).

**CCMG 2025-1 - All Star Paving Pay App #4:** This pay app is for the main body of the project and is in the amount of \$440,359.41. The totals have been reviewed by the city and JTL. **Motion:** Courtney moved to approve Pay App #4 for All Star Paving, seconded by Eaglin. All in favor, motion carried (3-0).

**CCMG 2025-1 - All Star Paving Pay App #5:** This pay app is for \$21,578.81. The totals have been reviewed by the city and JTL. **Motion:** Eaglin moved to approve Pay App #5 for All Star Paving, seconded by Carlow. All in favor, motion carried (3-0).

**Resolution 2025-54B: Street and Sidewalk Closing for 2026 Farmers Market – January through April:** A request was submitted by Brittany Demaree on behalf of the Madison Farmers Market for approval of street and sidewalk closures in connection with the Farmers Market on the following Saturdays in 2026: January 3, February 7, March 7, April 4, April 11, April 18, and April 25. The proposed closures would occur from 8:00 a.m. to 1:00 p.m. and include the southbound lanes of Broadway Street from Main Street to Third Street, as well as the sidewalks on the north side of Main Street from Broadway Street to Trinity United Methodist Church. **Motion:** Eaglin moved to approve Resolution 2025-54B, seconded by Courtney. All in favor, motion carried (3-0).

**Resolution 2025-55B: Street and Sidewalk Closing for 2026 Farmers Market – May through December:** A request was submitted by Brittany Demaree on behalf of the Madison Farmers Market for approval of street and sidewalk closures in connection with the Farmers Market to be held every Saturday from May 2, 2026, through December 5, 2026. The proposed closures would occur from 7:00 a.m. to 1:00 p.m. and include the southbound lanes of Broadway Street from Main Street to Third Street, as well as the sidewalks on the north side of Main Street from Broadway Street to Trinity United Methodist Church. **Motion:** Eaglin moved to approve Resolution 2025-55B, seconded by Courtney. All in favor, motion carried (3-0).

**PACE Finals – 418 E Second St, 204 East St, & 600 W Fifth St:** A \$7,500.00 rehabilitation grant disbursement is requested for 418 E. Second St. for tuckpointing, front door repairs, and full exterior painting. The pediments were not completed due to weather conditions, but will be finished. A \$7,500.00 rehabilitation grant disbursement is also requested for 204 East St. for porch removal and replacement, as well as repairs to the soffit, fascia, and gutters. Additionally, a \$12,500.00 dilapidated structure grant disbursement is requested for 600 W. Fifth St. (Springdale Cemetery Chapel). Work includes front door replacement; restoration of stained-glass windows and frames; exterior masonry cleaning and repairs; installation of a sump pump; leveling of the front steps; and new gutters and downspouts. **Motion:** Courtney moved to approve the PACE Finals, seconded by Eaglin. All in favor, motion carried (3-0).

**Mayor's Comments:** The Board recognized and introduced the City's two new Assistant Chiefs of Police, Ricky Harris and Kyle Cutshaw, who were promoted from Detective to Co-Assistant Chief. This meeting marked the final BPWS meeting of 2025, and the 2026 BPWS meeting schedule has been posted. Appreciation was also extended to the Street Department for keeping roads clear during the winter storms the community experienced this season so far.

**Public comment:** None.

**Next meeting:** Monday, January 5, 2026, at 11:30 AM.

**Adjourn:** Eaglin moved to adjourn, seconded by Carlow. All in favor, motion carried (3-0).

Attested:

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**Shirley Rynearson, Clerk-Treasurer**

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**Mayor Bob Courtney**

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**Karl Eaglin**

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**David Carlow**



# GARDNER

## INSURANCE AGENCY

*"Smile-maker" Since 1979*

**Risk Management & Insurance Services Proposal**  
**Prepared For:**



**City of Madison**

101 W. Main Street  
Madison, IN 47250

**Presented by:**

*Greg Goodknight*  
*Gardner Insurance Agency*

*Andy Brown*  
*Program Manager, Gregory & Appel*

*Charles Vaught*  
*Gregory & Appel*

December 31, 2025



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### Disclaimer

*Unless otherwise noted, this Proposal is valid for 30 days from the date on the cover page. It has been prepared expressly for your use and is intended to provide a simplified explanation of your insurance program. The proposal is based on the values developed and exposures to loss disclosed to us in prior discussions with your company. This proposal does not preempt or take the place of the actual insurance contracts. Please consult your policy for specific terms, conditions and exclusions. In the event you should have a specific question concerning the program or its coverage, please consult our office for assistance at 317-634-7491.*

## Named Insured, Mailing Address & Location Schedule

### *Complete Named Insured*

The First Named Insured (first on this list) is the party to whom all policies, premium billings, cancellation notices, and correspondence will be addressed.

#### First Named Insured

City of Madison, Indiana

### *Mailing Address*

This mailing address is where all communications regarding these policies will be sent.

101 W. Main Street  
Madison, IN 47250

### *Location Schedule*

Loc #	Bldg #	Address
ALL	ALL	See Attached Statement of Values, Madison, IN 47250



## Property Coverage

Insurance Carrier: Federal Insurance Company  
 Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail

Subject			Limits	Val.*	Co-Ins %	Cause of Loss	Deduct.
<b>Loc #: 0</b>	<b>Bldg #: 1</b>	<b>Blanket Locations/Limits, Madison, IN 47250</b>					
Blanket Building and Contents			\$68,391,728	RC	N/A	Special	\$25,000
Personal Property – Any Other Location			\$6,737,683	RC	N/A	Special	\$25,000
Business Income with Extra Expense			\$750,000			BI/EE	24 Hours
<b>Wind/Hail Deductible (Per Occurrence) – All Locations</b>							<b>\$50,000</b>
Earthquake – 24 hours waiting period			\$5,000,000			Quake	\$50,000
Flood (Low) – 24 hour waiting period			\$5,000,000			Flood	\$25,000
Flood (Moderate) – 48 hour waiting period			\$5,000,000			Flood	\$100,000
Flood (High) – 72 hour waiting period			\$1,000,000			Flood	\$500,000
EDP Property on Premises			\$250,000			Special	\$1,000

\*Refer to Valuation Considerations

### Additional Policy Provisions Including But Not Limited To

- Machinery Breakdown Included
- Inundation, Back-up and Mudflow included in Flood
- Chubb Customary Property Endorsement \$500,000
- Business Income/Extra Expense Extended Period Unlimited
- Discharge of Water Peril Deductible – applies to each location \$50,000
- Leakage Fire Prot Peril Deductible – applies to each location \$50,000
- Monuments (DeBaptiste & Rivers Edge) under Personal Property – AOL \$300,000
- Earthquake Property Damage applies Per Premises/Per Occurrence (Consecutive hours)
- Ocean Cargo – Goods in Transit \$50,000
- Prohibition of Access – Per Occurrence Limit / Annual Aggregate \$50,000/\$100,000
- Automatic Increase in Limits – Building, BI/EE, Contents 4%

### Additional Interest/Mortgagee

Name and Address	Mtg	LP
North Madison Volunteer Fire Company #5, Inc., 1825 Allen St, Madison, IN 47250 re: 1825 Allen Street		♦
PNCEF, LLC, DBA PNC Equipment Finance, Cincinnati, OH 45203 re: Contents		♦

**Friendly Reminders:**

- **Gregory & Appel is not a professional appraisal firm. We cannot provide advice to our clients about the insurance value of their Property or Business Interruption exposures. We strongly recommend the services of a professional appraisal firm to establish appropriate insurance values for your Property and Business Interruption exposures.**
- **A signed statement of values for business property and business interruption may be required to be on file if the policy is written with an Agreed Amount Endorsement. If no signed statement of values is forwarded to the underwriter, coinsurance penalties may apply.**
- **If any occupancy in the insured buildings changes or if any building becomes vacant or unoccupied, please notify us immediately. A change of occupancy or a vacancy can trigger coverage changes in your policy which may restrict or eliminate basic coverage such as vandalism, glass breakage, attempted theft or theft (including theft of heating and air conditioning units and their materials). In addition, other causes of loss may be covered, but could be reduced by 15%.**
- **In addition to other exclusions and limitations, your policy may contain exclusions or limitations for earthquake, flood, mold, pollution, and asbestos. Please read your policy carefully.**
- **A property insurance endorsement that makes it a condition of coverage that the protective safeguards cited in the endorsement (such as an automatic sprinkler system or night watch guard) be in operation at all times except when the insurer has been notified of the impairment in protection. Failure to maintain the protective safeguards in good working order or failure to notify the insurer of even a temporary impairment in protection suspends coverage until the protection is restored.**



## CHUBB Flood Hazard Location(s)

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### *Moderate Hazard Locations – Limit \$5,000,000 / Dedt \$100,000 / 48-hour waiting period*

- 1000 E Vaughn Dr MADISON IN 47250
- 1000 Vaughn Dr & Mill St, MADISON IN 47250
- 201 E Vaughn Dr MADISON IN 47250
- 106 Vaughn Dr MADISON IN 47250
- 104 W 3<sup>rd</sup> MADISON IN 47250
- 210 W Main St MADISON IN 47250
- 631 Clifty MADISON IN 47250
- Vaughn Dr & Mulberry MADISON IN 47250
- 1213 W 1<sup>st</sup> MADISON IN 47250
- 120 N 600 W MADISON IN 47250
- 1103 W 2nd St MADISON IN 47250
- 210 Ferry St MADISON IN 47250
- 1014 E Vaughn MADISON IN 47250
- 101 E Sering St MADISON IN 47250
- 1245 W Main MADISON IN 47250
- 406 W Vaughn Dr MADISON IN 47250
- 3305 N Graham Rd MADISON IN 47250

### *High Hazard Locations – Limit \$1,000,000 / Dedt \$500,000 / 72-hour waiting period*

- |  |  |
|--|--|
| • 825 E Vaughn Dr MADISON IN 47250       | • 313 W 5th St MADISON IN 47250          |
| • 120 S Broadway MADISON IN 47250        | • 3932 W Deer Bend MADISON IN 47250      |
| • 400 W Vaughn Dr MADISON IN 47250       | • 2055 Galaway Tr MADISON IN 47250       |
| • 500 W 3 <sup>rd</sup> MADISON IN 47250 | • State Hospital MADISON IN 47250        |
| • 933 East St MADISON IN 47250           | • 621 West St MADISON IN 47250           |
| • 628 Broadway MADISON IN 47250          | • 5th & West St MADISON IN 47250         |
| • 120 S Broadway MADISON IN 47250        | • 801 Cragmont St MADISON IN 47250       |
| • 716 West St MADISON IN 47250           | • 1253 W Main St MADISON IN 47250        |
| • Vaughn Dr & Poplar MADISON IN 47250    | • IVY TECH DR, MADISON, IN 47250         |
| • Main St MADISON IN 47250               | • 1215 Walnut St MADISON IN 47250        |
| • 3rd & W MADISON IN 47250               | • 119 Country Manor MADISON IN 47250     |
| • Clifty Dr MADISON IN 47250             | • 1000 E Vaughn MADISON IN 47250         |
| • 85 S Grange Hall MADISON IN 47250      | • Ivy Tech Dr MADISON IN 47250           |
| • 5200 W Hwy 256 MADISON IN 47250        | • 6075 S Zoar Church Rd MADISON IN 47250 |
| • 112 S Grange Hall MADISON IN 47250     | • 1000 E VAUGHN DR, MADISON, IN 47250    |

*All Other locations NOT listed above are included in \$5,000,000 Limit / \$25,000 Deductible / 24-hour waiting period and considered Low Hazard Location(s).*

## Customarq Property Highlights

### CUSTOMARQ PROPERTY HIGHLIGHTS

*The precise coverage afforded is subject to the terms and conditions of the policies issued. The following features are subject to change based upon underwriting and may or may not be available or apply to your policy.*

### VALUATION

Replacement Cost  
Cost of Replacement at any Location  
Brands & Labels  
Construction Fees  
Customs Duties  
Extended Warranties  
Ordinance or Law  
Selling Price on Finished Stock and Sold Personal Property  
Replacement Cost on Personal Property of Others, Business Personal Property You Lease and Personal Property of Employees  
Replacement Cost on Research and Development Property if repaired, replaced or reproduced  
Valuation on Tenants' I & B when not replaced – ACV  
24 Months to Decide to Repair or Replace

### \$ 500,000 BLANKET LIMIT OF INSURANCE

The automatic blanket limit applies to:

Accounts Receivable  
Electronic Data Processing Property  
Fine Arts  
Leasehold Interest - Bonus Payment, Prepaid Rent, Sublease Profit, Tenants' Lease Interest  
Leasehold Interest - Undamaged Tenants' Improvements & Betterments  
Non-Owned Detached Trailers  
Outdoor Trees, Shrubs, Plants or Lawns  
Pair and Set  
Personal Property of Employees  
Public Safety Service Charges  
Research and Development Property  
Valuable Papers

The Blanket Limit of Insurance applies over all of the coverages shown above and may be apportioned at the time of loss. This Blanket Limit of Insurance applies separately at each covered premises shown in the Declarations and is subject to the Property Deductible specified in the Declarations.

Separate specific Limits of Insurance may be purchased for any of these coverages. If purchased, the blanket limit of insurance will apply in addition to the specific limit.

## Additional Property Coverages

The following Additional Coverages apply separately at each of your premises. In this proposal, any additional limits for these coverages that you have purchased are indicated at the described premises to which the increased limits apply. A policy level deductible applies to each of the Additional Coverages, unless otherwise indicated at the described premises.

### Any other location for:

Accounts Receivable	\$ 75,000
Building Components	\$ 75,000
EDP Property	\$ 75,000
Fine Arts	\$ 75,000
Personal Property	\$ 75,000
R&D Property	\$ 75,000
Valuable Papers	\$ 75,000

### Debris Removal 25% of direct damage loss, plus:

Premises Shown in the	
Declarations	\$ 500,000
Any Other Location	\$ 50,000
In Transit	\$ 50,000

Deferred Payments	\$ 50,000
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### Exhibition, Fair or Trade Show:

EDP Property	\$ 75,000
Fine Arts	\$ 75,000
Personal Property	\$ 75,000

Extra Expense	\$ 250,000
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Fungus Clean-Up or Removal	\$ 50,000
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### Installation:

Any Job Site	\$ 50,000
In Transit	\$ 50,000

### In Transit for:

Accounts Receivable	\$ 50,000
Building Components	\$ 50,000
EDP Property	\$ 50,000
Fine Arts	\$ 50,000
Personal Property	\$ 50,000
Valuable Papers	\$ 50,000

Loss of Master Key	\$ 25,000
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Loss Prevention Expenses	\$ 25,000
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Mobile Communication	
Property	\$ 25,000
Minimum Deductible	\$ 3,500

### Money and Securities:

On Premises	\$ 25,000
Off Premises	\$ 25,000

Pollutant Cleanup or	
Removal	\$ 50,000

Processing Water	\$ 25,000
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Preparation of Loss Fees	\$ 25,000
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### Newly Acquired Premises Or Newly Acquired Or Constructed Property for 180 days

Building	\$ 5,000,000
Personal Property	\$ 2,500,000
Personal Property at	
Existing Premises	\$ 100,000
EDP Equipment	\$ 2,500,000
Electronic Data	\$ 250,000
Communication Property	\$ 250,000
Fine Arts	\$ 50,000

## **Business Income**

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The limits of insurance shown below are provided for the coverage shown at no additional cost to you. You may purchase increased limits of insurance for an additional premium.

	<i>Limit of Insurance</i>
Any Other Location	\$ 50,000
Contractual Penalties	\$ 25,000
Loss of Utilities (excludes Overhead Trans. Lines)	\$ 25,000
Exhibition, Fair or Trade Show	\$ 25,000
Ingress & Egress	\$ 50,000
Newly Acquired Premises – Business Income	\$250,000 for 180 days
Pollutant Clean-Up or Removal	\$ 25,000
Preparation of Loss Fees	\$ 25,000
Worldwide Dependent Business Premises	\$250,000

## Equipment Floater

Insurance Carrier: Federal Insurance Company  
 Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail

Description	Limits
<b>Contractors Equipment – per schedule on file</b>	<b>\$5,759,026</b>
Contractors Equipment Deductible	\$2,500
Earthquake – Annual Aggregate (Deductible: \$25,000)	\$4,000,000
Flood – Annual Aggregate (Deductible: \$25,000)	\$4,000,000
<b>Miscellaneous Articles – per schedule on file (Deductible: \$25,000)</b>	<b>\$1,432,000</b>
Earthquake – Annual Aggregate (Deductible: \$25,000)	\$1,000,000
Flood – Annual Aggregate (Deductible: \$25,000)	\$1,000,000
Misc Articles Deductible	\$25,000
Wind or Hail – any one occurrence (Deductible: \$50,000)	\$1,432,000

*Scheduled Equipment – See Schedule Attached Separately*

### Additional Coverages Provisions

- Valuation: Replacement Cost except ACV on items 5 years and older
- Contractors' Equipment limit includes Misc Unscheduled Equipment of \$500,000
- Contractors Equipment Blanket Limits – per schedule on file
- Contractors Equipment – max any one item \$500,000
- Items \$5,000 and under included in Blanket CE Form
- Employees' Tools or Clothing – Limit \$10,000 / \$2,500 per employee / \$1,000 deductible
- No Endorsements Issued During Policy Term
- No Coinsurance

### Additional Interest

Name and Address	MTG	LP
Boyd Company 10001 Linn Station Rd, Louisville KY 40223		♦
Re: Leased/Rented Equipment – 2024 Caterpillar 920, s/n SL402237		

## CHUBB Equipment Floater Highlights

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### Coverage Summary

**Covered Property:** Machinery (including spare parts and accessories), equipment and tools that you own or are in your care, custody or control

**Perils:** Direct physical loss or damage from a peril not otherwise excluded.

**Valuation:** Replacement cost, unless otherwise specified.

### Additional Coverage

\$150,000 Debris Removal  
\$ 50,000 Pollutant Clean Up (annual aggregate)  
\$ 25,000 Fire Department Service Charges  
\$ 25,000 Inventory or Appraisals  
\$ 10,000 Fire Protective Equipment

### Some Unique Features

- No separate sublimit for newly acquired contractors' equipment.
- No separate sublimit for leased or rented equipment.
- No coinsurance.
- No exclusions for employees' tools or clothing.
- Valuation of lost or damaged contractors' equipment includes prorated cost for the unused portion of non-refundable extended warranties, maintenance contracts or service contracts.
- Recoveries from salvage or subrogation accrue first to your benefit - toward the deductible, coinsurance penalty or an inadequate limit.



## Crime / Fidelity

Insurance Carrier: Travelers Casualty & Surety of America  
 Proposed Policy Period: 1/24/2025 to 1/24/2028 **(3-year term)**

### Coverage Detail

Subject	Amount	Deductible
Employee Theft Governmental Crime	\$250,000	\$5,000
Forgery or Alteration	\$250,000	\$5,000
On Premises	\$250,000	\$5,000
In Transit	\$250,000	\$5,000
Computer Fraud	\$250,000	\$5,000
Funds Transfer Fraud	\$250,000	\$5,000
Money Orders and Counterfeit Paper Currency	\$250,000	\$5,000
Claims Expense	\$5,000	\$0
Computer Program & Electronic Data Restoration Expense	\$100,000	\$5,000
Social Engineering Fraud	\$100,000	\$5,000
Telecommunication Fraud	\$100,000	\$1,000

### Additional Coverages

- Loss Sustained Form
- Faithful Performance of Duty \$250,000
- Government Entity Crime Endorsement Excluding Coverage for Treasures and Tax Collectors
- Removal of Short Rate Cancellation

### Friendly Reminder

- *Although we have presented certain limits, higher limits are available upon request. Significant financial loss can result from being underinsured in this area. We strongly suggest that you give careful thought to the limit you select.*

## Selective Liability Coverages

Insurance Carrier: **Selective Insurance Company**  
 Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail – General Liability

Description	Limits
General Aggregate	\$3,000,000
Products/Completed Operations	\$3,000,000
Each Occurrence	\$1,000,000
Personal & Advertising Injury	\$1,000,000
Fire Damage	\$1,000,000
Medical Expense	\$5,000
Liquor Liability, Aggregate	\$3,000,000
Liquor Liability, Occurrence	\$1,000,000
Abuse or Molestation Each Abuse / Aggregate (Ded: \$0)	\$1,000,000 / \$1,000,000
Pesticide / Herbicide (Ded: \$1,000)	\$1,000,000
Employee Benefits Liability – Per Claim	\$1,000,000
Employee Benefits Liability - Aggregate	\$3,000,000

### Coverage Detail – Police Professional (Occurrence)

Description	Limits
Each Occurrence	\$1,000,000
Each Person	\$1,000,000
Aggregate	\$1,000,000
Deductible	\$25,000

### Coverage Detail – Public Officials / EPLI (Claims Made)

Description	Limits
Per Claim	\$1,000,000
Aggregate	\$2,000,000
EPLI Non-Monetary Defense	\$100,000
Public Officials Non-Monetary Defense	\$10,000 / \$50,000
Deductible	\$25,000
Retroactive Date	01/24/1992

### *Coverage Detail – Automobile*

Description	Symbol	Limits
Liability Combined Single Limit	1	\$1,000,000
Medical Payments	2	\$5,000
Uninsured Motorist Protection – Bodily Injury	2	\$1,000,000
Underinsured Motorist Protection – Bodily Injury	2	\$1,000,000
Physical Damage – Comprehensive Deductible		\$1,000
Physical Damage – Collision Deductible	2	\$1,000
Hired, Non-owned Auto Liability	8 9	Included

### *Additional Policy Provisions*

- Composite Rated Auto – 145 vehicles
- Vehicles per schedule on File
- Actual Cash Value
- Deductibles: Comp \$50 /Collision \$50 for 1916 Ahrens Fox Firetruck #825 (Stated Amount)
- Vehicles **MUST** be specifically scheduled to have Comprehensive and Collision Coverage

### *Coverage Detail – Umbrella*

Description	Limit
Excess Limit	\$4,000,000
Aggregate Limit	\$4,000,000
Self-Insured Retention	ZERO

### *Underlying Liability*

- Automobile \$1,000,000
- Employers Liability \$1,000,000/\$1,000,000/\$1,000,000
- General Liability \$1,000,000 / \$3,000,000
- Liquor Liability
- Public Officials \$1,000,000 / \$2,000,000
- Police Professional \$1,000,000 / \$1,000,000
- Employee Benefits \$1,000,000 / \$3,000,000

## Cyber Liability

Insurance Carrier: CFC / Lloyd's of London (**Non-Admitted**)

Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail

Coverage	Limit	Retention
All Insuring Clauses Combined	\$3,000,000	\$5,000
<b>Insuring Clause 1: CYBER INCIDENT RESPONSE</b>		
A. Incident Response Costs	\$3,000,000	\$0
B. Legal and Regulatory Costs	\$3,000,000	\$5,000
C. IT Security and Forensic Costs	\$3,000,000	\$5,000
D. Crisis Communication Costs	\$3,000,000	\$5,000
E. Privacy Breach Management Costs	\$3,000,000	\$5,000
F. Third Party Privacy Breach Management Costs	\$3,000,000	\$5,000
G. Post Breach Remediation Costs	\$50,000	\$0
<b>Insuring Clause 2: CYBER CRIME</b>		
A. Funds Transfer Fraud	\$250,000	\$5,000
B. Theft of Funds Held in Escrow	\$250,000	\$5,000
C. Theft of Personal Funds	\$250,000	\$5,000
D. Extortion	\$3,000,000	\$5,000
E. Corporate Identity Theft	\$250,000	\$5,000
F. Telephone Hacking	\$250,000	\$5,000
G. Push Payment Fraud	\$50,000	\$5,000
H. Unauthorized Use of Computer Resources	\$250,000	\$5,000
<b>Insuring Clause 3: SYSTEM DAMAGE AND BUSINESS INTERRUPTION</b>		
A. System Damage and Rectification Costs	\$3,000,000	\$5,000
B. Income Loss and Extra Expense	\$3,000,000	\$5,000
C. Additional Extra Expense	\$100,000	\$5,000
D. Dependent Business Interruption	\$3,000,000	\$5,000
E. Consequential Reputational Harm	\$3,000,000	\$5,000
F. Claims Preparation Costs	\$25,000	\$0
G. Hardware Replacement Costs	\$3,000,000	\$5,000
<b>Insuring Clause 4: NETWORK SECURITY &amp; PRIVACY LIABILITY</b>		
A. Network Security Liability	\$3,000,000	\$5,000
B. Privacy Liability	\$3,000,000	\$5,000
C. Management Liability	\$3,000,000	\$5,000
D. Regulatory Fines	\$3,000,000	\$5,000
E. PCI Fines, Penalties and Assessments	\$3,000,000	\$5,000
<b>Insuring Clause 5: MEDIA LIABILITY</b>		
A. Defamation	\$3,000,000	\$5,000
B. Intellectual Property Rights Infringement	\$3,000,000	\$5,000
<b>Insurance Clause 6: TECHNOLOGY ERRORS AND OMISSIONS</b>	<b>NO COVER GIVEN</b>	
<b>Insurance Clause 7: COURT ATTENDANCE COSTS</b>	\$100,000	\$0

### Additional Policy Provisions

- Indemnity Period – 12 months
- Waiting Period – 8 hours

## Cyber Liability – Option #1

Insurance Carrier: Travelers Casualty & Surety Company of America  
 Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail

Liability	Limit	Retention
Privacy and Security	\$3,000,000	\$10,000
Payment Card Costs	\$3,000,000	Subject to Privacy and Security Retention
Media	Not Covered	
Regulatory Proceedings	\$3,000,000	\$10,000
Breach Response	Limit	Retention
Privacy Breach Notification	\$3,000,000	\$10,000
Computer and Legal Experts	\$3,000,000	\$10,000
Betterment	\$100,000	
Cyber Extortion	\$3,000,000	\$10,000
Data Restoration	\$3,000,000	\$10,000
Public Relations	\$3,000,000	\$10,000
Cyber Crime	Limit	Retention
Computer Fraud	\$100,000	\$10,000
Funds Transfer Fraud	\$100,000	\$10,000
Social Engineering Fraud	\$100,000	\$10,000
Telecom Fraud	\$100,000	\$5,000
Business Loss	Limit	Retention
Business Interruption	\$3,000,000	
Dependent Business Interruption	\$100,000	
Dependent Business Interruption - System Failure	\$100,000	
Dependent Business Interruption - Outsource Provider	\$100,000	
Dependent Business Interruption - Outsource Provider - System Failure	\$100,000	
Reputation Harm	\$250,000	\$10,000
System Failure	\$3,000,000	

### Additional Coverages, Terms and Conditions:

- Accounting Costs Limit: \$25,000
- Betterment Coparticipation: 50%
- Period of Restoration: 180 days / Period of Indemnity: 30 days
- Knowledge and P&P Dates: – January 1, 2026
- Wait Period: 12 hours

## Cyber Liability – Option #2

Insurance Carrier: Travelers Casualty & Surety Company of America  
 Proposed Policy Period: 1/24/2026 to 1/24/2027

### Coverage Detail

Liability	Limit	Retention
Privacy and Security	\$1,000,000	\$5,000
Payment Card Costs	\$1,000,000	Subject to Privacy and Security Retention
Media	Not Covered	
Regulatory Proceedings	\$1,000,000	\$5,000
Breach Response	Limit	Retention
Privacy Breach Notification	\$1,000,000	\$5,000
Computer and Legal Experts	\$1,000,000	\$5,000
Betterment	\$100,000	
Cyber Extortion	\$1,000,000	\$5,000
Data Restoration	\$1,000,000	\$5,000
Public Relations	\$1,000,000	\$5,000
Cyber Crime	Limit	Retention
Computer Fraud	\$100,000	\$5,000
Funds Transfer Fraud	\$100,000	\$5,000
Social Engineering Fraud	\$100,000	\$5,000
Telecom Fraud	\$100,000	\$5,000
Business Loss	Limit	Retention
Business Interruption	\$1,000,000	
Dependent Business Interruption	\$100,000	
Dependent Business Interruption - System Failure	\$100,000	
Dependent Business Interruption - Outsource Provider	\$100,000	
Dependent Business Interruption - Outsource Provider - System Failure	\$100,000	
Reputation Harm	\$250,000	\$5,000
System Failure	\$1,000,000	

### Additional Coverages, Terms and Conditions:

- Accounting Costs Limit: \$25,000
- Betterment Coparticipation: 50%
- Period of Restoration: 180 days / Period of Indemnity: 30 days
- Knowledge and P&P Dates: – January 1, 2026
- Wait Period: 12 hours



## **Auditable/Adjustable Policies**

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Many policies are subject to audit by an insurance company. If any coverage in this proposal is shown with a rate, it is auditable. Audits are completed by the Insurance Company coming to your premises and reviewing your books. However, they may also be done on a voluntary basis where you submit the figures to the carrier. In all cases, the insurance company makes the decision on which type of audit they wish to receive.

General Liability and Workers Compensation policies are typically adjustable on an annual basis. Other policies may be subject to audit as well (i.e. Auto, Marine, Composite Rated, etc.)

**Premium Summary / Comparison**

Line of Business	2025 – 2026 Proposed Premium Selective / Chubb	2026 – 2027 Proposed Premium Selective / Chubb	DIFF in PREM \$ / %
Property	\$78,304	\$73,266	-\$5,038 / 6.43%
Equipment Floater	\$25,624	\$32,638	\$7,014 / 27.37%
Monoline Crime (3-Year Term)	\$8,913	<i>Paid in Full</i>	-\$8,913
General Liability	\$81,421	\$92,111	\$10,690 / 13.13%
Automobile – Liability & PD	\$128,183	**\$163,880	\$35,697 / 27.85%
Law Enforcement Liability	\$19,916	\$21,908	\$1,992 / 10.00%
Public Officials Liability	\$6,072	\$6,649	\$577 / 9.50%
Employment Practices Liability	<i>Included in POL</i>	<i>Included in POL</i>	---
Umbrella/Excess Liability	\$56,215	**\$66,637	\$10,422 / 18.54%
Cyber Liability – CFC	\$15,016.25	\$15,045	\$28.75 / 0.19%
Animal Mortality	\$4,596	<i>Cancelled</i>	-\$4,596
<b>Total Premium</b>	<b>\$424,260.25</b>	<b>\$472,134.00</b>	<b>\$47,874 / 11.28%</b>

**\*\*Carrier is reevaluating the schedule of insured autos to verify correct number of scheduled vehicles and vehicles insured on an "Agreed Value" basis. This will have an impact on premium.**

*Additional Coverage Options*

Carrier / Line of Business	Limits/Deductible	Premium
CHUBB / Delete Terrorism – Property	N/A	\$7,619 Savings
SELECTIVE / Delete Terrorism – Casualty	N/A	\$10,767 Savings
TRAVELERS / Cyber Liability Quote #1 – Pg. 16	\$3M / \$10K Ded.	\$2,117 Savings
TRAVELERS / Cyber Liability Quote #2 – Pg. 17	\$1M / \$5K Ded.	\$7,422 Savings

*Payment Options – all payable to Gardner Insurance Agency*

- Chubb (Property/Inland Marine) – Annual
- Travelers (Monoline Crime) – Annual
- Selective Insurance (Package) – Annual (full pay) / Quarterly
- Lloyds of London/CFC (Cyber Liability) – Annual

## Exposure Comparison / Loss Ratio

### Exposure Comparison

Line of Business	2025-2026 Exposures	2026-2027 Exposures	Difference
Building/Personal Property/PIO	\$76,461,107	\$68,391,728	-10.55%
Electronic Data Processing	\$250,000	\$250,000	0%
Contractors Equipment/Misc. Articles	\$5,709,936	\$7,191,026	25.94%
Number of Vehicles	130	145	11.54%
Values of Vehicles	\$8,108,198	\$10,071,185	24.21%

### Loss Ratio

Exposure	Policy Term	Losses	Premium	Percentage
<b>PROPERTY</b>	<b>Chubb</b>			
	2021/2022	\$0	\$104,190	0%
	2022/2023	\$0	\$90,234	0%
	2024/2025	\$4,116	\$67,694	6%
	2025/2026	\$371	\$73,087	1%
<b>EQUIPMENT</b>	<b>Chubb</b>			
	2021/2022	\$0	\$19,992	0%
	2022/2023	\$0	\$18,115	0%
	2024/2025	\$0	\$23,182	0%
	2025/2026	\$0	\$31,068	0%
<b>LIABILITY</b>	<b>Intact</b>			
	2019/2020	\$399,527	\$178,374	224%
	2020/2021	\$31,158	\$183,391	17%
	2021/2022	\$126,523	\$203,933	62%
	2022/2023	\$111,239	\$251,326	44%
<b>LIABILITY/PROP/IM</b>	<b>Liberty Mutual</b>			
	2023/2024	\$58,114	\$317,038	18%
<b>LIABILITY</b>	<b>Argonaut Insurance Company</b>			
	2024/2025	\$94,359	\$251,052	38%

## Items of Discussion / Conditions of Coverage

Policies were quoted with Terrorism as prior policies included Terrorism. If Terrorism will be "rejected", please advise.

### **Chubb – Property / Inland Marine, quote per Underwriter:**

- \$50,000 Wind/Hail deductible is set at "Per Occurrence" for the 2026-2027 policy term. It will change to a "Per Premises" deductible for the 2027-2028 policy term.
- Signed Terrorism Form (if rejected)
- Inland Marine policy was automatic renewal.

### **Travelers – Cyber Liability Quote Options :**

- Review questions 7h, 7i and 7j on CyberRisk Application. The MFA Supplemental Application suggests MFA is fully implemented. Please note that if MFA is not fully implemented, terms and pricing will change.

### **Selective – Package quote, per Underwriter:**

- Copy of Underlying Employers Liability dec page and 3-year currently valued loss runs
- Compliance of open Abuse/Molestation recommendations
- Copy of Abuse/Molestation policies & procedures

### **A&M deficiencies: These must be satisfied/reconciled prior to binding to remain on A&M coverage at renewal**

- Abuse/Molestation supplement, question #9 and #10

9. Are criminal background checks repeated for those that have regular/repeated contact & access to vulnerable populations?

- |                     |  |  |
|---------------------|--|--|
| a. Employees        | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                              | If yes, how often? <u>@ hire &amp; as needed</u> |
| b. Volunteers       | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A | If yes, how often? _____                         |
| c. Contracted Staff | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A | If yes, how often? _____                         |

10. Based on the results of the criminal background screening, do you have criteria that would disqualify a potential applicant (employee, volunteer, contracted staff) from becoming part of your organization?

☒ Yes ☐ No

If yes, provide additional details @ discretion of H.R.

- The training should be repeated on an annual basis in lieu of "as needed". Additionally, the designated person responsible for administering the Abuse or Molestation policy should be record holder of all signed acknowledgments. Requiring abuse prevention training annually refreshes what employees have previously learned and provides additional knowledge and skills that enhance their ability to protect those in their care. Furthermore, booster (training keeps safety up front on the job and demonstrates the program's commitment to preventing abuse.
- If volunteers are not screened or trained to the same extent as employees, an organization is at a much higher risk of incident or allegation if it permits volunteers to operate without the direct supervision of an employee.
- **NOTE: Refer to Praesidium Screening and Selection Toolkit. [selective.com/praesidium](https://selective.com/praesidium)**
- Please amend your organization's Abuse or Molestation policy to include a formal training program that defines inappropriate behavior and introduces proper methods for contact with individuals. Have all new employees and volunteers complete this training and sign and acknowledge that they have completed it.

- Abuse/Molestation supplement, question #12

- d. Does it define appropriate and inappropriate interactions/boundaries (i.e., high fives, fist pumps, no lap sitting, no inappropriate jokes, extent of disclosure of personal information, etc) between employees/volunteers etc. and the children and/or vulnerable population they serve?

☒ Yes ☐ No

12. If you allow interactions outside of your organizations programs (i.e., babysitting, private tutoring, coaching, clients visiting staff at home, meeting for coffee, personal travel, errands etc.) What are your policies and any restrictions/mechanisms to manage boundaries? \_\_\_\_\_

- Please provide copy of Zero Tolerance Policy for Personal Interactions with Clients Outside of Scope of Employment – Babysitting, Tutoring, Errands, Coaching, Private lessons (offsite)
  - This policy must clearly state the program's response to abuse and communicate to potential abusers the program's "zero tolerance for abuse."
- Please explain what mechanisms are in place to manage these boundaries
- Please provide details surrounding the "offsite" or interactions "outside" of the City of Fishers programs or organizations (type of interaction, estimated annual exposure percentage)
- **NOTE: Praesidium's Model Policies and Procedures as a resource. Refer to pages 14 – 16 in the Model Policies. [selective.com/praesidium](http://selective.com/praesidium)**

- Abuse/Molestation supplement, question #13

Training:

13. Does the applicant require everyone who works/volunteers/interns at the organization to participate in training that addresses the **prevention and detection of abuse or molestation**?

☐ Yes ☒ No

- a. Do you review your written abuse prevention policies & procedures during the training?

☐ Yes ☒ No

- b. How often is training repeated? ☐ Annually ☐ Never ☐ Other: \_\_\_\_\_

- The training should be repeated on an annual basis in lieu of "as needed". Additionally, the designated person responsible for administering the Abuse or Molestation policy should be record holder of all signed acknowledgments. Requiring abuse prevention training annually refreshes what employees have previously learned and provides additional knowledge and skills that enhance their ability to protect those in their care. Furthermore, booster (training keeps safety up front on the job and demonstrates the program's commitment to preventing abuse.
- **NOTE: Praesidium's training solutions, which include online, in-person, train-the-trainer, facilitator-guided videos, and custom solutions as a resource**
- Please amend your organization's Abuse or Molestation policy to include a formal training program that defines inappropriate behavior and introduces proper methods for contact with individuals. Have all new employees and volunteers complete this training and sign and acknowledge that they have completed it.

**Please Sign Below:** I fully understand and acknowledge the above items.

\_\_\_\_\_  
**Client Name and Signature**

\_\_\_\_\_  
**Date**

## A.M. Best Financial Strength Rating

Choosing an insurance carrier with strong financial characteristics is an important part of managing your risk. The A.M. Best Company, Inc. is the leading independent rating organization that the business community uses to determine the financial stability of insurance companies. A.M. Best's ratings are a respected and independent opinion of the relative financial strength and performance of an insurance company in comparison with others. Gregory & Appel's minimum rating standard for an insurance carrier is A-VII from this rating organization.

The ratings for the carriers we are quoting your coverage with are listed below. The latest information on Best ratings can be obtained at [www.ambest.com](http://www.ambest.com)

Company	A.M. Best Rating	Financial Size	Admitted
Federal Insurance Company	A++(Superior)	XV	Yes
Travelers Insurance Company	A++(Superior)	XV	Yes
CFC/Lloyd's of London	A	VI	<b>NO</b>
Selective Insurance	A+ (Superior)	XV	Yes

### Financial Strength Ratings

Secure	Vulnerable
A++, A+ (Superior)	B, B- (Fair)
A, A- (Excellent)	C++, C+ (Marginal)
B++, B+ (Good)	C, C- (Weak)
	D (Poor)
	E (Under Regulatory Supervision)
	F (In Liquidation)
	S (Suspended)

### Financial Size Category

Class	Policy Holder's Surplus	Class	Policy Holder's Surplus
I	Less than 1	IX	250 to 500
II	1 to 2	X	500 to 750
III	2 to 5	XI	750 to 1,000
IV	5 to 10	XII	1,000 to 1,250
V	10 to 25	XIII	1,250 to 1,500
VI	25 to 50	XIV	1,500 to 2,000
VII	50 to 100	XV	2,000 or greater
VIII	100 to 250		



## Non-Admitted Carrier Notice

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### *Notice to Insured:*

1. The insurance policy that you are applying to purchase is being issued by an insurer that is not licensed in the state of **Indiana**. These companies are called Non-Admitted or Surplus Lines Insurers.
2. The Insurer is not subject to the state financial solvency regulation and enforcement which applies to licensed insurers.
3. The insurer does not participate in any of the insurance guarantee funds created by law. Therefore, these funds will not pay your claims or protect your assets if the insurer becomes insolvent and is unable to make payments as promised.
4. Indiana maintains a list of eligible surplus lines insurers approved by the insurance commissioner. Ask your agent or broker if the insurer is on that list.
5. For additional information about the insurer you should ask questions of your insurance agent, broker, or surplus lines broker.

- **Notice to Tennessee Applicants:** It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

- **Notice to New York Applicants:** Any person who knowingly and with intent to defraud any insurance company or other person, files an application for insurance containing false information, or conceals for the purpose of misleading, information concerning any fact that material thereto, commits a fraudulent insurance act which is a crime. (Note: this notice is required by New York insurance regulations, but such action may also be a crime in other states.

- **FLORIDA FRAUD STATEMENT:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree.

### *Carriers:*

**CFC/Lloyd's of London**

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**Client's Signature**

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**Date**

## Gregory & Appel Service Team

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**Andy Brown**  
Sr VP & Commercial Lines Producer  
(317) 686-6481  
abrown@gregoryappel.com

*Your Producer analyzes your loss exposure and recommends ways to prevent or insure against exposures.*



**Charles Vaught**  
Account Executive  
(317) 686-6449  
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*Your Producer analyzes your loss exposure and recommends ways to prevent or insure against exposures.*



**Lakisa Mason, CISR**  
Commercial Lines CSA Supervisor  
(317) 686-6468  
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*Your Account Manager serves as your main contact for changes to your policy, billing questions, and helps with routine, day-to-day items.*



**Shelbi St. John**  
Customer Service Associate  
(463) 276-0059  
sstjohn@gregoryappel.com

*Your Customer Service Associate issues certificates of insurance, auto ID cards and processes audits.*



**Renee Crull**  
Senior Claim Advocate  
(463) 276-0049  
rcrull@gregoryappel.com

*Your Claims Advocate reports your claims to the insurance company and works with you and the insurance company for claim resolution.*

## **About Gregory & Appel**

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Gregory & Appel was founded in 1884 when John J. Appel and Fred A. Gregory opened their Indianapolis firm in a rented office and a \$7 desk. Since then, Gregory & Appel has become one of Indiana's largest insurance agencies with clients across the Midwest and around the world.

Gregory & Appel balances a rich history of hard work and professionalism with a commitment to innovation and creative risk management solutions. Our philosophy is an unrelenting commitment to superior service and continuous value-added offerings for our clients.

### *Expertise*

With more than 125 highly trained employees and more than \$300 million in premium under management, Gregory & Appel serves across diverse industry sectors, including: education, healthcare, manufacturing, public entities, not-for-profit, professional services, technology, and numerous others.

Our knowledgeable professionals partner with clients to tailor their insurance solutions – no matter how simple or complex – to fit the clients' needs.

As a Gregory & Appel client, you can expect:

- A breadth of insurance services
- Exceptional service
- Excellent value
- Complete protection and peace of mind

### *Risk Management Approach*

The professionals at Gregory & Appel look at the big picture. We will recommend appropriate insurance coverages that address your unique situation. But first, our approach involves an initial assessment of your risk. Then we can help you develop a risk management plan that may include safety programs, risk transfer and other techniques appropriate to your needs – as well as traditional insurance policies.

In our presentation we intend to provide you with the best insurance coverage options. The amount of insurance coverage is your decision. We cannot recommend an adequate liability limit since it is impossible to predict potential judgments against you. We recommend purchasing the maximum coverage you can afford to protect your interests.

## **Compensation Disclosure**

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As an insurance agency Gregory & Appel receives compensation from the insurance and surety companies we represent. The compensation received by Gregory & Appel may differ depending upon the products sold and the insurance or surety companies accepting the risk. Gregory & Appel may also receive additional compensation from some of its insurance or surety companies based upon the aggregate performance of all premiums written with a particular company. Any compensation received is not attributable to any one client and is not calculated or guaranteed until the end of a 1-to-3-year period. Profitability, growth, and premium retention are typical factors in these agreements.



# Municipal Websites Central



## City of Madison, Indiana

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PRESENTED BY:

Ross Wells, Account Executive

December 11, 2025

# Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to develop technology solutions that empower local government staff to manage daily operations efficiently without depending on paper-based processes or complex systems.

Today, CivicPlus provides public sector technology that provides intelligent automation for staff and a unified experience for residents. CivicPlus solutions help increase process efficiency by up to 40%, freeing staff to improve community engagement. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a singular experience for residents and staff.

## Our Portfolio Includes:

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Mass Notification
- Social Media Archiving
- NextRequest
- Recreation Management
- SeeClickFix 311 CRM
- Municode Codification
- Process Automation and Digital Services
- Community Development
- Asset Management
- Utility Billing
- Resident Portal

## Contact Information



### Primary

#### Ross Wells

Account Executive

ross.wells@civicplus.com

317.250.5985

### Company

302 S. 4th Street, Suite 500

Manhattan, KS 66502

Toll Free: 888.228.2233 | Fax: 785.587.8951

[civicplus.com](http://civicplus.com)



civicplus.com



# Experience & Recognition

**25+ Years**

**10,000+ Customers**

**950+ Employees**

With public service in our DNA, our 25-year heritage of success is fueled by the expertise of our product innovators—many of whom served in local government. Our commitment to deliver impactful solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for the City of Madison (the City).

We're proud to be recognized in various ways for our dedication and service to our customers.

- Winner of multiple Stevie® Awards, the world's top honors for customer service, sales professionals, and more.
- Designated a top-100 U.S. company by Government Technology magazine for making a difference in the public sector.
- Selected by Inc. Magazine as "One of the Fastest Growing Privately-Held Companies in the U.S." each year since 2011.
- Certified™ by Great Place To Work®, which is a prestigious award is based entirely on what current employees say about their working experience.



## The Best-Run Local Governments Run on CivicPlus Technology

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. With CivicPlus, leaders can finally overcome the perpetual trade-off between the demand for better services and the realities of operational resources, by leveraging the unique Civic Impact Platform to deliver both unmatched end-to-end automated efficiency and truly unified, delightful resident experiences.

CivicPlus is the only government technology company exclusively committed to being a trusted partner for impact-led government, enabling our customers to efficiently keep our communities informed, involved, and connected using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, our customers increase revenue and operate more efficiently while nurturing trust among residents.



# The Civic Impact Platform

The comprehensive Civic Impact Platform delivers unmatched end-to-end efficiency, supercharging staff impact through intelligent automation, and unlocking collaboration in and across departments. At the same time, this unique platform delivers a truly unified residence experience, delighting residents with a singular profile and single sign-on for friction-free, no-hassle services. With CivicPlus your team is always change-ready, staying a step ahead of disruption, whether evolving compliance and accessibility requirements, civil emergencies, and more.



## IMPACT-LED GOVERNMENT

Impact-led government aims to create lasting community change by improving and modernizing processes with automation, collaboration, and data insights. This approach helps staff work efficiently and makes services more accessible, addressing needs proactively. Our Civic Impact Platform is guided by five core principles:

1. **Modernize and connect every function:** Work better together through intelligent automation, efficiency, and stronger collaboration.
2. **Deliver a singular, personalized resident experience:** Replace hassle with friction-free delight, delivering a unified profile and intuitive, consistent experiences.
3. **Supercharge staff impact:** Boost staff performance with automated tasks, data-driven decisions, and aligned priorities and processes.
4. **Strengthen compliance, accessibility, and readiness:** Forward-thinking best practices and continuous adaptation.
5. **Consolidate on a comprehensive, purpose-built platform:** Choose solution breadth, eliminate multiple vendors, and gain compounding value over time.



# CMS Features & Functionality



CivicPlus' Municipal Websites Central (Web Central) is a comprehensive content management system designed to help local governments build websites that connect with residents effectively. With configurable layouts, simplified content management, and integrated tools for communication and resident self-service, CivicPlus websites streamline the timely delivery of essential information and services. This empowers local governments to consistently provide positive civic experiences for residents and peace of mind for staff with streamlined communication processes.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.



## Modules & Widgets

### RESIDENT ENGAGEMENT

Web Central offers many effective and easy-to-use resident engagement features. These tools easily integrate with the other key features.

**Notices and Alerts** – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

**Blog** – Post opinions/information about various community topics and allow resident comments and subscriptions.

**Calendar** – Create multiple calendars and events to inform residents of upcoming activities that are viewable by list, week, or month.

**Submit Requests and Report Issues** – Allow residents to report a problem or submit requests through our easy Form Center module. For advanced service request management functionality to intake resident submissions via web portal, our integrated SeeClickFix 311 CRM Starter product is available as an add-on.

**Form Center** – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

**News** – Post news items and keep your residents up to date on important information via News Flash.

**Opinion Poll** – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.



**Notifications** – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me® (includes up to 500 SMS users).

**Photo Gallery** – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

**Pop-up Modal** – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

## CONTENT MANAGEMENT

Web Central comes fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

**Agenda Center** – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

**Archive Center** – Manage and retain serial and older documents.

**Document Center** – Organize and manage documents in one central repository.

**Public Images** – Store all your images in one central location, to utilize individually or create slideshows on your site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

## INFORMATION & NAVIGATION

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

**Easy for Residents to Navigate** – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

**Frequently Asked Questions (FAQs)** – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

**Graphic Links** – Create visually appealing buttons to direct users to important information.

**Info Advanced** – Use Info Advanced to create engaging displays of information for reuse throughout the website.

**Quick Links** – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

**Resource Directory** – Use the Resource Directory to showcase information on local businesses and/or community resources.

**Staff Directory** – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.





## DEPARTMENT-SPECIFIC

There are several function-specific features and modules for government departments. These tools are integrated into the Web Central CMS and offer the ability to complete multiple steps in one action.

**Activities** – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

**Facilities & Reservations** – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

**Job Postings** – Post available jobs online and accept online applications.

**Bids** – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.



## COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.



**Custom HTML Widget** – Embed videos or other HTML features in your page.

**Editor Widget** – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

**Form Center Widget** – Embed simple forms on a page.

**Image Widget** – Add images to a page.

**Related Documents Widget** – Create a dynamic list of documents referenced in the Document Center.

**Slideshow Widget** – Add a slideshow of images.

**Tabbed Widget** – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.



# Administrative Features

The administration of your Web Central website is browser-based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control the access to pages and manipulation of content as well as use automated features to streamline processes.



**Administrative Dashboard** – A home base for messages and quick access to your recent activities and time-sensitive action items such as pending approvals and expiring items.

**Content Scheduling & Versioning** – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

**Dynamic Page Components** – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

**History Log** – Track changes made to your website.

**Intranet** – Use permissions to set a secure location on your website that allows employees to login and access non-public resources and information.

**Levels of Permissions** – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

**Pending Approval Items** – Administrators have access to a queue of pending items to be published or reviewed.

**Website Statistics** – Provided website analytics for analysis.

## USER-FRIENDLY FEATURES

Not only is Web Central easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

**Automatic Alt Tags** – Built-in features assist with ongoing ADA compliance of your website.

**Credit Card Processing** – Web Central is integrated with select external payment processors to accept payments on your website (separate agreement must be made directly between you and the supported external processor of your choice). Additional fees apply.

**Preset Styling Standards and Ongoing Styling Flexibility** – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

**Link Redirects** – Instead of sending your users to <https://www.civicplus.com/blog/ce/government-website-awards-city-county-municipal/>, you can send them to <http://civicplus.com/awards>.



**Live Edit** – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

**Maps** – Easily embed maps from Google, ESRI, and more using the HTML widget.

**Mega Menu** – A main navigation menu makes it easy to get to any page on your website quickly.

**Predictive Site Search** – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

**Site Search Log** – All search words are kept in a log.

**Real Simple Syndication (RSS) Feeds** – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

**Responsive Design** – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

**Social Media** – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

**Supported Browsers** – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

**Third-Party Access** – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

**Translation** – Integration with Google Translate translates web pages into over 100 languages.

## ACCESSIBILITY COMPLIANCE

With more than 1 in 4 (~28.7%) adults in the United States living with a disability, CivicPlus helps governments ensure that critical resources are available to all residents. Our commitment to accessibility is visible through VPATs and third-party audits that can confirm you're working with a trusted and experienced partner. Our multi-faceted approach sets you up for success:

- CivicPlus Municipal Websites are delivered inclusive by design meeting WCAG 2.1 accessibility standards at time of launch.
- Our trainers will teach your staff best practices to keep your content and design elements accessible and up to date with the latest ADA/WCAG standards.
- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.
- Any new regulations that require code changes are reviewed by our product team at least quarterly. Depending on the regulation, our product team plans and executes necessary changes with no additional effort required from you.
- Our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.





Additionally, CivicPlus offers an extensive suite of accessibility tools, including industry-leading integrations to help customers maintain compliance and prepare for the transition to WCAG 2.2. Due to the dynamic nature of website content updates, ongoing accessibility solutions can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges:

- AudioEye Managed: Accessibility tools and services for WCAG 2.2 compliance (included in your scope)
- Acquia Web Governance: Website Governance & Compliance Tools (details/quote upon request)
- Alliant CommonLook Document Remediation (details/quote upon request)

## AudioEye for Websites

CivicPlus is the exclusive local government provider of AudioEye's full service accessibility offering. AudioEye's industry-defining digital accessibility hybrid offering helps deliver website remediations efficiently and affordably for organizations of all sizes. The AudioEye platform leverages a decade of investment in advanced technology supported and informed by a team of dedicated IAAP-certified professionals to help deliver improved access to the web conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.


### AudioEye

- AudioEye Managed
- Proprietary automated testing suite
- Detect Section 508 and WCAG 2.2 Success Criteria violations
- AudioEye engineers remediate accessibility issues
- Compliance monitoring
- Manual technical analysis and usability testing
- AudioEye Accessibility Help Desk with Personalization Tools

### AudioEye Managed

- Provides complete digital accessibility compliance auditing and resolution
- End-to-end digital accessibility compliance testing, resolution, validation, and monitoring
- Combines subject matter experts with technology—a team of engineers and manual testers to ensure issues of accessibility are fixed and stay fixed

#### AudioEye Trusted Certification



Certified Accessible  
by audioeye

The AudioEye Trusted Certification represents a commitment to accessibility and digital inclusion.

[www.fcc.gov](http://www.fcc.gov) is AudioEye Trusted.

The AudioEye web accessibility certification process involves automatic and manual testing with the goal of identifying and resolving access barriers, conforming with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 Level AA Success Criteria, and ensuring an optimal user experience for all users, regardless of their individual abilities.



## AudioEye Accessibility Help Desk with Personalization Tools

- Fully customizable user experience
- Tailored to individual needs regardless of device type, language preference, or preferred method of access
- Users can customize the visual display of the website, the toolkit provides instant personalization
- 24 Hour Help Desk provides accessibility answers from accessibility experts

## Digital Accessibility Platform

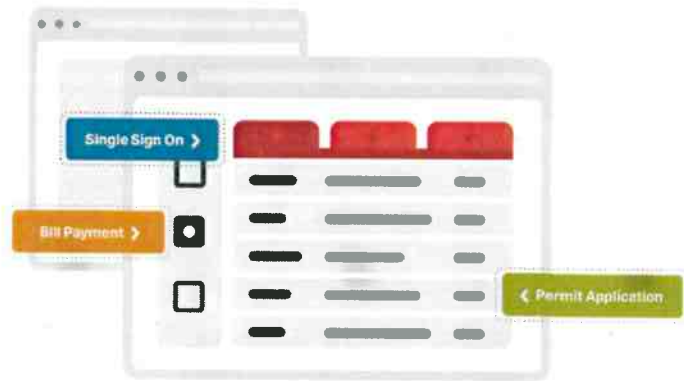
- Software as a Services (SaaS), API-first technology
- Offers end-to-end compliance auditing
- Ability to spider, scan, and diagnose entire websites, single blocks of code, and content delivered via API
- Offers flexible resources for proper identification and remediation of the detected issues



# CivicPlus Resident Portal

## THE NEXT EVOLUTION IN DIGITAL RESIDENT ENGAGEMENT

CivicPlus Portal is a mobile-friendly, personalized online hub from which residents can quickly, easily, and securely obtain information, access resources, discover services, complete transactions, and interact with their local government administration. It is the public gateway to the Civic Impact Platform, empowering resident self-service from one central location for everything from submitting forms, referencing recent legislation, and engaging with public meetings to managing individual alert and notification preferences.



### Personalized Resident Benefits:

- One username, password, or popular platform-enabled single sign-on (via Facebook, Google, Microsoft, or Apple) to securely manage their user profile and interact with all their government resources and information.
- A personalized, customizable dashboard that serves as the launchpad to save frequently accessed digital services, view past interactions, bookmark frequent payment options, and stay up to date with featured, meaningful content.
- Anytime, anywhere access from any device.
- Enabling self-service form viewing, submission, and payments to support a variety of digital transactions from parking permits and business licenses to pet adoptions.
- Easy management of individual communication preferences related to routine and emergency alerts, website newsletters, and agenda & meeting notifications from one single view.
- A centralized hub to submit and track requests, such as public records requests, non-emergency issues, and code enforcement complaints and violations.

### Staff and Administrator Benefits:

- A low-maintenance tool for administrators to easily spotlight information, share content, and link to services to further promote local government initiatives while improving public transparency and trust.
- Ability to consolidate digital services from multiple CivicPlus and third-party solutions into one intuitive, accessible, and responsive interface.
- Consolidation of siloed alerts and notifications from the variety of solutions you control into a single view residents to sign up for and manage.
- Localization of cross-department payments and forms in one place, including those from CivicPlus and third-party solutions, enhancing residents' convenience for increased payments and engagement.
- Multi-factor authentication options and optimized for security and accessibility.



# Implementation

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## Premium Project Timeline

Design creation, content development, configuration for usability and accessibility, dedicated training—CivicPlus delivers all of this and more during the development of your new website.

A typical premium project ranges from 16 – 28 weeks. The City's exact project timeline will be created based on detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors. Your project timeline, tasks, due dates, and communication will be managed and available in real-time via our project management software, Cloud Coach.

<b>PHASE 1: INITIATE</b>	2-4 Weeks	<ul style="list-style-type: none"><li>• Project Kickoff Meeting</li><li>• Planning &amp; Scheduling</li></ul>
<b>PHASE 2: ANALYZE</b>	4-6 Weeks	<ul style="list-style-type: none"><li>• Customer Deliverable Submission</li><li>• Design Discovery Meeting</li><li>• Content Process Meeting</li></ul>
<b>PHASE 3: DESIGN &amp; CONFIGURE</b>	6-10 Weeks	<ul style="list-style-type: none"><li>• Design Concept Development</li><li>• Design Concept Meeting</li><li>• Content Development</li><li>• Agendas &amp; Minutes Migration</li><li>• Website Completion</li></ul>
<b>PHASE 4: OPTIMIZE</b>	1-2 Weeks	<ul style="list-style-type: none"><li>• Website Finalization</li></ul>
<b>PHASE 5: EDUCATE</b>	1-2 Weeks	<ul style="list-style-type: none"><li>• Training Engagement</li></ul>
<b>PHASE 6: LAUNCH</b>	2-4 Weeks	<ul style="list-style-type: none"><li>• Launch Confirmation Meeting</li><li>• Website Launch</li></ul>



# Approaching Your Project Implementation

Communication between you and your Web Central team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.

- Centralized project communication and task management tools are located in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work



The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

## Phased Approach

### PHASE 1: INITIATE

**Project Kickoff** – During this initial meeting, your project manager will perform introductions, detail deliverables needed, provide a high-level overview of the development process, and introduce tools and resources used to manage your project.

**Planning & Scheduling** – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.

### PHASE 2: ANALYZE

**Customer Deliverables** – The City will be responsible for submitting deliverables as outlined.

**Design Discovery Meeting** – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.

**Content Process Meeting** – Meet with your project manager and web content specialist to detail our content development process.

### PHASE 3: DESIGN & CONFIGURE

**Design Concept Development** – You'll have the chance to review a responsive, functioning design concept prototype in an actual production environment. You will have the opportunity to evaluate the presented design concept and collaborate with your project team on any feedback and then final approval.



**Content Development** – Our Content Development team will migrate the agreed upon number of pages of content (including their text, documents, and images) from your current website to your new, Web Central website. Content will be enhanced for usability and accessibility, and we will organize your website pages to make them easy to navigate.

**Agendas & Minutes Migration** – The Content Development team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

**Website Completion** – The City will receive a completed production website featuring your approved design combined with the finished content.

## PHASE 4: OPTIMIZE

**Website Finalization** – Both the Web Central project team and you will prepare your website for launch. During this time, you will be able to make final adjustments to the content on your production website, as well as ensure overall satisfaction with your website.

## PHASE 5: EDUCATE

**Training Engagement** – Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your trainer will deliver training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will use your production website so that users are familiar with your specific configuration, and you can obtain hands-on knowledge from our Gold Stevie® Award winning external training and consulting team.

## PHASE 6: LAUNCH

**Website Launch Confirmation Meeting** – Your Web Central project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

**Website Launch** – After final confirmation, your website will be made live and available to the public.



# Your Role During Implementation

To help create the strongest possible website, we will need you to:

- Gather photos and logos that will be used in the overall branding and design of your new website
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (if available)
- Complete the Design Form to communicate design preferences
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)





# Premium Package Designs

You will meet with your art director to discuss your website vision based on the goals and needs of your users. This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which will provide the structural blueprint for the visual design application.

We will then collaborate with you to customize your design to represent your community using your logo, chosen colors, and imagery. We will focus on including the functionality to meet your website needs, including an option for up to one Advanced Design Component, if desired. Advanced Design Components provide next-level user engagement by leveraging the latest design enhancements in the Web Central product. Your art director will help you choose the component that works best for your website goals and desired site maintenance level.

## DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the premium implementation package.



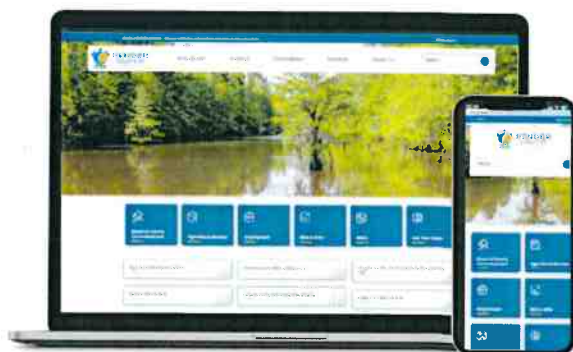
**Nevada City, CA**  
[nevadacityca.gov](http://nevadacityca.gov)



**City of Leawood, KS**  
[leawood.org](http://leawood.org)



**City of Marshall, TX**  
[marshalltexas.net](http://marshalltexas.net)



**Pender County, NC**  
[pendercountync.gov](http://pendercountync.gov)



# Continuing Services

## Technical Support & Services

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 technical functionality and usage of Web Central.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

### Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and chat
- 4-hour initial response during business 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](https://civicplus.help))

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

## AI-POWERED VIRTUAL ASSISTANT

**Context-Aware In-Product Support:** Seamlessly integrated into Web Central, the assistant provides real-time, relevant help based on the context of your conversation.

**Smarter Self-Service:** Instantly access AI-curated knowledge articles from our newly enhanced Help Centers, submit support tickets, or initiate live chat; all from one place.

**Effortless Navigation & Escalation:** If your issue requires human assistance, the assistant can transfer you to a live agent or open a support case in Salesforce Service Cloud, logging all details and transcripts automatically.

**Transparent & Compliant:** The assistant clearly identifies itself as a virtual bot and complies with data transparency standards, ensuring users know they're interacting with AI.



## AWARD-WINNING

CivicPlus has been honored with four Gold Stevie® Awards, eight Silver Stevie® Awards, and eleven Bronze Stevie® Awards. 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.

## CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager who will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

## MAINTENANCE

CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches



# Guardian Hosting & Security

In today's digital era, local governments require a hosting solution that not only meets their needs but exceeds their expectations. Our Enterprise Level Hosting Solution is designed with local governments in mind, offering unparalleled DDoS protection to safeguard your digital infrastructure from the most aggressive cyber threats. With our state-of-the-art security measures, you can ensure the continuity of critical services, even in the face of sophisticated attacks.

Moreover, we understand the importance of building resident trust through consistent and reliable service availability. That's why we guarantee a high availability of \*\*99.9% uptime\*\*, ensuring your services are accessible when your residents need them the most. This commitment to uptime translates to less than 8.76 hours of potential downtime annually, demonstrating our dedication to maintaining your operations without interruption.

Data Center	<ul style="list-style-type: none"> <li>• Redundant Power Supply</li> <li>• Uninterruptible Power Supply (UPS) Systems</li> <li>• Enhanced Cooling Infrastructure</li> <li>• Diesel Engine Generators</li> <li>• Energy Storage</li> <li>• Redundant HVAC Systems</li> <li>• N+1 Redundancy</li> <li>• Fully Redundant Network</li> <li>• System Monitoring – 24/7/365</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Web Application Firewall (WAF) Protects Against SQL Injection, Cross-Site Scripting, &amp; Other Threats</li> <li>• OWASP Modsecurity Core Rule Set Guards Against OWASP Top 10 Vulnerabilities</li> <li>• Server Management Services Ensure Smooth Operation &amp; Optimal Performance</li> <li>• Regular Software Updates &amp; Security Patches</li> <li>• Antivirus Management &amp; Updates Protect Against Malware</li> <li>• Continuous System Monitoring for Health &amp; Performance</li> </ul>
Performance	<ul style="list-style-type: none"> <li>• Regional Content Delivery Network (CDN) Distributes Cached Content to Minimize Latency &amp; Enhance Reliability</li> <li>• Server-Side Caching with Regional CDN Improves Page Load Times &amp; Content Delivery</li> <li>• Unparalleled Browsing Experience for Users on Your Website or Application</li> </ul>
Hosting	<ul style="list-style-type: none"> <li>• Enhanced Security and Compliance</li> <li>• CMS software updates</li> <li>• Server management &amp; monitoring</li> <li>• Multi-tiered software architecture</li> <li>• Server software updates &amp; security patches</li> <li>• Database server updates &amp; security patches</li> <li>• Antivirus management &amp; updates</li> <li>• Server-class hardware from nationally recognized provider</li> <li>• Redundant firewall solutions</li> <li>• High performance SAN with N+2 reliability</li> </ul>
Disaster Recovery	<ul style="list-style-type: none"> <li>• Emergency After-Hours Support, Live Agent (24/7)</li> <li>• Online Status Monitor by Data Center</li> <li>• 8-Hour Guaranteed Recovery Time Objective (RTO)</li> <li>• 24-Hour Guaranteed Recovery Point Objective (RPO)</li> <li>• Pre-Emptive Monitoring for Disaster Situations</li> <li>• Multiple, Geographically Diverse Data Centers</li> </ul>
DDoS Protection & Mitigation	<ul style="list-style-type: none"> <li>• Cloudflare's Reverse Proxy to Protect Your Network</li> <li>• Access to Advanced Tools that Defend Against DDoS Attacks</li> <li>• Utilize Cloudflare's Massive Network Capacity of 30 Tbps</li> <li>• A Skilled Team is Always Ready, 24/7, to Stop Any Attacks on Your Digital Assets</li> </ul>



# Investment Proposal

CivicPlus can appreciate the monetary constraints facing our governments each day. To help ease these concerns and assist with budgeting and planning, our proposed project and pricing are valid for 60 days from December 11, 2025.

## Features & Functionality

- Web Central CMS Tools, Widgets, & Features
- AudioEye Managed

## Implementation

- Premium Package
  - 1 Website Layout Built Using Available Flexible Layout Options
  - 1 Custom Website Design Built Using Approved Layout & Up to 1 Advanced Design Component
- 80 pages Content Development from 1 URL
- Up to 100 Meetings Worth of Agendas & Minutes PDF/DOC Migration
- 4 Blocks of Virtual System Training (up to 3 hours/block)

## Annual Recurring Services

- Guardian Hosting & Security
- 1 SSL Certificate
- DNS Hosting for madison-in.gov
- Software Maintenance Including Service Patches & System Enhancements
- 24/7 Technical Support & Access to the CivicPlus Help Center
- Dedicated Customer Success Manager

### The City's Investment

Total Investment - Initial Term (includes one-time fees and Initial Term annual services)	\$29,087.00
Annual Recurring Services (subject to uplift)	\$9,402.00





# CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis. This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our customers. Accordingly, the price quoted in this proposal is fixed and will only be adjusted if there is a change to the identified scope or if additional functionality, features, or services are added prior to signing the contract.

## CIVICPLUS OFFERS:

### Standard Invoicing

- Initial Term: 12 months beginning at signing
- 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% beginning year 2

We will work with you before contract signing to determine a billing process that will meet both your needs for budget planning and our accounting processes.

## 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. 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 the City.



**CivicPlus**

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

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

Statement of Work

Q-112357-1

11/14/2025 1:13 PM

12/31/2025

**Client:**

City of Madison, IN

**Bill To:**

MADISON CITY, INDIANA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Ross Wells		ross.wells@civicplus.com		Net 30

## Group1

QTY	PRODUCT NAME	DESCRIPTION
1.00	Annual - Municipal Websites Central	Annual - Municipal Websites Central
1.00	Hosting & Security Annual Fee - CivicEngage Central	Hosting & Security Annual Fee - CivicEngage Central
1.00	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: <a href="https://www.madison-in.gov/">https://www.madison-in.gov/</a>
1.00	DNS Hosting for .GOV Annual Fee	DNS Hosting for .GOV Annual Fee: <a href="https://www.madison-in.gov/">https://www.madison-in.gov/</a>
1.00	Premium Implementation - Municipal Websites	Premium Implementation
80.00	Website Content Development - 1 Page	Content Development - 1 Page
4.00	Website New Customer Virtual System Training - Up to 3 hours	Website Virtual System Training - Up to 3 hours & 12 attendees
1.00	Agendas & Minutes Migration - PDF - 100 Meetings	Content Migration : Agendas & Minutes - Per 100 Meetings (Approx. 1 year)
1.00	AudioEye Managed	AudioEye Managed: <a href="https://www.madison-in.gov/">https://www.madison-in.gov/</a>

Total Investment - Initial Term	USD 29,087.00
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Annual Recurring Services (Subject to Uplift)	USD 9,402.00
Initial Term	12 Months Beginning at Signing
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.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

**Acceptance of Quote # Q-112357-1**

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("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: \_\_\_\_\_