



Foley, AL

09/15/2016

Valid Through

11/15/2016



HISTORY OF CIVICPLUS

Since our inception, CivicPlus has been capturing the passion our customers have for their communities and their residents with high-quality, eGovernment solutions. Our CivicHR Applicant Tracking and Employee Onboarding systems are built to intuitively help you hire better! We consider it a privilege to partner with municipalities to provide a solution in finding top notch candidates for your career opportunities and quickly transition them to productive employers.

Icon Enterprises, Inc., does business as CivicPlus, CivicHR, and Networks Plus and employs more than 200 people. Incorporated in Kansas in 1998, we began providing technical-related services in 1994.

CivicPlus was born out of four rural cities' desire for a progressive way to maintain their websites without the burden of employing a continual webmaster. They sought a system that would allow routine updates and changes to be implemented by city staff, regardless of technical skill. After close consultation with these four initial cities, an innovative tool that automated the process of updating website content was developed. Our CivicHR tools also grew out of close collaboration with municipalities who are looking for better ways to attract and manage great people.

Today, under the leadership of founder Ward Morgan, CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 2,000 clients. Our commitment to setting the standard for service to local governments drives us to continue to expand our offerings.



At CivicPlus, we have a passion for helping local governments engage with their citizens and employees.

Our goal with CivicHR is to help you hire top performers and streamline your hiring and talent management processes.



What has pleased me the most was the implementation. CivicHR's implementation made the process much easier than we had previously. We had tried implementing a different solution for a few years; however, were never able to get the process completed to go live. After discussion in depth with HR, I realized that the implementation was so involved and required so much time from HR that going live was very difficult for them and this led to several long delays. CivicHR's implementation went live after about 3 months and the process was much easier on HR.

-Chris Vasquez, IT Director, Huntsville, TX

ABOUT CIVICHR

Mission

Civichr specifically focused on helping local governments engage high performing employees to achieve the goals of their community. Our solutions are easy to use tools that will help our clients:

- + Increase the quality and performance of employees
- + Reduce administrative costs associated with HR processes
- + Ensure the compliance of HR practices

Overview

Civichr is a suite of web-based tools designed to help local government HR professionals hire, onboard and manage high-performing employees. The suite includes the following product modules:

- + Civichr | Applicant Tracking
- + Civichr | Employee Onboarding
- + Civichr | Performance Management
- + Civichr | Consulting Services

Civichr | Applicant Tracking is a web-based recruiting and hiring platform. All the tools needed to easily manage job descriptions, publish open positions, accept online applications and screen candidates to help easily hire top talent in less time!

Civichr | Employee Onboarding is a web-based onboarding platform. All the tools needed to easily create, distribute and collect all necessary employee forms, distribute surveys, setup employee resources and manage training plans so new hires more quickly become highly productive employees!

Civichr | Performance Management is a web-based performance evaluation platform. All the tools needed to complete employee performance evaluation, provide feedback and measure staff engagement to help local governments better serve their communities through the talented people they employ!

Each product module may be purchased as stand-alone solutions or as integrated bundles. Solutions can be integrated with other CivicPlus products. Contact your representative to learn more.

DID YOU KNOW?...

Traditional hiring processes spend most of the time targeting the 17% that are actively looking, but ignore the other 83% which contain the top candidates.

An application and resume provide experience and skills data, but on their own offer little indication of a candidate's interest, willingness and fit for a position. Performance Profiles, Benchmarking and Trending Skills identify future top performers who will go above and beyond their duties and be committed to your organization.

YOUR SOLUTIONS: CONSULTATIVE SERVICES

Onsite Consulting for Performance Based Hiring practices and System User Training will not only help make sure the Civichr modules are fully optimized, it also ensures that you will hire better!

Hiring top talent is not the same as getting requisitions filled, governments can't operate on a daily basis without the help of great people that are dedicated to doing things right and making things better. Local governments are continuously being asked to do more with less and need talented people to help create solutions. Traditional hiring processes spend most of the time targeting the 17% that are actively looking, but ignore the other 83% which contain the top candidates.

Our expert consultants will help you begin to target top performer candidates, configure your system and provide your staff with training on the system as well as your new streamlined hiring processes



Hiring Process Review:

- + How to Attract Top Candidates
- + Improved Sourcing Channels
- + Performance Profile Based Hiring Methods
- + Hiring Process Definition
- + Workflow Efficiency

Performance Management Process Review:

- + Evaluation Criteria Review
- + Performance Profile Training
- + Performance Profile Implementation

OUR PROJECT DEVELOPMENT APPROACH—APPLICANT TRACKING SYSTEM

Consulting, design, usability guidance, programming, secure hosting and dedicated training - CivicHR delivers all of this and more during the development of your new system.

Target Timeframe	Task	Responsible	Deliverables
Week One – Two	Agreement	CLIENT	Returns signed copy to CivicHR.
	*If Onsite Consulting is purchased, this timeline is pushed back one to two week(s) to accommodate onsite meetings and kick off at CLIENT.		
	Project Kick Off	CivicHR / CLIENT	The implementation team meets with administration and human resource representative or management team to begin the project.
	Key contact identified	CLIENT	Key contact from CLIENT will be identified.
Week Two – Four	System Creation	CivicHR	ATS System is created, including application, workflows, job descriptions
	HRIS/Payroll Integration	CivicHR	If HRIS/Payroll integration is required, customized programming and development will bridge the systems together.
Week Three	Workbook Deliverables	CLIENT	During Project Kick Off, a Workbook of Deliverables will be reviewed and given to CLIENT. In addition, any written processes or policies can be submitted to CivicHR to facilitate a streamlined implementation.
	Documents submitted	CLIENT	CLIENT to submit application(s), job descriptions, and other documents that need to be created within the ATS.
Week Five – Six	Application Review	CivicHR / CLIENT	Application is submitted to CLIENT for review, modification, and any changes.
	System Administrator Training	CivicHR / CLIENT	Training is scheduled for Human Resources Managers and IT staff who will be users in the system.
Week Six – Ten	Client Testing	CLIENT	Client is given access to the System and System Testing list for completion.
Week Ten	Application Approval	CLIENT	Final Application is revealed to CLIENT
Week Eleven – Twelve	Training	CivicHR / CLIENT	Training is scheduled for Hiring Managers or Department Heads who will be users in the system.
Week Twelve	Go Live	CivicHR	WebSite integration or iframed is confirmed, taking System live.

CONTINUING SERVICE & SUPPORT

CivicPlus & CivicHR won't be with you just for the development, design and launch – we will be here year after year to respond to new needs and new opportunities for you to continue to have the best site possible. We offer all of our clients continuing support and additional advantages as a member of the CivicPlus family.

Dedicated Account Management

CivicPlus & CivicHR have a team of dedicated account managers to help you implement the tools needed to successfully meet the level of Community Engagement that you desire. Upon website Go Live, you will have a dedicated member of this team to help you keep up on new CivicHR products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website.

Around-the-Clock Technical Support

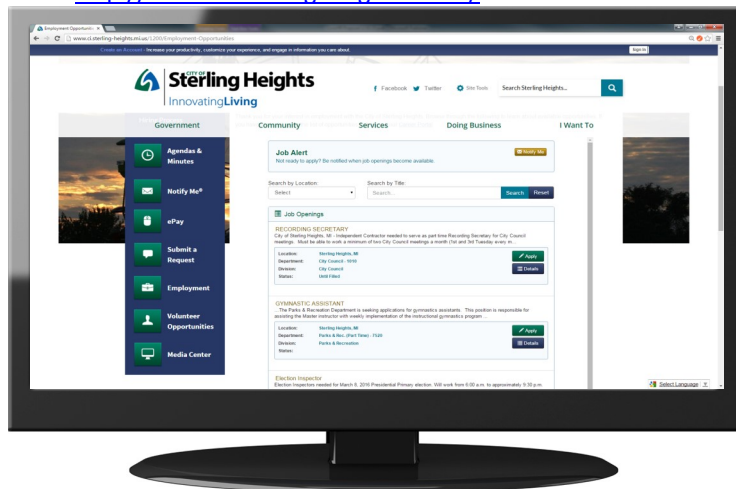
Our support personnel are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicHR, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls and emails, and emergency services are available after regular hours with our on-call staff 24-hours a day.

In addition to fielding support requests, CivicPlus & CivicHR 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 even affect our clients' websites. Our expertise in website management provides assurance to our clients that their site is in good hands.

Support	Application & Modules	Hosting
7:00am – 7:00pm Central, Mon-Fri, excluding holidays, for authorized contacts	Install Service Patches for OS	Web/SQL Server
Usability improvements	Upgrades	DNS Consulting & Maintenance
Integrate new & upgraded services	Enhancements	Monitor Bandwidth-Router Traffic
Proactive support for updates & fixes	Fixes	Fire Protection and Suppression
Training Resources	Improvements	Cooling
	Integration	On-site security 24x365 AC power delivery via distributed redundant UPS systems, with 48 hours' worth of generator fuel and contracts with multiple fuel providers
	Testing	Intrusion Detection & Prevention
	Development	Antivirus Protection
	Usage License	Upgrade Hardware

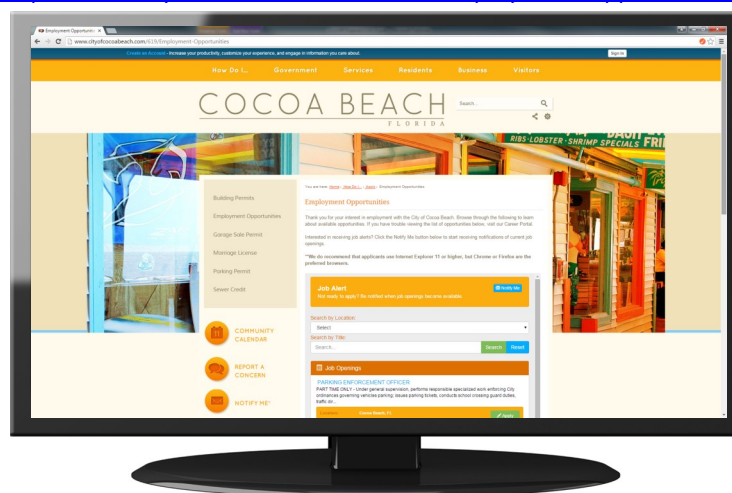
Sterling Heights, MI

<http://www.ci.sterling-heights.mi.us/>



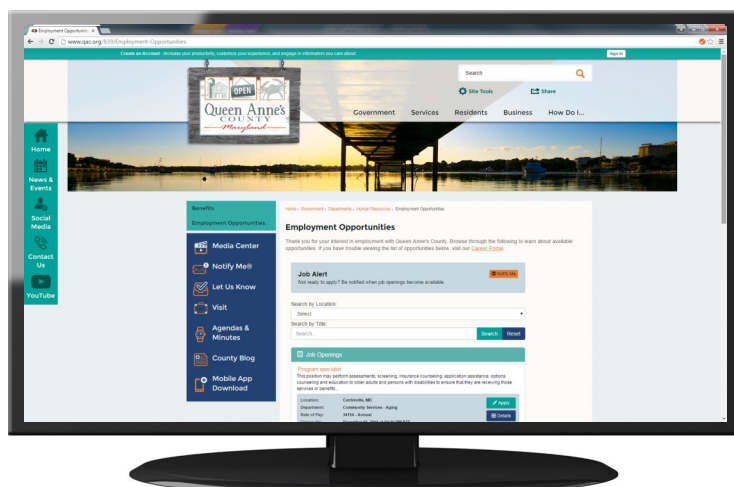
Cocoa Beach, FL

<http://www.cityofcocoa.com/619/Employment-Opportunities>



Queen Anne's County, MD

<http://www.qac.org/839/Employment-Opportunities>



CivicPlus/CivicHR is proud to serve over 2,000 government clients at the local, city, county, and state level.

By visiting <http://www.civicplus.com/252/Communities-in-Motion>, you can view a robust client listing.