ORDER DETAILS

Prepared By:	Valery Mendez
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Order #:	Q-441850
Prepared On:	11 Apr 2025
Expires On:	14 May 2025

ORDER TERMS

Currency:	USD
Payment Terms:	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

Period of Performance:

The subscription will automatically renew at the end of the then-current term for a period of twelve months unless either party notifies the other in writing at least 30 days prior to the end of said term that it does not wish to renew. The annual increase will be % per year.

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**One-Time Fee**
Government Experience Service Cloud Essentials - Set-up, Config, and Training	Milestones - 40/30/30	1 Each	$7,560.00
Web Experience - Enhanced Package	Milestones - 40/30/30	1 Each	$33,075.00
Advanced Package - Setup and Configuration	Up Front	1 Each	$1,192.63
Advanced Package - Online Training	Up Front	1 Each	$477.05
		SUBTOTAL:	**$42,304.68**

New Subscription Fees					
Solution	**Period of Performance**	**Billing Frequency**	**Quantity/ Unit**	**Annual Fee**	**Prorated Fee**
Government Experience Service Cloud Essentials *(Up to 50000 Unique Contacts)*	15 May 2025 - 14 May 2026	Annual	1 Each	$50,379.00	$50,379.00
Communications Cloud Advanced Package	15 May 2025 - 14 May 2026	Annual	1 Each	$3,809.38	$3,809.38
			SUBTOTAL:	**$54,188.38**	**$54,188.38**

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Renewing Subscription Fees

Solution	Period of Performance	Billing Frequency	Quantity/ Unit	Annual Fee	Prorated Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	15 May 2025 - 14 May 2026	Annual	1 Each	$19,899.75	$19,899.75
Boards and Commissions	01 Dec 2025 - 14 May 2026	Annual	1 Each	$12,239.14	$5,569.09
Legistar	01 Dec 2025 - 14 May 2026	Annual	1 Each	$20,140.68	$9,164.47
Meeting Efficiency Suite	01 Dec 2025 - 14 May 2026	Annual	1 Each	$16,822.74	$7,654.73
GovMeetings Live Cast	01 Dec 2025 - 14 May 2026	Annual	1 Each	$22,876.92	$10,409.52
Granicus Live Cast Encoding Software	01 Dec 2025 - 14 May 2026	Annual	1 Each	$1,999.20	$909.68
Hosted Data Storage (TB)	01 Mar 2026 - 14 May 2026	Annual	1 Each	$1,483.69	$304.19
Redaction License (per named user)	01 Mar 2026 - 14 May 2026	Annual	4 Each	$3,254.47	$667.24
FOIA Module Non Enterprise	01 Mar 2026 - 14 May 2026	Annual	1 Each	$23,885.49	$4,897.07
ADFS/Single Sign-on Module	01 Mar 2026 - 14 May 2026	Annual	1 Each	$3,141.94	$644.17
Open Platform Suite	01 Dec 2025 - 14 May 2026	Annual	1 Each	$0.00	$0.00
Open Platform Suite	01 Dec 2025 - 14 May 2026	Annual	1 Each	$0.00	$0.00
			SUBTOTAL:	**$125,744.02**	**$60,119.91**

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Optional Solutions			
Solution	**Billing Frequency**	**Quantity/Unit**	**Associated Fee**
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	1 Each	$10,800.00
OpenCities Subsite License	Annual	1 Each	$1,620.00
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	1 Each	$10,800.00
OpenCities Subsite License	Annual	1 Each	$1,620.00
		SUBTOTAL:	**$24,840.00**

CREDITS AVAILABLE

The number of Credits acquired due to the above purchase items:

Available Service Credits	
Total Services Catalog Credits:	80

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	15 May 2026 - 14 May 2027	15 May 2027 - 14 May 2028
govAccess - Maintenance, Hosting, & Licensing Fee - Core	$21,093.74	$22,359.36
Boards and Commissions	$12,973.49	$13,751.90
Legistar	$21,349.12	$22,630.07
Meeting Efficiency Suite	$17,832.10	$18,902.03
GovMeetings Live Cast	$24,249.53	$25,704.51
Granicus Live Cast Encoding Software	$2,119.15	$2,246.30
Hosted Data Storage (TB)	$1,572.71	$1,667.07
Redaction License (per named user)	$3,449.73	$3,656.72
FOIA Module Non Enterprise	$25,318.62	$26,837.73
ADFS/Single Sign-on Module	$3,330.46	$3,530.29
Open Platform Suite	$0.00	$0.00
Open Platform Suite	$0.00	$0.00
Government Experience Service Cloud Essentials *(Up to 50000 Unique Contacts)*	$53,905.53	$57,678.92
Communications Cloud Advanced Package	$4,076.04	$4,361.36
SUBTOTAL:	**$191,270.22**	**$203,326.26**
Total Services Catalog Credits:	**80**	**80**

Optional Solution(s)	Period of Performance	
	15 May 2026 - 14 May 2027	15 May 2027 - 14 May 2028
OpenCities Subsite License	$1,733.40	$1,854.74
OpenCities Subsite License	$1,733.40	$1,854.74

PRODUCT UPDATES

FOR INFORMATION ON RECENT AND UPCOMING PRODUCT ENHANCEMENTS ACROSS THE GRANICUS PORTFOLIO, PLEASE REFER TO THE SEMIANNUAL UPDATE INFORMATION ON THIS WEBPAGE:
: HTTPS://GRANICUS.COM/SEMIANNUAL-UPDATES/

PRODUCT DESCRIPTIONS

Solution	Description
govAccess - Maintenance, Hosting, & Licensing Fee - Core	The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. Services include the following: • Ongoing software updates • Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday) • Access to training webinars and on-demand video library • Access to best practice webinars and resources • Annual health check with research-based recommendations for website optimization • DDoS mitigation • Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)

Solution	Description
Boards and Commissions	Boards and Commissions is a Software-as-a-Service (SaaS) solution that enables government organizations to simplify the citizen application and appointment to boards process of the clerk's office. Boards and Commissions includes: • Unlimited user accounts • Unlimited boards, commissions, committees, and subcommittees • Unlimited storage of citizen applications • Access to up to one (1) Boards and Commissions site • Access to customizable, embeddable iFrame websites for displaying information to citizens • Access to a customizable online citizen application form including board-specific questions • Customizable forms for board details, appointment details, and internal tracking details • Pre-designed document PDFs for applications, board details and rosters, and vacancy reports • Downloadable spreadsheets for easy reporting *Optional custom templates for document or report generation may also be purchased for an additional fee.*
Legistar	Legistar is a Software-as-a-Service (SaaS) solution that enables government organizations to automate the entire legislative process of the clerk's office. Clerks can leverage Legistar to easily manage the entire legislative process from drafting files, through assignment to various departments, to final approval. Legistar includes: • Unlimited user accounts • Unlimited meeting bodies and meeting types • Unlimited data storage and retention • Up to one (1) Legistar database • Up to one (1) InSite web portal

Solution	Description
Meeting Efficiency Suite	Meeting Efficiency is a hybrid Software-as-a-Service (SaaS) and Hardware-as-a-Service (HaaS) solution that enables government organizations to simplify the in-meeting management and post-meeting minutes creation processes of the clerk's office. By leveraging this solution, the client will be able to streamline meeting data capture and minutes production, reducing staff efforts and decreasing time to get minutes published. During a meeting, use LiveManager to record roll calls, motions, votes, notes, and speakers, all indexed with video. Use the index points to quickly edit minutes, templates to format in Microsoft Word, and publish online with the click of a button. Meeting Efficiency includes: • Unlimited user accounts • Unlimited meeting bodies • Unlimited storage of minutes documents • Access to the LiveManager software application for recording information during meetings • Access to the Word Add-in software component for minutes formatting in MS Word if desired • Up to one (1) MS Word minutes template (additional templates can be purchased if needed)
GovMeetings Live Cast	govMeetings Live Cast provides the ability to manage public meetings from anywhere, on almost any device using cloud based software and a Granicus Live Cast encoder. It will stream public meetings in HD, allow users to live index items, record and publish minutes, and provide archive videos for on-demand viewing.
Granicus Live Cast Encoding Software	Granicus Live Cast Software will convert the video feed for video streaming on the web which will also record video and provides the MP4 file for archive playback. *Only used with the Live Cast encoder hardware and Live Cast solution.*
Hosted Data Storage (TB)	Hosted Data Storage (TB)
Redaction License (per named user)	Redaction License (per named user)
FOIA Module Non Enterprise	FOIA Module Non Enterprise

Solution	Description
ADFS/Single Sign-on Module	ADFS/Single Sign-on Module
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.

Solution	Description

Government Experience Service Cloud Essentials	The annual subscription edition is an outcome-focused solution that Increases online self-service, reduces calls, and drives more clicks to help constituents do business with you. Solution includes:
	
	 • Strategic Capabilities
	     o Designated Experience Partner
	     o Extended LMS Training On-demand
	     o Access to Services Catalog
	     o Biannual CX Program Brief to Review Insights & Recommendations
	     o Online Help Articles and Access to govCommunity
	 • Data Insights
	     o Community Satisfaction and Performance Monitoring
	     o Government Effectiveness Score
	     o Digital Experience Score
	     o Quality of Life Surveys
	     o In-app Reporting and Dashboards
	 • Connected Technology
	     o Service Web Portal
	     o Forms and Workflows (up to 50)
	        ▪ Capabilities include: (1) Drag and drop form builder, (2) display logic, calculations, and payments, (3) insights dashboard and form analytics, (4) unlimited responses and ability 'to save and return', (5) data connections and API access, and (6) up to 10GB file uploads and 1,000 web API calls per hour
	     o Outbound Communications
	        ▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences.
	     o Ongoing security updates
	     o Ongoing product updates and enhancements
	     o Product accessibility maintained perpetually
	     o 99.9% up-time guarantee
	     o Technical Support Reporting (biannual)

Solution	Description

	o Escalation & Care Process
	
	o Support Coverage & Response Time SLAs
	
	    ▪ Severity Level 1: System unavailable – 1 hour
	
	    ▪ Severity Level 2: Major system features unavailable, no user workaround – 4 hours
	
	    ▪ Severity Level 3: Major system features unavailable, user workaround available – 12 hours
	
	    ▪ Severity Level 4: Transactional issue, user workaround available - 24 hours
	
	A "Unique Contact" is an individual that provides either an email address, phone number, or both. Additional fees for exceeding contracted Unique Contact tier will automatically be applied in arrears and adjusted for go-forward use at subscription renewal. Overages above 1M unique contacts are billed in increments of 100,000 Unique Contacts.

Communications Cloud Advanced Package	The Advanced Cloud Module gives government communicators better insight into the needs of citizens and improves their ability to enhance online transactions, promote behavior change through public awareness, and improve citizen engagement. The Advanced Cloud Module adds streamlined marketing capabilities that incorporate greater degrees of audience segmentation, personalization, message testing, and mobile engagement. The Advanced Cloud Module includes: • Dynamic segmentation around bulletins, engagement, and question (e.g. zip code) • Canned campaigns for re-engagement and new subscriber onboarding • Testing: Simple (A/B, 10/10/80) *A subscription for the Advanced Cloud Module is dependent on an active license for the govDelivery Communications Cloud.*

Solution	Description
Government Experience Service Cloud Essentials - Set-up, Config, and Training	The Service Cloud Essentials edition offers a user-centered solution built on industry best practices and proven pre-configured layouts that enhance the user experience through an established configuration and UX process. This implementation is ideal for organizations with smaller teams seeking a balanced blend of strategic capabilities, data insights, and government-specific technology, particularly those that may not have the resources for a more complex implementation process.

This solution includes:

- Stakeholder Kickoff and GXC Project Alignment
- Program Management - Weekly / bi-weekly communication
- Up to three (3) Email message templates
- Development/Implementation/component configuration, including:
- Forms and workflow
- Community satisfaction and performance monitoring
- Email and SMS communications
- Remote Training – Specific training agenda is flexible and includes up to 15 hours total delivered and up to 3-hour sessions across non-consecutive sessions
- Recommended schedule by platform module:
- Forms and workflow: Two (2) hours total – Up to 25 people
- Customer satisfaction & performance monitoring: Ninety (90) minutes total – Up to ten (10) people
- Email and SMS communications: Ninety (90) minutes total – Up to (10) people

International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use. Wireless phone numbers can take 4-26 weeks to procure due to carrier provisioning. Carriers may enforce blackout period(s) and can enforce restrictions at any time during which they will not accept new applications and can delay provisioning or halt sending. Failure of carrier response will not result in any adjustment and failure to comply with regulations may result in suspension of phone number.

Solution	Description
Web Experience - Enhanced Package	The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation. This package includes: • Professional Project Management • Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: • One (1) site analytics report based on Google Analytics • One (1) homepage heatmap analytics visualization • One (1) internal stakeholder survey • One (1) Community survey export • One (1) modular homepage wireframe based on predefined building blocks • Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) • Best practices review, one (1) hour session • Site scrape loaded into AIM framework document • One (1) Visual Design Package • One (1) homepage design concept • Interior page sample • Mobile version sample • Up to three (3) rounds of design revisions • Up to two (2) CX features • choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training • Delivered in three (3) non-consecutive sessions eight (8) hours total • Up to ten (10) people

Solution	Description
Advanced Package - Setup and Configuration	Implementation includes: • Access to an implementation consultant for up to 90 days • Access to online training documentation around advanced account functions and capabilities • Up to 2 Web-hosted training sessions within 180 days of kickoff • Up to 5 hours of message template and integration development within 90 days of kickoff *The implementation process takes four to six weeks, on average, depending on the availability of stakeholders and/or current govDelivery Communications Cloud experience.*
Advanced Package - Online Training	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

Solution	Description

Granicus Web - Intranet-Specialty services pack - Independent Subsite
 	
(Optional Solution)
	The Independent Subsite package offers a mutually agreed upon wireframe based on department needs from Granicus' selection of layouts.
	
	This package includes:
	
	- Professional Project Management
	  - Weekly / bi-weekly communication
	- Basic UX Consultation, which may include one (1) or more of the following:
	  - One (1) site analytics report based on Google Analytics
	  - One (1) homepage heatmap analytics visualization
	  - One (1) internal stakeholder survey
	  - One (1) modular homepage wireframe based on predefined building blocks
	  - Information Architecture (IA) best practices review
	- One (1) Basic Content Rationalization Package (optional)
	  - Best practices review, one (1) hour session
	  - Site scrape loaded into AIM framework document
	- One (1) Visual Design Package
	  - One (1) homepage design concept
	  - Interior page sample
	  - Mobile version sample
	  - Up to three (3) rounds of design revisions
	- Development/CMS Implementation
	- QA & Accessibility Report
	
	** This package does not include content migration

Solution	Description
OpenCities Subsite License *(Optional Solution)*	This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more. Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you. - Use the full power of OpenCities modules to create functionally rich subsites - Reduce maintenance costs - All sites benefit from ongoing Accessibility, Browser, Device and UI updates - Easily share content such as events in between sites, even if each site looks different - Setup password protected sites to deliver secure information to authenticated users. - Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements. - Does not include implementation services

Solution	Description

Granicus Web - Intranet-Specialty services pack - Independent Subsite
 	
(Optional Solution)
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	This package includes:
	
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	    o One (1) homepage heatmap analytics visualization
	    o One (1) internal stakeholder survey
	    o One (1) modular homepage wireframe based on predefined building blocks
	    o Information Architecture (IA) best practices review
	• One (1) Basic Content Rationalization Package (optional)
	    o Best practices review, one (1) hour session
	    o Site scrape loaded into AIM framework document
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	    o One (1) homepage design concept
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GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
    - Data provided by the Client and contact information gathered through the Client's own web properties or activities will remain the property of the Client ('Direct Subscriber'), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of the Client, unless required by law.
    - Granicus shall: (i) not disclose the Client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the Client hereby grants to Granicus a perpetual, non-cancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products by the Client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and any other legitimate business purpose, including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- **Data obtained through the Granicus Advanced Network.**

- o Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the 'Advanced Network'). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a 'Network Subscriber' to the agency it subscribed to through the Advanced Network.
- o Network Subscribers are available for use while the Client is under an active subscription with Granicus. Network Subscribers will not transfer to the Client upon termination of any Granicus Order, SOW, or Exhibit. The Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW, or Exhibit placed under this agreement. All information related to Network Subscribers must be destroyed by the Client within 15 calendar days of the Order, SOW, or Exhibit placed under this agreement terminating.
- o Opt-In. During the last 10 calendar days of the Client's subscription, the Client may send an opt-in email to Network Subscribers that shall include an explanation of the Client's relationship with Granicus terminating and that the Network Subscribers may visit the Client's website to subscribe to further updates from the Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to the Client upon termination.

UPDATES TO SHARED SHORT CODES FOR SMS/TEXT MESSAGING (US CLIENTS ONLY):

- Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee.
- Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

THIRD PARTY DISCLAIMER

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at https://granicus.com/legal/licensing, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.

- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-441850 dated 11 Apr 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Joliet, IL to provide applicable exemption certificate(s).

- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.

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	Tier	Low	High
Annual Request Volume (ARV)	1	0	99
	2	100	299
	3	300	499
	4	500	999
	5	1,000	2,499
	6	2,500	4,999
	7	5,000	7,499
	8	7,500	10,000
	Subsequent tiers	2,500	

Client will be renewed in the ARV tiers specified in the table above for use of Records Requests products (i.e., GovQA) based on the actual Request Volumes available in the Client's production environment from beginning of the current Term up to the provision of a renewal quote projected as an ARV.

If less than six (6) months of Request Volume data is available, client will be renewed at the same tier as the previous Term.

For All Services Credits (including Service Catalog Credits and SimpleSupport):

Credits must be purchased prior to use and are allocated towards any services performed by Granicus included in the Service Credit portfolio for the number of credits indicated therein. Credits cannot be used towards software subscription purchases. Credits are consumed as Services are performed during the applicable period of performance and must be used during that period of performance or they will expire. If Client fails to use the credits within the period of performance due to factors outside of Granicus' control, Granicus will not be obligated to refund any credits and will be under no obligation to perform the Services.

G R A N I C U S

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	[ ] - No [ ] - Yes
Billing Address:		PO Number: *If PO required*	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:
The pricing, terms, and conditions of quote Q-441850 dated 11 Apr 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Joliet, IL	
Signature:	
Name:	
Title:	
Date:	