⦿ G R A N I C U S

408 Saint Peter Street, Suite 600
Saint Paul, MN 55102
United States

THIS IS NOT AN INVOICE

Order Form
Prepared for
North Port, FL

Procurement Vehicle: NCPA (01-115)
In Support of: North Port, FL

ORDER DETAILS

Prepared By:	Bill Marshall
Phone:	(202) 559-3037
Email:	bill.marshall@granicus.com
Order #:	Q-172994
Prepared On:	08/18/2022
Expires On:	11/11/2022

ORDER TERMS

Currency:	USD
Payment Terms:	Net 45 (Payments for subscriptions are due at the beginning of the period of performance.)
Current Billing Term End Date:	09/30/2023
Period of Performance:	The Agreement will begin on 11/09/2022 and will continue through the end of the then current billing term, and will continue for an additional 48 months thereafter.

The subscription includes the following domain(s) and subdomain(s):
https://www.cityofnorthport.com/

Communications Cloud Tier:
for up to 99999 potential users.

Order #: Q-172994
Prepared: 08/18/2022

G GRANICUS

Order Form
North Port, FL

PRICING SUMMARY

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

Terminating Subscriptions		
Solution	**Quantity/Unit**	**Prior Annual Fee**
govAccess for Traditional visionLive	0 Each	$10,007.29
SUBTOTAL:		**$10,007.29**

Upon 11/09/2022, annual fees for the terminating subscription(s) shall cease. Any pre-paid fees for the terminating subscription(s) after 11/09/2022 will be prorated from 11/09/2022 to the end of the Client's then-current billing term, credited, and such credit applied to the annual fees for new subscriptions.

Client will continue to have access to and use the terminating solution until the new subscription(s) is/are deployed.

Upon the deployment of Client's new solution as determined at Granicus' sole discretion, Granicus shall remove access to the Client's terminating subscription(s).

One-Time Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**One-Time Fee**
Government Experience Cloud (SERVE) – Set-up, Configuration, & Training	Up Front	1 Each	$98,200.00
SUBTOTAL:			**$98,200.00**

New Subscription Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**Annual Fee**
Government Experience Cloud (SERVE)	Annual	1 Each	$37,032.00
SUBTOTAL:			**$37,032.00**

Please note, annual fees for new subscriptions will be prorated from 11/09/2022 to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages.

FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	**Year 3**	**Year 4**	**Year 5**
Government Experience Cloud (SERVE)	$39,624.24	$42,397.94	$45,365.79	$48,541.40

G GRANICUS

PRODUCT DESCRIPTIONS

Government Experience Cloud (SERVE) Inclusions
The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes: • Unlimited email sends with industry-leading delivery and management of all bounces • Support to upload and migrate existing email lists • Access to participate in the GovDelivery Network • Ability to send mass notifications to multiple devices • 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support • Text-to-subscribe functionality • Up to 2 Web-hosted training sessions annually • Up to 50 administrators • Up to 1 GovDelivery account(s) • Access to a complete archive of all data created by the client for 18 months (rolling) • Up to 3 hours of message template and integration development • Up to 100 subscription topics • Up to 100,000 SMS/text messages per year from a shared short code within the United States* *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.

Government Experience Cloud (SERVE) Inclusions

The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes:

- The implementation consultant will be assigned to Recipient during the setup process for up to 90 days
- Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics
- Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff
- Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff

Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

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.

Government Experience Cloud (SERVE) Inclusions

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.

Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the centre. The SaaS License includes:- All OpenCities out of the box functionality (excluding optional/premium modules priced separately)- Platform setup and full project management- Managed cloud hosting via Microsoft AzureGov- Ongoing security updates- Ongoing product updates and enhancements- WCAG AA Accessibility maintained perpetually- 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA)- Comprehensive SLA and Support Ticketing systemSee full service agreement for details.

Government Experience Cloud (SERVE) Inclusions

Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include:

• Kickoff: Align on goals, expectations, timelines, and deliverables

• Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs.

• User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users

Deliverable:

• Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree Assumptions:

• Covers analysis and IA for sites with up to 2,500 URLs.

• Three-month period of performance to be completed within the contract period.

• Does NOT include a content audit.

• Does NOT include content creation.

• Client sources external users for testing. • Does NOT include document review.

This is a design package tailored for unique city requirements. Requires scoping by implementation.

OpenCities training session for up to 20 people, covering one of these topics: 1. Site Admin training 2. Content Publisher Training3. Power Publisher training

Installation and setup of OpenCities SaaS, including an assigned Project Manager during the implementation phase.

Setup and configuration of OpenCities Imperva Security License

Government Experience Cloud (SERVE) Inclusions

Digital transformation is more than just creating PDFs as online services. It's about creating a digital experience that starts long before the user gets to the online form.

GXG experience strategists will help your team think about your top services through a user experience lens, focusing on journey mapping, user stories, content improvement, user testing, and smart forms that include workflows and smart logic, learning how to support an improved user experience from the start. The Digital Services Academy lays the foundation for better government websites, empowered teams, and engaged users. Activities include:

- Insights Session. One (1) 30-min virtual meeting prior to the DSA with GXG and client to align on goals, dates, participants, and services.

- Services review. Following the Insights Session, GXG will review each service selected to validate workshop feasibility.

- Digital Services Academy. At least one GXG team member will be virtual with your team to facilitate up to three (3), 2.5-hour workshops over the course of one week, on Monday, Wednesday and Friday, for example.

Assumptions:

- Sold as Firm Fixed Price (not Time & Materials).

- Assumes a 1-month level of effort to be completed within the contract period.

- Assumes the client has manual PDFs or use another digital tool.

- No more than 20 participants for each session. Each participant should attend all three sessions.

- NOT for clients that mainly use third-party applications for all services.

- NOT for clients that have a centralized content creation model.

Government Experience Cloud (SERVE) Inclusions

Content is the most important element of a website. We believe in using best practices to standardize and promote consistency. There's no better time to completely revamp your content than when you're updating your website and moving to a new CMS. We'll teach your team how to undeniably sound like the agency and focus on the user, helping you mature your communications and services over time. Services include:

- Workshop kick off: align on goals, dates, and participants / services

- Services review: review every service selected to confirm workshop feasibility

- One 3-hour workshop (remote)

Sold as Firm Fixed Price (not Time & Materials). Assumes a 2-week level of effort to be completed within the contract period. Assumes the client has manual PDFs or use another digital tool. NOT for clients that mainly use third party applications for all services. NOT for clients that have a centralized content creation model (1-2 Content Authors/Publishers for the entire website)

Client understands and agrees that completion of website design services provided herein fulfills Granicus' obligation to deliver a basic graphic redesign of the website.

Government Experience Cloud is a purpose-built software-as-a-service (SaaS) solution that helps local government transform the resident experience to better connect, engage, and serve constituents by increasing workflow efficiencies and maximizing existing technology investments, such as integrations into traditional back-office enterprise solutions.The SERVE edition is an outcome focused solution that reduces costs by prioritizing moving expensive interactions with government - calls, in-person visits and downloadable PDFs - to easy-to-use self service interactions backed by data.

Government Experience Cloud (SERVE) Inclusions

Content Migration Delivery: Once we have agreed upon a strategy and a timeline, our team of migrators will work to deliver your project by the designated deadline. At the end, you will receive:

- Access to the system with all agreed pages moved over

- A recap document that details anything your team should know about what we migrated as well as recommendations

Client Responsibilities:

- Completion of an AIM Spreadsheet (provided by OpenCities) listing all pages in hierarchical order classified as either Archive, Improve or Migrate (or purchase the Content Rationalization package add on)

- Identify individual or team with the ability to clarify questions and promptly make decisions about migration questions

- Provide a desired folder structure for files (if contracted)

What's IN scope?

- 400 pages of content migrated and audited/corrected to align with ADA standards OR 600 pages of content migrated as it exists today and is managed within your current CMS

- Documents/images (if contracted)

What's NOT in scope?

- Anything within an iFrame or embedded HTML content

- Dynamic content pulled from other systems

- Content not managed within CMS

- JavaScript, CSS, or other custom code

- Interactive web forms and/or single page applications

- Written content within image/diagram

- Content contained inside a PDF file

- Documents and images on pages marked "Archive"

Government Experience Cloud (SERVE) Inclusions
OpenForms training session for up to 20 people.

GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
  - o 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.
  - o 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.

TERMS & CONDITIONS

- The terms and Conditions of the Agreement 01-115 effective December 8th 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto.

- Upon the effective date, this Agreement shall supersede and replace any previous agreement between the parties for the Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.

- 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 North Port, FL 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.

- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.

- **Updates to Shared Short Codes for SMS/Text Messaging:**
  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.

- Notwithstanding anything to the contrary, Granicus reserves the right to adjust pricing at any renewal in which the volume has changed from the prior term without regard to the prior term's per-unit pricing.

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-172994 dated 08/18/2022 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.

North Port, FL	
Signature:	
Name:	
Title:	
Date:	

Granicus, LLC	
Signature:	*DocuSigned by:* Brendan Stierman 8E342585D3714DF...
Name:	Brendan Stierman
Title:	Manager, Contracts
Date:	10/21/2022

Order #: Q-172994
Prepared: 08/18/2022