

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

ORDER DETAILS

Prepared By: Sarah Morris
Phone:
Email: sarah.morris@granicus.com
Order #: Q-289173
Prepared On: 30 Jun 2023
Expires On: 01 Oct 2023

ORDER TERMS

Currency: USD
Payment Terms: Net 30 from invoice date (First invoice for GXG Digital Services Academy will be issued immediately. Invoices for the remaining fees will be issued on or after 02 Oct 2023.)

Period of Performance: The term of the Agreement will commence on the date of signature and will continue until 1 Oct 2028.

The subscription includes the following domain(s) and subdomain(s):
•<https://www.cityofnewportrichey.org/>

PRICING SUMMARY

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

Government Experience Cloud Subscription Fees (2 Oct 2023 - 1 Oct 2024)		
Solution	Billing Frequency	Annual Fee
Government Experience Cloud (SERVE)	Annual	\$36,000.00

Government Experience Cloud Set-up and Training Fees		
Solution	Billing Frequency	Fee
Government Experience Cloud (SERVE) Set-up & Configuration	Milestones: 40/30/30	\$50,400.00
GXG Digital Services Academy	Up Front	\$15,000.00
Government Experience Cloud (SERVE) Training	Upon Delivery	\$500.00
SUBTOTAL:		\$65,900.00

Communications Cloud Tier:
for up to 99,999 potential users.

FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	2 Oct 2024 - 1 Oct 2025	2 Oct 2025 - 1 Oct 2026	2 Oct 2026 - 1 Oct 2027	2 Oct 2027 - 1 Oct 2028
Government Experience Cloud (SERVE)	\$38,520.00	\$41,216.40	\$44,101.55	\$47,188.66

PRODUCT DESCRIPTIONS

Solution	Description
Government Experience Cloud (SERVE)	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.
GXG Information Architecture	<p>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:</p> <ul style="list-style-type: none"> • 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 <p>Deliverable:</p> <ul style="list-style-type: none"> • Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree <p>Assumptions:</p> <ul style="list-style-type: none"> • 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.

Solution	Description
Granicus Web - Enhanced Package	<p>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.</p> <p>This package includes:</p> <ul style="list-style-type: none"> • Professional Project Management <ul style="list-style-type: none"> ○ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: <ul style="list-style-type: none"> ○ 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) <ul style="list-style-type: none"> ○ Best practices review, one (1) hour session ○ Site scrape loaded into AIM framework document • One (1) Visual Design Package <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training <ul style="list-style-type: none"> ○ Delivered in three (3) non-consecutive sessions eight (8) hours total ○ Up to ten (10) people

Solution	Description
<p>Communications Cloud</p>	<p>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:</p> <ul style="list-style-type: none"> • 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* <p>*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.</p>

Solution	Description
OpenForms Enterprise License (30 users, 100 forms)	<p>OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses. The Enterprise plan to accelerate digital transformation for up to: 30 users, 100 published forms.</p> <p>Key features include:</p> <ul style="list-style-type: none"> • Workspaces • Response workflows • Custom documents (Certificates, permits, formal letters & more) • Form versioning & scheduling • Drag and drop form builder • Display logic and calculations • Payments • Insights dashboard • Form analytics • Support team access • Save responses • Unlimited responses • Data connections and API access • Up to: 50GB file uploads, 2,000 web API calls per hour, 20 custom documents per form

Solution	Description
<p>GXG Digital Services Academy</p>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>Assumptions:</p> <ul style="list-style-type: none"> • 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.

Solution	Description
OpenCities SaaS License	<p>The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes:</p> <ul style="list-style-type: none"> • 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 system <p>See subscription agreement for details.</p>
Granicus Web - AzureAD Connector - Services Setup and Configuration Package	<p>The Azure AD connector integrates with your Microsoft Active Directories (via AzureAD, not on-prem), giving staff the convenience of a single sign-on experience and automatically mapping the appropriate roles and permissions in the CMS to relevant AD users. For your intranet, the Azure AD connector powers your staff directory and organization chart to ensure they are dynamically updated regularly. This connector may be used for your web, intranet, and subsites.</p>
Communications Cloud - Setup and Configuration	<p>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:</p> <ul style="list-style-type: none"> • 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

Solution	Description
Communications Cloud - 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.
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 20 people, delivered online.
EHQ Unlimited	Unlimited engagement package for teams; <ul style="list-style-type: none"> • Annual subscription • Unlimited engagement projects per year • Two Site Administrators • Unlimited Project Administrators • Access to all standard tools including embeddable Surveys/polls, Forums, Guestbook, Stories, Q&A, Ideas, Places and Newsfeed • Customizable registration form and Participant Relationship Manager (PRM) • Appearance editor for homepage management, branding and styling • Access to reporting and analysis tools including Survey Analysis, Text Analysis with sentiment, tool and project dashboards, customizable PDF survey reports and downloadable excel reports • Newsletters for project updates and project communication • 24/7 independent moderation, in-app chat and email support, access to Helpdesk and Granicus Community.
EHQ Standard Implementation	EHQ Standard Implementation for training and onboarding; <ul style="list-style-type: none"> • Site delivery and onboarding details • Scheduled kick-off call to discuss goals and implementation process • Site Admin training on EHQ platform • Site review and quality assurance checks prior to launch

Solution	Description
EHQ Essential CX Services Package	EHQ Essential CX Services Package; <ul style="list-style-type: none"> • Annual subscription • Up to 10 hours of strategic support and advice from our engagement specialists • Utilize for assistance with campaign strategy, engagement methodology, tool selection or internal buy-in and adoption • One 60 minute online EHQ refresher session per annum
EHQ Online Training Sessions	Two 90 minute online training sessions for EHQ.

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.**
 - 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.
 - 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.
 - 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 08 DEC 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total on 2 Oct 2023; a payment equal to 30% of the total on 2 Apr 2024 and; a payment equal to 30% of the total on 1 Oct 2024.
- 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 New Port Richey, 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.

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	[<input type="checkbox"/>] - No [<input type="checkbox"/>] - Yes
Billing Address:		PO Number: <i>If PO required</i>	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:

The pricing, terms, and conditions of quote Q-289173 dated 30 Jun 2023 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.

New Port Richey, FL	
Signature:	
Name:	
Title:	
Date:	