



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

**THIS IS NOT AN INVOICE**

Order Form  
Prepared for  
Oak Park, IL

## **Procurement Vehicle: NCPA (01-115) In Support of: Oak Park, IL**

### **ORDER DETAILS**

<b>Prepared By:</b>	Bill Marshall
<b>Phone:</b>	(202) 559-3037
<b>Email:</b>	bill.marshall@granicus.com
<b>Order #:</b>	Q-152779
<b>Prepared On:</b>	08/18/2022
<b>Expires On:</b>	09/09/2022

### **ORDER TERMS**

<b>Currency:</b>	USD
<b>Payment Terms:</b>	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
<b>Current Billing Term</b>	
<b>End Date:</b>	01/17/2023
<b>Period of Performance:</b>	The Agreement will begin on 9/7/2022 and will continue through the end of the then current billing term, and will continue for an additional 24 months thereafter.

**The subscription includes the following domain(s) and subdomain(s):**  
<http://www.oak-park.us/>

## PRICING SUMMARY

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

Terminating Subscription Fees			
Solution	Billing Frequency	Quantity/Unit†	Annual Fee
Government Transparency Suite	Annual	1 Each	\$12,718.89
Boards and Commissions	Annual	1 Each	\$6,000.00
Send Agenda (Legistar)	Annual	1 Each	\$0.00
Open Platform Suite	Annual	1 Each	\$1,470.07
Legistar	Annual	1 Each	\$10,599.07
Granicus Encoding Appliance Software (GT)	Annual	1 Each	\$1,470.06
Open Platform Suite	Annual	1 Each	\$0.00
govDelivery for Integrations	Annual	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$32,258.09</b>

Upon 9/7/2022, annual fees for the terminating subscription(s) shall cease. Any pre-paid fees for the terminating subscription(s) after the signing of this Agreement will be prorated from the signing of this Agreement 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 (ENTERPRISE) – Setup & Configuration	Up Front	1 Each	\$74,797.40
<b>SUBTOTAL:</b>			<b>\$74,797.40</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Cloud (ENTERPRISE)	Annual	1 Each	\$95,831.71
<b>SUBTOTAL:</b>			<b>\$95,831.71</b>

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

## YEAR 1 PRICING

Credit for Termination Subscriptions:	(\$10,549.83)
One-Time Fees:	\$74,797.40
Prorated fees for New Subscriptions (9/7/2022-1/17/2023):	\$34,656.94
<b>YEAR 1 SUBTOTAL:</b>	<b>\$98,904.51</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Government Experience Cloud (ENTERPRISE)	\$102,539.93	\$109,717.72
<b>SUBTOTAL:</b>	<b>\$102,539.93</b>	<b>\$109,717.72</b>

## PRODUCT DESCRIPTIONS

Government Experience Cloud (ENTERPRISE)	
Solution	Description
Communications Cloud	<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"> <li>• Unlimited email sends with industry-leading delivery and management of all bounces</li> <li>• Support to upload and migrate existing email lists</li> <li>• Access to participate in the GovDelivery Network</li> <li>• Ability to send mass notifications to multiple devices</li> <li>• 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support</li> <li>• Text-to-subscribe functionality</li> <li>• Up to 2 Web-hosted training sessions annually</li> <li>• Up to 50 administrators</li> <li>• Up to 1 GovDelivery account(s)</li> <li>• Access to a complete archive of all data created by the client for 18 months (rolling)</li> <li>• Up to 3 hours of message template and integration development</li> <li>• Up to 100 subscription topics</li> <li>• Up to 100,000 SMS/text messages per year from a shared short code within the United States*</li> </ul> <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>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
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"> <li>• The implementation consultant will be assigned to Recipient during the setup process for up to 90 days</li> <li>• 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</li> <li>• Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff</li> <li>• Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff</li> </ul>
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.
Communications Cloud Advanced Package	<p>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:</p> <ul style="list-style-type: none"> <li>• Dynamic segmentation around bulletins, engagement, and question (e.g. zip code)</li> <li>• Canned campaigns for re-engagement and new subscriber onboarding</li> <li>• Testing: Simple (A/B, 10/10/80)</li> </ul> <p><i>A subscription for the Advanced Cloud Module is dependent on an active license for the GovDelivery Communications Cloud.</i></p>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
Advanced Package - Setup and Configuration	<p>Implementation includes:</p> <ul style="list-style-type: none"> <li>• Access to an implementation consultant for up to 90 days</li> <li>• Access to online training documentation around advanced account functions and capabilities</li> <li>• Up to 2 Web-hosted training sessions within 180 days of kickoff</li> <li>• Up to 5 hours of message template and integration development within 90 days of kickoff</li> </ul> <p><i>The implementation process takes four to six weeks, on average, depending on the availability of stakeholders and/or current GovDelivery Communications Cloud experience.</i></p>
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.
Training - OpenForms	OpenForms training session for up to 20 people.
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. Key features include:- Workspaces- Response workflows- Custom documents (Certificates, permits, formal letters &amp; more)- Form versioning &amp; 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</p>
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 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 system See full service agreement for details.</p>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
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"> <li>• Kickoff: Align on goals, expectations, timelines, and deliverables</li> <li>• 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.</li> <li>• 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</li> </ul> <p>Deliverable:</p> <ul style="list-style-type: none"> <li>• Recommendations &amp; Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Covers analysis and IA for sites with up to 2,500 URLs.</li> <li>• Three-month period of performance to be completed within the contract period.</li> <li>• Does NOT include a content audit.</li> <li>• Does NOT include content creation.</li> <li>• Client sources external users for testing.</li> <li>• Does NOT include document review.</li> </ul>
OpenCities CMS Design	This is a design package tailored for unique city requirements. Requires scoping by implementation.
OpenCities Content Rationalization	<p>In every engagement, our team walks you through an established process for reviewing your existing web content, and applying our AIM framework for evaluating what content to Archive, Improve or Move (as is). This work is most effective when conducted by the client, as they know their own government and processes best. In cases where the client does not have the support internally, the Granicus Web Team can provide the AIM process. This includes meeting with the client at the outset to determine key information and current analytics, and then reviewing each page in the main website to determine what action to take. In the cases where a page will be moved or improved, we assign the appropriate OpenCities page type to be used. This work must be done before any content migration work, and in conjunction with or after the IA process (if purchased).</p>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
Training - OpenCities	OpenCities training session for up to 20 people, covering one of these topics: 1. Site Admin training 2. Content Publisher Training3. Power Publisher training
OpenForms Enterprise (30 users, 100 forms) Setup and Configuration Package	Set up and configuration of OpenForms Enterprise License, 30 users, 100 forms
OpenCities SaaS License - Setup and configuration package	Installation and setup of OpenCities SaaS, including an assigned Project Manager during the implementation phase.
OpenCities Imperva Security License - Services Setup and Configuration Package	Setup and configuration of OpenCities Imperva Security License



Government Experience Cloud (ENTERPRISE)	
Solution	Description
OpenCities Content Migration	<p><b>Content Migration Delivery:</b> 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:</p> <ul style="list-style-type: none"> <li>• Access to the system with all agreed pages moved over</li> <li>• A recap document that details anything your team should know about what we migrated as well as recommendations</li> </ul> <p><b>Client Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Identify individual or team with the ability to clarify questions and promptly make decisions about migration questions</li> <li>• Provide a desired folder structure for files (if contracted)</li> </ul> <p><b>What's IN scope?</b></p> <ul style="list-style-type: none"> <li>• Content managed within your current CMS</li> <li>• Documents/images (if contracted)</li> </ul> <p><b>What's NOT in scope?</b></p> <ul style="list-style-type: none"> <li>• Anything within an iFrame or embedded HTML content</li> <li>• Dynamic content pulled from other systems</li> <li>• Content not managed within CMS</li> <li>• JavaScript, CSS, or other custom code</li> <li>• Interactive web forms and/or single page applications</li> <li>• Written content within image/diagram</li> <li>• Content contained inside a PDF file</li> <li>• Documents and images on pages marked "Archive"</li> </ul>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
govService Essentials Digital Services (up to): 3 Annual Cases (up to): 45000	govService Essentials includes access to: <ul style="list-style-type: none"> <li>• Access to the selected number of digital services (ie., workflows/business processes) built, activated and live in govService using either Service Designer (includes any services built by Granicus) or prebuilt from the template library.</li> <li>• Annual Case Volume: Limited to the selected number of annual cases submitted for management and resolution in govService.</li> <li>• Template Library: Leverage any number of pre-built templates from an existing library. Agencies may configure settings, permissions, and workflow stages.</li> <li>• Customer Portal: An online self-service portal to provide a common interface where users can access services and personalized information including historical requests.</li> <li>• Back-office Administration: Internal employees processing services are provided a portal to log-in and access assigned tasks, fulfill requests, and complete desired workflow.</li> <li>• Service Designer: Build no-code/low-code digital services using tools such as Form Builder, Integration Manager, and Workflow Designer.</li> <li>• Customer Service Hub: An integrated constituent contact tracking solution for up to three (3) licensed seats; users able to access workspaces such as Inbox, Face-to-Face, Search, Phone Team, and Reception. <i>Note: additional seats will incur additional maintenance costs.</i></li> </ul>
Payment Connector (Stripe - Standard)	A payment integration with Stripe provides an easy method to collect online payments.  (Note: Third-party fees may apply, but remain independent of Granicus fees.)
govService Essentials Set-up & Config	govService Essentials Set-Up & Config includes: <ul style="list-style-type: none"> <li>• Test and Live Sites: deployment of both a test and live site hosted in a production environment.</li> <li>• Portals: deployment of both Customer and Staff Portals hosted in a live production environment.</li> <li>• Customer Service Hub Configuration: set-up each major digital workspace (Phone Team, Face-to-Face, Reception, Inbox, and Search) and configure default system settings.</li> </ul>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
govService Essentials Set-Up & Config (P1)	<p>govService Essentials Set-Up &amp; Configuration (Package 1): A site stack which includes test and production versions of the Customer Portal, Staff Portal, and Customer Service Hub. Additional client deliverables include:</p> <ul style="list-style-type: none"> <li>- Up to five (5) audited services: Each audited service will receive up to four (4) hours of discovery sessions to generate blueprints for service build in govService. Documentation will include a current state process map, future state process map (as recommended, utilizing govService), form field mapping and configuration, and back-office field mapping and configuration. A service must be audited to be considered for form conversion by the Implementation Team.</li> <li>- One (1) form conversion: A one-page client form that is digitized into a service with standard* workflow/notifications. (* integrations to client systems must be scoped separately.) If form conversion selected for Granicus build is scoped at a value higher than one (1) build credit, another service must be selected, or additional build credits purchased to cover the additional work required.</li> <li>- Access to remote, basic training: Choose from the selection of courses from the "Basic" offering list; up to 36 hours. Courses offered in this package must be delivered within twelve (12) months of contract execution.</li> <li>- Access to two (2) workshops: Access to Granicus technical resources for up to two (2) hours per scheduled workshop. Workshops can be used to solution client-specific technical needs including, but not limited to, self-built service configuration, architecture, and issue resolution. Workshops must be delivered within twelve (12) months of contract execution.</li> </ul> <p>Notable Exclusions:</p> <ul style="list-style-type: none"> <li>- User management: client to self-manage addition or deletion of users past the initial user upload and training on User Permissions</li> <li>- Specific single sign-on solutions are supported but must be scoped separately</li> <li>- Custom design and integrations: all custom work is sole responsibility of client unless explicit scope of work is included</li> </ul>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
govService Essentials Online Training	<p>govService Essentials Training includes:</p> <ul style="list-style-type: none"> <li>• Basic Online Training: up to eight (8) hours of remote training to introduce all core aspects of the solution such as customer portal, case management and system settings.</li> <li>• Form Designer &amp; Workflow Online Training: up to eight (8) hours of remote training to co-build the first digital service.</li> <li>• Integrations Online Training: up to eight (8) hours of remote training with technical users to cover how to use the Integrations Manager and review logging capabilities.</li> <li>• Customer Service Hub Training: up to eight (8) hours of remote training to cover each major digital workspace and configure default system settings.</li> </ul>
govService Build Credits	<p>govService Build Credits provide for the requirements mapping, design, development, configuration and quality assurance of the digitization of services.</p> <ul style="list-style-type: none"> <li>• Each requested service will require scoping.</li> <li>• Granicus will determine the number of Build Credits required to complete a requested service.</li> <li>• Build Credits utilized will be deducted from the total credits purchased once the statement of work is approved and executed by the Client.</li> </ul> <p><i>Note: Build Credits are available to be redeemed from the date of document signature and must be utilized within twelve (12) months. Unredeemed Build Credits will not rollover into additional subscription terms.</i></p>
Government Experience Cloud (ENTERPRISE)	<p>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.</p>

Government Experience Cloud (ENTERPRISE)	
Solution	Description
AzureAD Connector License	<p>OpenCities 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 OpenCities to relevant AD users.</p> <p>For your OpenCities intranet, the Azure AD connector powers your staff directory and organisation chart to ensure they are dynamically updated on a regular basis.</p> <p>This may be used for your web, intranet and subsites.</p>
Customer Service Hub - 3 Additional Seats	3 Additional Customer Service Hub seat licenses for a total of 6 seats with govService Essentials
AzureAD Connector - Services Setup and Configuration Package	Set up and configuration of AzureAD Connector

## 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 December 8th 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto. For this Agreement, the following terms are hereby amended:
  - This Agreement shall be governed by and interpreted under the laws of the State of Illinois, without reference to the State's principles of conflicts of law. The Parties expressly consent and submit to the exclusive jurisdiction of the state and federal courts of Cook County, IL.
  - The Limitation of Liability described in Section 7.2 is hereby increased from six (6) months to two times the fees paid by Client under this Agreement or \$500,000.00, whichever is greater.
  - The Non-Disclosure Agreement entered into on July 18, 2022 between the Parties is attached as Exhibit A and incorporated herein by reference. For the avoidance of doubt, the Non-Disclosure Agreement will apply to all solutions under this Agreement.
- 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 Oak Park, IL to provide applicable exemption certificate(s).
- Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the services outlined within this Agreement.
- 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**

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

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

*The pricing, terms, and conditions of quote Q-152779 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.

<b>Oak Park, IL</b>	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	