



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

**Prepared By:** Valery Mendez  
**Phone:**  
**Email:** valery.mendez@granicus.com  
**Order #:** Q-500702  
**Prepared On:** 02 Dec 2025  
**Expires On:** 17 Jan 2026

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** 18 Jan 2026 - 17 Jan 2027

**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 Subscriptions		
Solution	Quantity/Unit	Prior Annual Fee
Government Experience Cloud	0 Each	\$0
Government Transparency Suite	0 Each	\$15,289.94
Bang the Table - Recurring	0 Each	\$22,503.29
Communications Cloud	0 Each	\$10,338.44
Open Platform Suite	0 Each	\$1,767.23
Legistar	0 Each	\$12,741.61
Granicus Encoding Appliance Software (GT)	0 Each	\$1,767.22
OpenForms Enterprise License (30 users, 100 forms)	0 Each	\$7,753.86
OpenCities SaaS License	0 Each	\$13,439.96
OpenCities Cloud Security License	0 Each	\$1,292.31
Communications Cloud Advanced Package	0 Each	\$2,584.62
<b>SUBTOTAL:</b>		<b>\$89,478.48</b>

Upon the signing of this Agreement, 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 Agent for GXC - Onboarding & Optimization	Up Front	1 Each	\$15,000.00
Self-managed Video Encoder	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$15,000.00</b>

<b>New Subscription Fees</b>			
<b>Solution</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>Annual Fee</b>
Government Experience Service Cloud Enhanced <i>(Up to 25000 Unique Contacts)</i>	Annual	1 Each	\$61,944.52
Government Experience Agent	Annual	1 Each	\$30,381.60
Granicus Operations Cloud - Governance (Legislative) w/Self-Managed Video	Annual	1 Each	\$39,564.58
Communications Cloud Advanced Package	Annual	1 Each	\$2,585.32
<b>SUBTOTAL:</b>			<b>\$134,476.02</b>

<b>Renewing Subscription Fees</b>			
<b>Solution</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>Annual Fee</b>
Boards and Commissions	Annual	1 Each	\$7,573.52
Send Agenda (Legistar)	Annual	1 Each	\$0.00
AzureAD Connector License	Annual	1 Each	\$5,617.05
Payment Connector (Stripe - Standard)	Annual	1 Each	\$0.00
Open Platform Suite	Annual	1 Each	\$0.00
govDelivery for Integrations	Annual	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$13,190.57</b>

## CREDITS AVAILABLE

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

<b>Available Service Credits</b>	
<b>Total Services Catalog Credits:</b>	<b>165</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	18 Jan 2027 - 17 Jan 2028	18 Jan 2028 - 17 Jan 2029	18 Jan 2029 - 17 Jan 2030	18 Jan 2030 - 17 Jan 2031
Government Experience Service Cloud Enhanced	\$65,041.75	\$68,293.83	\$71,708.52	\$75,293.95
Government Experience Agent	\$31,900.68	\$33,495.71	\$35,170.50	\$36,929.02
Granicus Operations Cloud - Governance (Legislative) w/Self-Managed Video	\$41,542.81	\$43,619.95	\$45,800.95	\$48,090.99
Communications Cloud Advanced Package	\$2,714.59	\$2,850.32	\$2,992.83	\$3,142.47
Boards and Commissions	\$7,952.20	\$8,349.81	\$8,767.30	\$9,205.66
AzureAD Connector License	\$5,897.90	\$6,192.80	\$6,502.44	\$6,827.56
<b>TOTAL:</b>	<b>\$155,049.93</b>	<b>\$162,802.42</b>	<b>\$170,942.54</b>	<b>\$179,489.65</b>

## PRODUCT DESCRIPTIONS

Solution	Description
Government Experience Service Cloud Enhanced	<p>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:</p> <ul style="list-style-type: none"> <li>• Strategic Capabilities <ul style="list-style-type: none"> <li>◦ Designated Experience Partner</li> <li>◦ Extended LMS Training On-demand</li> <li>◦ Access to Services Catalog</li> <li>◦ Quarterly CX Program Brief to Review Insights &amp; Recommendations</li> <li>◦ Online Help Articles and Access to govCommunity</li> </ul> </li> <li>• Data Insights <ul style="list-style-type: none"> <li>◦ Community Satisfaction and Performance Monitoring</li> <li>◦ Government Effectiveness Score</li> <li>◦ Digital Experience Score</li> <li>◦ Quality of Life Surveys</li> <li>◦ In-app Reporting and Dashboards</li> </ul> </li> <li>• Connected Technology <ul style="list-style-type: none"> <li>◦ Service Web Portal</li> <li>◦ Enterprise Forms and Workflows (up to 100) <ul style="list-style-type: none"> <li>▪ 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 50GB file uploads and 2,000 web API calls per hour and 20 custom documents per form, (7) workspaces and advanced response workflows, (8) custom documents (certificates, permits, formal letters, and more), (9) form versioning and scheduling</li> </ul> </li> <li>◦ Outbound Communications <ul style="list-style-type: none"> <li>▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences.</li> </ul> </li> </ul> </li> </ul>

Solution	Description
	<ul style="list-style-type: none"> <li>○ Engagement and Sentiment Analysis (up to 10 projects)</li> <li>○ Embeddable Project Finder</li> <li>○ Ongoing security updates</li> <li>○ Ongoing product updates and enhancements</li> <li>○ Product accessibility maintained perpetually</li> <li>○ 99.9% up-time guarantee</li> <li>○ Technical Support Reporting (quarterly)</li> <li>○ Live Escalation &amp; Care Process</li> <li>○ Support Coverage &amp; Response Time SLAs <ul style="list-style-type: none"> <li>▪ Severity Level 1: System unavailable – 1 hour</li> <li>▪ Severity Level 2: Major system features unavailable, no user workaround – 2 hours</li> <li>▪ Severity Level 3: Major system features unavailable, user workaround available – 5 hours</li> <li>▪ Severity Level 4: Transactional issue, user workaround available - 12 hours</li> </ul> </li> </ul> <p>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.</p> <p>* SMS/text messages only available for US and UK customers.</p>

Solution	Description
	<p>Government Experience Agent</p> <p>Empower your government services with the Government Experience Agent (GXA), an AI-powered conversational agent designed to deliver clear, accurate, transparent, and accessible support to citizens.</p> <p><b>Key Features:</b></p> <p><b>Data Integration:</b></p> <p>Ingest unlimited website data sources and non-published, machine-readable PDF documents for GXA to use as sources for responses</p> <p>Unlimited data storage</p> <p><b>Conversational Intelligence:</b></p> <p>Responsive UI with precise summarization</p> <p>Conversational history for context-aware interactions</p> <p>Session persistence for seamless user experience without authentication</p> <p>Prompt response caching for faster replies</p> <p><b>Accessibility &amp; Multilingual Support:</b></p> <p>Compliance with WACG 2.2 AA Standards</p> <p>Available in English, French, and Spanish</p> <p><b>Transparency &amp; Trust:</b></p> <p>Source citation for every response to ensure verification and accountability</p> <p>Automated response evaluation to maintain high standards of quality, relevance, and accuracy</p> <p>Backend console view of interaction data history to provide records of interaction content, feedback, and metadata</p> <p><b>Safety &amp; Compliance:</b></p> <p>Built-in prompt-level, and LLM-specific guardrails to ensure safe and compliant interactions</p>

Solution	Description
	<p>Automation &amp; Analytics:</p> <p>Automated web scraper to keep data sources up to date User interaction analytics for performance insights</p> <p>Ongoing Partnership Consultation:</p> <p>One (1) Experience Services manager review per quarter to review insights from GXA's analytics and provide guidance on ongoing optimization. This quarterly review will include recommendations on how to best leverage the included service credits to achieve your agency's specific goals.</p> <p>Premium Product Support 5 days a week:</p> <p>Premium Support provided Monday through Friday.</p> <p>Additional Terms:</p> <p>Third-party / custom integrations are not included in the subscription.</p> <p>Included service credits must be redeemed within one year of purchase.</p>

Solution	Description
Granicus Operations Cloud - Governance (Legislative) w/Self-Managed Video	<p>**Annual Subscription**            An outcome-focused solution combining integrated technology, data insights, and experience services to drive operational efficiencies.</p> <p># ## **Strategic Capabilities**            - **Designated Experience Partner**            - **Extended LMS Training On-demand**            - **Access to Services Catalog**            - **Biannual CX Program Brief** – Review insights &amp; recommendations            - **Online Help Articles and Access to govCommunity**</p> <p>--</p> <p># ## **Data Insights**            - **Community Satisfaction and Performance Monitoring**            - **Government Effectiveness Score**            - **Digital Experience Score**            - **Quality of Life Surveys**            - **In-app Reporting and Dashboards**</p> <p>--</p> <p># ## **Connected Technology**</p> <p># ### **Agenda and Meeting Management**            - Compile and produce agendas and record minutes for public meetings            - Includes **unlimited users, meeting bodies, and meeting types**</p> <p># ### **Elected Official Application**            - View and annotate meeting materials in a browser-based application            - Request to speak and voting capabilities *(additional fees may apply)*</p> <p># ### **Community Engagement**            - Collect and manage citizen input on agenda items            - Direct comments on items or sign up to speak before a scheduled meeting</p> <p># ### **Outbound Communications**            - Outreach mediums include:            - **Unlimited email**            - **Up to 100k SMS/text messages**            - **RSS feeds**            - **Social media integration** *(connect with up to 5,000 contacts)*</p>

Solution	Description
	<p>#### **Forms and Workflows (up to 15)**    Capabilities include:</p> <ol style="list-style-type: none"> <li>1. Drag-and-drop form builder</li> <li>2. Display logic, calculations, and payments</li> <li>3. Insights dashboard and form analytics</li> <li>4. Unlimited responses with 'save and return' functionality</li> <li>5. Data connections and API access</li> <li>6. Up to **10GB file uploads** and **1,000 web API calls per hour**</li> </ol> <p>---</p> <p>### **Video Streaming and Video-on-Demand**</p> <ul style="list-style-type: none"> <li>- **Built-in video indexing** with start, stop, and pause controls</li> <li>- **Video analytics**</li> <li>- **Simulcast to multiple platforms**, including Facebook and YouTube</li> <li>- **Unlimited meetings, users, and storage**</li> </ul> <p>---</p> <p>### **Public Portal**</p> <ul style="list-style-type: none"> <li>- **Hyperlinked agendas, minutes, and documents**</li> <li>- **Advanced keyword search**</li> </ul> <p>---</p> <p>### **Hardware**</p> <ul style="list-style-type: none"> <li>- **Live Cast video encoder**</li> <li>- **Ongoing security updates**</li> <li>- **Ongoing product updates and enhancements**</li> <li>- **Product accessibility maintained perpetually**</li> <li>- **99.9% up-time guarantee**</li> </ul> <p>---</p> <p>### **Technical Support**</p> <p>#### **Reporting (Quarterly)**</p> <ul style="list-style-type: none"> <li>- **Live Escalation &amp; Care Process**</li> </ul>
Self-managed Video Encoder	Granicus Live Cast encoder is the hardware appliance used convert the video feed for video streaming on the web. It also records the video and provides the MP4 file for archive playback.

Solution	Description
Boards and Commissions	<p>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:</p> <ul style="list-style-type: none"> <li>• Unlimited user accounts</li> <li>• Unlimited boards, commissions, committees, and subcommittees</li> <li>• Unlimited storage of citizen applications</li> <li>• Access to up to one (1) Boards and Commissions site</li> <li>• Access to customizable, embeddable iFrame websites for displaying information to citizens</li> <li>• Access to a customizable online citizen application form including board-specific questions</li> <li>• Customizable forms for board details, appointment details, and internal tracking details</li> <li>• Pre-designed document PDFs for applications, board details and rosters, and vacancy reports</li> <li>• Downloadable spreadsheets for easy reporting</li> </ul> <p><i>Optional custom templates for document or report generation may also be purchased for an additional fee.</i></p>
Send Agenda (Legistar)	Send Agenda is dependent on an active subscription to the relevant govMeetings agenda.
AzureAD Connector License	Websites & CMS 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 Websites & CMS to relevant AD users.
Payment Connector (Stripe - Standard)	<p>A payment integration with Stripe provides an easy method to collect online payments.</p> <p>(Note: Third-party fees may apply, but remain independent of Granicus fees.)</p>
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
govDelivery for Integrations	<p>Send notification bulletins directly to constituents who subscribe to receive updates directly through Granicus (powered by govDelivery). Receive a monthly metrics report delivered via email to show subscriber growth and engagement activity for the past month of bulletin sends, and grow subscribers through access to the Granicus Advanced Network.</p> <p>Note: govDelivery integrations is dependent on an active subscription to the relevant govMeetings agenda or govAccess CMS solutions.</p>

## 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

- 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-500702 dated 02 Dec 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 Oak Park, 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.
- Non-Appropriation. Client may terminate this Agreement or any Order or SOW by providing Granicus written notice during the then-current Term for lack of appropriation of funds for the Renewal Term so long as Client has made best efforts to secure the necessary consents for renewal and obtain appropriate funds for payment of the fees.
- 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): Payments shall become due and payable as follows: 40% of the total upon signature of this Agreement; 30% of the total upon homepage design approval; and 30% of the total upon go-live.
- 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.

## 1. Intellectual Property Ownership and Use Rights.

- a.** Intellectual Property Ownership. Granicus and its licensors own all IP Rights in the Products and Granicus Data. Client and its authorized users have no right, title or interest in the Products or Granicus Data other than the license rights expressly granted herein. All rights not expressly granted herein are reserved by Granicus and its licensors.
- b.** License to Products. Granicus hereby grants Client a non-exclusive, non-transferable license to access and use the Products identified in the Order during the Term set forth therein. In addition to the terms of this Agreement and the Order, product-specific license terms applicable to certain of the Products and Granicus Data can be found at [www.Granicus.com/legal/licensing](http://www.Granicus.com/legal/licensing) and are hereby incorporated into this Agreement by reference.
- c.** Third Party Contractors. Client may permit its third-party contractors to access and use the Products solely on behalf of and for the benefit of Client, so long as: (i) such contractor agrees to comply with this Agreement as if it were Client; (ii) Client remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the Products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the Services rendered to Client that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the Products and uninstall and destroy all confidential or proprietary Granicus information in its possession. Client will certify compliance with this section in writing upon Granicus' request.
- d.** Data Sources. Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee.
- e.** Content. Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus does not own the Content submitted by Client nor is Granicus responsible for any Content used, uploaded or migrated by Client or any third party. Granicus will not sell, use, or disclose any Content for any purpose other than performing Services subject to this Agreement. For clarification, the fact that Content and Granicus Data may contain the same or similar information does not minimize or limit the ownership or use rights of either party as it relates to Content on the part of Client, or Granicus Data on the part of Granicus.
- f.** Advertising. Client shall not use Products to promote products or services available for sale through Client or any third party without Granicus' prior written consent.
- g.** Restrictions. Client shall not:
  - (i)** Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters,

propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;

- (ii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iii) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (iv) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (v) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part

2. **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property, privacy or other legal rights of any third party. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client.

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.

## 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> If PO required	
<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-500702 dated 02 Dec 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.

**Oak Park, IL**

<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	