

**Procurement Vehicle: NCPA (01-115)**  
**In Support of: Aurora, IL****ORDER DETAILS**

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**Order #:** Q-297589  
**Prepared On:** 31 Aug 2023  
**Expires On:** 10 Oct 2023

**ORDER TERMS**

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

**The subscription includes the following domain(s) and subdomain(s):**  
<https://www.aurora-il.org/>

## PRICING SUMMARY

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

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Web - Enhanced Package	Milestones - 40/30/30	1 Each	\$40,250.00
EHQ Standard Implementation	Up Front	1 Each	\$2,500.00
EHQ Online Training Sessions	Up Front	1 Each	\$0.00
Communications Cloud - Setup and Configuration	Up Front	1 Each	\$6,000.00
Communications Cloud - Online Training	Up Front	1 Each	\$500.00
Setup and configuration package: OpenForms License	Up Front	1 Each	\$0.00
Training: OpenForms	Upon Delivery	1 Each	\$0.00
OpenCities Imperva Security License - Services Setup and Configuration Package	Up Front	1 Hours	\$0.00
Content Migration	Upon Delivery	1 Each	\$10,000.00
GXG Digital Services Academy	Up Front	1 Each	\$15,000.00
GXG Writing for the Web Workshop	Up Front	1 Each	\$5,000.00
GXG Information Architecture	Up Front	1 Each	\$22,500.00
Website Content Optimization	Up Front	1 Each	\$21,181.00
Advanced Package - Setup and Configuration	Up Front	1 Each	\$1,500.00
Advanced Package - Online Training	Up Front	1 Each	\$500.00
OpenCities Imperva Security License - Services Setup and Configuration Package	Up Front	4 Hours	\$0.00
AzureAD Connector - Services Setup and Configuration Package	Up Front	1 Each	\$1,000.00
Setup and configuration package: Open Forms Azure AD SSO Connector	Up Front	1 Each	\$0.00
Granicus Web - Intranet-Specialty services pack - Specialty Subsite	Milestones - 40/30/30	2 Each	\$50,000.00
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	2 Each	\$20,000.00
OpenCities Subsite License - Design Package	Upon Delivery	2 Each	\$2,000.00
OpenCities Subsite License - Services Setup and Configuration Package	Milestones - 40/20/20/20	2 Each	\$0.00

OpenCities Subsite License - Design Package	Upon Delivery	2 Each	\$2,000.00
OpenCities Subsite License - Services Setup and Configuration Package	Milestones - 40/20/20/20	2 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$199,931.00</b>

<b>New Subscription Fees</b>			
<b>Solution</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>Annual Fee</b>
Government Experience Cloud	Annual	1 Each	\$0.00
EHQ Basic	Annual	1 Each	\$14,250.00
Communications Cloud	Annual	1 Each	\$16,387.50
OpenForms Enterprise License (60 users, 200 forms)	Annual	1 Each	\$19,242.38
OpenCities Cloud Security License	Annual	1 Each	\$3,000.00
OpenCities SaaS License	Annual	1 Each	\$35,000.00
Communications Cloud Advanced Package	Annual	1 Each	\$4,096.88
OpenCities Cloud Security License	Annual	4 Each	\$3,000.00
AzureAD Connector License	Annual	1 Each	\$2,200.00
OpenForms Azure AD SSO Connector	Annual	1 Each	\$2,530.00
OpenCities Subsite License	Annual	2 Each	\$3,000.00
OpenCities Subsite License	Annual	2 Each	\$3,000.00
<b>SUBTOTAL:</b>			<b>\$105,706.76</b>

**Communications Cloud Tier:**

for up to 499999 potential users.

## FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Government Experience Cloud	\$0.00	\$0.00
EHQ Basic	\$14,962.50	\$15,710.63
Communications Cloud	\$17,206.88	\$18,067.22
OpenForms Enterprise License (60 users, 200 forms)	\$20,204.50	\$21,214.72
OpenCities Cloud Security License	\$3,150.00	\$3,307.50
OpenCities SaaS License	\$36,750.00	\$38,587.50
Communications Cloud Advanced Package	\$4,301.72	\$4,516.81
OpenCities Cloud Security License	\$3,150.00	\$3,307.50
AzureAD Connector License	\$2,310.00	\$2,425.50
OpenForms Azure AD SSO Connector	\$2,656.50	\$2,789.33
OpenCities Subsite License	\$3,150.00	\$3,307.50
OpenCities Subsite License	\$3,150.00	\$3,307.50
<b>SUBTOTAL:</b>	<b>\$110,992.10</b>	<b>\$116,541.71</b>

## PRODUCT DESCRIPTIONS

Solution	Description
Government Experience Cloud	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.
EHQ Basic	<p>Basic engagement package;</p> <ul style="list-style-type: none"> <li>• Annual subscription</li> <li>• Ten digital engagement projects per year</li> <li>• One Site Administrator</li> <li>• Three Project Administrators</li> <li>• Access to all standard tools including embeddable Surveys/polls, Forums, Guestbook, Stories, Q&amp;A, Ideas, Places and Newsfeed</li> <li>• Customizable registration form and Participant Relationship Manager (PRM)</li> <li>• Appearance editor for homepage management, branding and styling</li> <li>• Access to reporting and analysis tools including Survey Analysis, Text Analysis with sentiment, tool dashboards, customizable PDF survey reports and downloadable excel reports</li> <li>• Newsletters for project updates and project communication</li> <li>• 24/7 independent moderation</li> </ul>

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>• Up to 499,999 Potential Users</li> <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>



Solution	Description
OpenForms Enterprise License (60 users, 200 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: 60 users, 200 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 Cloud Security License	<p>Deployment of Imperva Security and Content Delivery Network (CDN). Providing leading caching and security resulting in enhanced protection from malicious attacks.</p> <p>Once configured, it continuously monitors and blocks attacks. With a global 24/7/365 security operations center, it provides an expertly managed web application firewall, distributed denial of service attack protection and advanced bot detection.</p>

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><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management <ul style="list-style-type: none"> <li>◦ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: <ul style="list-style-type: none"> <li>◦ One (1) site analytics report based on Google Analytics</li> <li>◦ One (1) homepage heatmap analytics visualization</li> <li>◦ One (1) internal stakeholder survey</li> <li>◦ One (1) Community survey export</li> <li>◦ One (1) modular homepage wireframe based on predefined building blocks</li> <li>◦ Information Architecture (IA) best practices review</li> </ul> </li> <li>• One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> <li>◦ Best practices review, one (1) hour session</li> <li>◦ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package <ul style="list-style-type: none"> <li>◦ One (1) homepage design concept</li> <li>◦ Interior page sample</li> <li>◦ Mobile version sample</li> <li>◦ Up to three (3) rounds of design revisions</li> </ul> </li> <li>• Up to two (2) CX features <ul style="list-style-type: none"> <li>◦ choose from Granicus library</li> </ul> </li> <li>• Development/CMS Implementation</li> <li>• Content Migration - up to one hundred (100) pages</li> <li>• QA &amp; Accessibility Report</li> <li>• Remote Training <ul style="list-style-type: none"> <li>◦ Delivered in three (3) non-consecutive sessions eight (8) hours total</li> <li>◦ Up to ten (10) people</li> </ul> </li> </ul>

Solution	Description
EHQ Standard Implementation	EHQ Standard Implementation for training and onboarding; <ul style="list-style-type: none"> <li>• Site delivery and onboarding details</li> <li>• Scheduled kick-off call to discuss goals and implementation process</li> <li>• Site Admin training on EHQ platform</li> <li>• Site review and quality assurance checks prior to launch</li> </ul>
EHQ Online Training Sessions	Two 90 minute online training sessions for EHQ.
Communications Cloud - Setup and Configuration	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: <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.
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 25 people, delivered online.

Solution	Description
OpenCities Imperva Security License - Services Setup and Configuration Package	Setup and configuration of OpenCities Imperva Security License
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"> <li>• All OpenCities out of the box functionality (excluding optional/premium modules priced separately)</li> <li>• Platform setup and full project management</li> <li>• Managed cloud hosting via Microsoft AzureGov</li> <li>• Ongoing security updates</li> <li>• Ongoing product updates and enhancements</li> <li>• WCAG AA Accessibility maintained perpetually</li> <li>• 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA)</li> <li>• Comprehensive SLA and Support Ticketing system</li> </ul> <p>See subscription agreement for details.</p>

Solution	Description
Content Migration	<p>Scope of Content Migration: This additional cost is associated with 500 pages of content migration for the City of Aurora. 100 pages of content migration is already also included in the Granicus Web Enhanced package the City is receiving for a total of 600 pages of content. This total can be spread across the main site as well as any subsites depending on the City's needs.</p> <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 Granicus) listing all pages in hierarchical order classified as either Archive, Improve or Migrate</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>• Identified number of pages of content migrated as it exists today and is managed within your current CMS (listed as quantity)</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>

Solution	Description
GXG Digital Services Academy	<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"> <li>• Insights Session. One (1) 30-min virtual meeting prior to the DSA with GXG and client to align on goals, dates, participants, and services.</li> <li>• Services review. Following the Insights Session, GXG will review each service selected to validate workshop feasibility.</li> <li>• 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.</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Sold as Firm Fixed Price (not Time &amp; Materials).</li> <li>• Assumes a 1-month level of effort to be completed within the contract period.</li> <li>• Assumes the client has manual PDFs or use another digital tool.</li> <li>• No more than 20 participants for each session. Each participant should attend all three sessions.</li> <li>• NOT for clients that mainly use third-party applications for all services.</li> <li>• NOT for clients that have a centralized content creation model.</li> </ul>

Solution	Description
GXG Writing for the Web Workshop	<p>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:</p> <ul style="list-style-type: none"> <li>• Workshop kick off: align on goals, dates, and participants / services</li> <li>• Services review: review every service selected to confirm workshop feasibility</li> <li>• One 3-hour workshop (remote)</li> </ul> <p>Sold as Firm Fixed Price (not Time &amp; 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)</p>
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>

Solution	Description
Website Content Optimization	<p><b>Website Content Optimization</b></p> <p>To help jump start content creation, Granicus will optimize up to twenty-five (25) pages of content for your new website. GXG will focus on website writing best practices for content and will implement the content on the web page. Services include the following:</p> <ul style="list-style-type: none"> <li>• Focusing on a single topic per page</li> <li>• Writing a clear page title</li> <li>• Breaking up and organizing content into digestible sections</li> <li>• Writing simple sentences</li> <li>• Cutting unnecessary words</li> <li>• Addressing people directly</li> <li>• Telling people what to do and focusing on a call-to-action</li> <li>• Make necessary accessibility improvements including, but not limited to: <ul style="list-style-type: none"> <li>◦ Correct header order</li> <li>◦ Table formatting, including header rows</li> <li>◦ Alt text for images</li> <li>◦ Identify opportunities for top keyword inclusion in content and metadata</li> <li>◦ Correct all typos, spelling and grammar errors</li> </ul> </li> </ul> <p><u>Assumptions</u></p> <ul style="list-style-type: none"> <li>• Client provides all draft content, whether as an existing page or in an electronic document (e.g. Word or Google Docs). No net new content is included as part of the SOW. GXG will provide a suggested template for net new content created by the client.</li> <li>• One (1) page is defined as up to 500 words. For example, a single URL with 550 words would count as two (2) pages.</li> <li>• One (1) round of review and feedback from the client. Any additional revisions will need to be made directly in the draft content document or on the website by the client.</li> <li>• Additional revisions to a page would count toward the</li> </ul>



Solution	Description
	<p>total page count.</p> <ul style="list-style-type: none"> <li>• GXG will implement the approved pages on the new website as part of the content migration process using existing widget functionality within the platform. Custom development is not included as part of this scope.</li> <li>• GXG will not make material or substantive updates to content. For example, GXG will not update outdated policies or remove old information.</li> <li>• Client to provide guidance on preferred reading level for content. GXG recommends updating the reading level (word choice and sentence structure) to ensure a Flesch-Kincaid reading score between 65 and 90 (6th – 9th grade). If an identified page is targeted for a technical audience, a Flesch-Kincaid score of up to 50 (12th grade) is suitable.</li> <li>• Content optimization assumes the following process: <ul style="list-style-type: none"> <li>◦ Client provides draft content to rewrite/optimize.</li> <li>◦ Granicus edits and optimizes the content, reviews changes with client</li> <li>◦ Client provides feedback.</li> <li>◦ Granicus updates the content based on feedback and if it is satisfactory to the client, Granicus will implement the copy on the new website.</li> <li>◦ Any material changes to the web copy by the client during the rewrite process that results in Granicus needing to provide an additional round(s) of rewrites, it will count as a web page rewrite against the total page count. For example, if the client provides additional content not included in the original draft content after the initial rewrite has already taken place, that would count as an additional page rewrite.</li> <li>◦ After two rounds of rewrites, if the content is not approved, rewrites will be paused until a meeting can be scheduled to collaboratively work through the content issues. This request will not count against the page rewrite count.</li> </ul> </li> </ul>

Solution	Description
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>
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	<p>Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.</p>
OpenCities Cloud Security License	<p>Deployment of Imperva Security and Content Delivery Network (CDN). Providing leading caching and security resulting in enhanced protection from malicious attacks.</p> <p>Once configured, it continuously monitors and blocks attacks. With a global 24/7/365 security operations center, it provides an expertly managed web application firewall, distributed denial of service attack protection and advanced bot detection.</p>

Solution	Description
OpenCities Imperva Security License - Services Setup and Configuration Package	Setup and configuration of OpenCities Imperva Security License
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>
OpenForms Azure AD SSO Connector	<p>OpenForms integrates with your Microsoft Azure Active Directory, giving staff the convenience of a single sign-on experience to the OpenForms application.</p> <p>Automatically map the appropriate roles and permissions in OpenForms to relevant AD users based on the group they're assigned to. Azure AD Groups can also be used to organise staff access to Workspaces if this feature is also included in your subscription.</p>
AzureAD Connector - Services Setup and Configuration Package	Set up and configuration of AzureAD Connector
Setup and configuration package: Open Forms Azure AD SSO Connector	Enables the Azure AD Connector in the OpenForms subscription

Solution	Description
Granicus Web - Intranet- Specialty services pack - Specialty Subsite	<p>Specialty Subsite package is intended to serve the needs of larger and often revenue-generating departments that have either maintained their own separate website in the past or would like to develop one as part of this project.</p> <p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management <ul style="list-style-type: none"> <li>◦ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> <li>◦ One (1) site analytics report based on Google Analytics</li> <li>◦ One (1) homepage heatmap analytics visualization</li> <li>◦ One (1) internal stakeholder survey</li> <li>◦ Two (2) modular homepage wireframes</li> </ul> </li> <li>• One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> <li>◦ Best practices review, one (1) hour session</li> <li>◦ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package <ul style="list-style-type: none"> <li>◦ One (1) homepage design concept</li> <li>◦ Interior page sample</li> <li>◦ Mobile version sample</li> <li>◦ Up to three (3) rounds of design revisions</li> </ul> </li> <li>• Development/CMS Implementation</li> <li>• QA &amp; Accessibility Report</li> </ul>

Solution	Description
Granicus Web - Intranet-Specialty services pack - Independent Subsite	<p>The Independent Subsite package offers a mutually agreed upon wireframe based on department needs from Granicus' selection of layouts.</p> <p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management <ul style="list-style-type: none"> <li>◦ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> <li>◦ One (1) site analytics report based on Google Analytics</li> <li>◦ One (1) homepage heatmap analytics visualization</li> <li>◦ One (1) internal stakeholder survey</li> <li>◦ One (1) modular homepage wireframe based on predefined building blocks</li> <li>◦ Information Architecture (IA) best practices review</li> </ul> </li> <li>• One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> <li>◦ Best practices review, one (1) hour session</li> <li>◦ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package <ul style="list-style-type: none"> <li>◦ One (1) homepage design concept</li> <li>◦ Interior page sample</li> <li>◦ Mobile version sample</li> <li>◦ Up to three (3) rounds of design revisions</li> </ul> </li> <li>• Development/CMS Implementation</li> <li>• QA &amp; Accessibility Report</li> </ul>

Solution	Description
OpenCities Subsite License	<p>This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more.</p> <p>Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you.</p> <ul style="list-style-type: none"> <li>• Use the full power of OpenCities modules to create functionally rich subsites</li> <li>• Reduce maintenance costs</li> <li>• All sites benefit from ongoing Accessibility, Browser, Device and UI updates</li> <li>• Easily share content such as events in between sites, even if each site looks different</li> <li>• Setup password protected sites to deliver secure information to authenticated users.</li> <li>• Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements.</li> <li>• Does not include implementation services</li> </ul>

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OpenCities Subsite License - Services Setup and Configuration Package	Set up and configuration of one OC Subsite. Includes Project Management, basic grey scale template, and developer configuration.
OpenCities Subsite License - Services Setup and Configuration Package	Set up and configuration of one OC Subsite. Includes Project Management, basic grey scale template, and developer configuration.

## 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-297589 dated 31 Aug 2023 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 Aurora, 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.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 30% of the total upon go-live.
- 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.
- 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.
- Billing Frequency Notes (Milestones - 40/20/20/20): An initial payment equal to 40% of the total; A payment equal to 20% of the total upon Granicus' delivery of the draft homepage design concepts to the client; A payment equal to 20% of the total upon implementation of the main website into the VCMS on a Granicus-hosted development server; and A payment equal to 20% of the total upon completion; provided, however that the client has completed training. If the client has not completed training, then Granicus shall invoice the client at the earlier of: completion of training or 21 days after completion.

## 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-297589 dated 31 Aug 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.

Aurora, IL	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	