Granicus Professional Services in Support of Aurora, IL

Aurora has been a longtime customer of Granicus leveraging meetings, board and commissions, and public records requests solutions across their tenure. We have partnered to identify how technology and services provided by Granicus could best work for Aurora staff. Aurora needs to migrate content and stand up a new website and update outreach efforts to better communicate with and provide services to residents, while also working to mature its digital presence into a seamless multichannel experience. Aurora needs strategic partnership, designing a holistic approach to digital engagement and services, tracking what content is resonating with its audiences, and starting to optimize based on that understanding. With this new foundation in place, the city will be able to expand in the years ahead to a fully digital, optimized experience that better serves its residents.

Technology alone will not usher in this new era for Aurora. Constituent-centered strategies and an agile, data-driven culture are also keys for adoption and success.

WHO IS GRANICUS

Aurora works with Granicus for multiple services already, including Boards and Commissions, Legistar, Granicus Video, and GovQA. We are excited for the opportunity to continue this partnership, and to assist across the ways that Aurora staff interact with residents.

Granicus is uniquely positioned to assist with its Government Experience Cloud, the premier offering for technology and services **built exclusively for the public sector**, trusted by more than 500,000 public servants across 6,500 agencies. Granicus' secure, cloud-based applications for civic engagement and online services connect and empower all levels of government to **reach, serve and respond** to the ever-changing needs and interests of the **always-on, always-connected public**.

With website and CMS services, tools to manage meetings and agendas, forums for digital communications and more, Granicus aims to equip governments at the local, state, and federal level with the technology and best practices necessary to connect with their communities. Success is in the stats: According to Granicus, nearly every one of the country's 50 largest cities use solutions from Granicus to govern better.

WHY GXG

The Granicus Experience Group (GXG) is our in-house digital agency, a cross-functional team of **strategists**, **analysts**, **communicators** and Granicus **technology experts**, ready to work as an extension of the Aurora team, partnering with you to transform your digital identity and

evolve your customer experience. GXG leverages best-in-class **human-centered practices** and a **design-thinking approach** to help government agencies mature over time from a simple, static digital presence to a seamless multichannel experience for their constituents. GXG's unique approach breaks down departmental silos and brings together key stakeholders to **help government better connect with the people** they serve.

GXG takes a consultative, collaborative approach to helping our clients **maximize the value** they get out of the Granicus platform and develop strategic, human-centered experiences that **inform, educate, and compel** people to take action.

We discover better insights, build better experiences, and achieve better outcomes.

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Please note: The timelines shared below are estimates given existing information provided, this timeline is subject to change based on information provided at the kick- off, analysis performed by implementation, and final contracting of services. A concrete project timeline will be provided upon project kick off.

Key Terms to Know

Product 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.

Licensed Modules

Website & Content Management System:
Client is equipped with the technology, expertise, and training to keep the website relevant and effective over time. Additional benefits include:

- All out of the box functionality
- 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

This platform will be used for both the City of Aurora Core Site as well as up to 4 subsites (as proposed). Additional subsites may be deployed in the future in partnership with Granicus.

Cloud Security License
Deployment of Imperva Security and Content Delivery Network (CDN). Providing leading caching and security resulting in enhanced protection from malicious attacks.

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.

Azure AD Single Sign-on
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 web CMS.

This may be used for your website as well as any subsites.

Digital Forms + Workflow Automation

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. The digital forms builder 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 your 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 & more)
- Form versioning & scheduling
- Drag and drop form builder
- Display logic, calculations, payments
- Insights dashboard and form analytics
- Saved responses and unlimited responses
- Data connections and API access
- Up to: 50GB file uploads, 2,000 web API calls per hour, 20 custom documents per form

Granicus will also be providing a corresponding Microsoft AzureAD SSO Connector for the Digital Forms module as well.

Email & SMS Communications (up to 49,000 subscribers):

The Communications Cloud is a Software-as-a Service (SaaS) Solution that enables government organizations to connect with more people. By leveraging the Cloud, the City of Aurora 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 residents, business owners, and more. The Cloud includes:

- Unlimited email sends with industry-leading delivery and management of all bounces
- Support to upload and migrate existing email lists
- Access to Granicus Network
- Dynamic segmentation around bulletins, engagement, and question (e.g. zip code)
- Canned campaigns for re-engagement and new subscriber onboarding
- Testing: Simple (A/B, 10/10/80)
- Ability to send mass notifications to multiple devices
- 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support
- Text-to-subscribe functionality
- Up to 2 web-hosted training sessions annually
- Up to 50 administrators
- Up to 1 account
- Access to a complete archive of all data created by the client for 18 months (rolling)

- Up to 3 hours of message template and integration development
- Up to 100 subscription topics
- Up to 100,000 SMS/text messages per year within the United States*

  *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over the following year. In the event the City needs additional text messages at any point, Granicus can provide additional bundles of text messages through a tiered-cost approach.

Community Engagement and Sentiment Analysis (EngagementHQ Basic):
Client can leverage a complete range of engagement tools, making it easy to partner online and face-to-face methodologies – across open, mixed, or controlled environments. Additional benefits include:

- Ten digital Projects per year
- One Site Administrator
- Three (3) Project Managers
- Branded homepage and choice of layouts, custom domain name, SSL
- Access to all standard tools - including embeddable Surveys/Polls, Forums, Guestbook, Stories, Q&A, Ideas, Places and Newsfeed
- Customizable registration form and Participant Relationship Manager (PRM)
- Appearance editor for homepage management, branding and styling
- Access to reporting and analysis tools including Survey Analysis, Text Analysis with sentiment, tool dashboards, customizable PDF survey reports and downloadable excel reports
- Newsletter for project updates and project communication
- 24/7 independent moderation

Project Timeline

Granicus staff will lead Aurora staff through intensive workshops, implement technology and, based on information gathered in Phases 1 and 2, will migrate content using a strategy for success with this multi-phased approach.

Please note: The timelines shared below are estimates given existing information provided, this timeline is subject to change based on information provided at the kick- off, analysis performed by implementation, and final contracting of services. A concrete project timeline will be provided upon project kick off.

TASKS	Estimated Timing						
	2023		2024				2025
	Q3	Q4	Q1	Q2	Q3	Q4	Q1
PHASE 1							
GXG Discovery + Planning		■					
GXG Information Architecture for Initial Site		■	■				
Communications and Engagement Module			■	■			
Engagement-based Insights & Discovery			■				
Initial Site Development and Content Migration			■	■			
Digital Forms & Workflows Module			■	■			
PHASE 2							
GXG Information Architecture for Core Site				■	■		
GXG Digital Services Academy					■	■	
Writing For Web Workshop					■	■	
Core Site Development and Content Migration					■	■	■
Subsite Development and Content (if applicable)					■	■	■
Digital Forms & Workflows						■	■

Scheduling:

- The current plan is for the project to be completed within 14-18 months of project launch.

Phase 1

Internal Alignment and Pre-Planning

When undertaking a large project such as Aurora's new website, it is important to have data readily available, to make informed decisions, and to involve key stakeholders across the City so any changes have the necessary buy-in to drive to a successful outcome and be sustainable over time. Granicus consultants and City of Aurora staff will partner in this first stage to drive clarity around project governance, project planning, understanding user experience opportunities, and informing and enrolling key stakeholders in the process. Inclusions:

Scope
- **Project Kickoff**. One-hour project kickoff to align on timeline, goals, and deliverables.
- **Project Governance**. In collaboration with the City team, Granicus will establish stakeholder roles and participation expectations.

Initial Site Development and Launch

After consultation with City of Aurora staff and public officials, it has been clearly identified that a successful deployment hinges on the delivery of an Initial Site by Granicus in the **first 6-8 months** of implementation that will provide a transitional pivot for the City as it prepares for the subsequent full launch of a fully-digital platform (completed through 14-18 months total implementation time) to better serve its community.

To comply with this request while best supporting early users of the site, this phase includes technology and professional services designed to support the constituent user experience.

Inclusions – Technology
Enhanced Package – Implementation
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. Some of the inclusions listed below will be provided only in Phase 1, only in Phase 2, or during both depending on applicability.

Please Note: This initial website build is limited to a maximum of **50 pages** of content in order to provide both a viable but temporary Initial Site for the City of Aurora as well as the complete permanent Core Site that will be fully developed over the entire course of the 14-18 months of implementation.

This package includes:

- Professional Project Management
    - Weekly / bi-weekly communication

- Basic UX Consultation, which may include one (1) or more of the following based on consultation with client:

    o One (1) site analytics report based on Google Analytics
    o One (1) homepage heatmap analytics visualization
    o One (1) Internal stakeholder survey
    o One (1) Community survey
    o One (1) modular homepage wireframe based on predefined building blocks

- One (1) Content Rationalization Package (basic)

    o Best practices review, one (1) hour session
    o Site scrape loaded into a content rationalization framework document

- One (1) Visual Design Package

    o One (1) homepage design concept
    o Interior page sample
    o Mobile version sample
    o Up to three (3) rounds of design revisions

- Up to two (2) CX features

    o Choose from the Granicus library

- Development/CMS Implementation

- Content Migration - Up to **fifty (50)** pages (Note: additional content migration provided in phase 2)

- QA & Accessibility Report

- Remote Training

    o Delivered in three (3) non-consecutive sessions, eight (8) hours total
    o Up to ten (10) people

Granicus Digital Forms + Workflow Automation (OpenForms)

- Set up and configuration of Digital Forms Enterprise License allowing client access to up to 60 form admin users to build and publish up to 200 active forms.
- Assistance in set up and configuration of payment provider use within relevant digital forms for payment processing. For purposes of incorporating payment providers into newly built forms, only Granicus authorized payment providers are within scope and will be reviewed within the project during form configuration.
- OpenForms training: 2.5 hours training session for up to 25 people delivered online

Communications Cloud – Setup and Configuration

- An Implementation Consultant will be assigned to Recipient during the setup process for up to 90 days
- Unlimited access to Web-based recording trainings and online help for administrations on the following topics: standard messaging, the govDelivery Network, Automation, Mobile and Analytics
- Up to two (2) Web-hosted training sessions that must be used within 180 days of kickoff
- Up to five (5) hours of message template and integration development that must be used within 90 days of kickoff
- Training provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology

Granicus Community Engagement (engagementHQ Basic)

- Site delivery and onboarding details
- Scheduled kick-off call to discuss goals and implementation process
- Site Admin training on EHQ platform
- Site review and quality assurance checks prior to launch
- Two (2) 90-minute online training sessions for eHQ

Inclusions – Professional Services

The Granicus Experience Group (GXG) will help Aurora align around organizational goals and key audiences for their website, understand the current state, identify opportunities to improve the site's information architecture, and train the Aurora staff on how to create better user experiences.

GXG Services

GXG will use the following activities to inform the Information Architecture strategy, the initial site build, and full Information Architecture build-out.

- **Discovery Workshop.** Conduct up to one (1) two-hour discovery session with Aurora's core website team.

- **Stakeholder Interviews**. Up to ten (10) interview sessions with up to three (3) stakeholders from the same department in each session (e.g. Police Department, the Zoo, Parks and Recreation). These are intended to gather input from key departments or stakeholders most affected by a new digital experience.

- **Experience Center.** Facilitate up to one (1) 4-hour virtual workshop or two (2) two-hour workshops with key stakeholders. Through a series of design-thinking activities and discussion, Granicus will lead your team through our proven, four-step framework to experience planning. Possible workshop topics include:
  - Helping your team gain alignment around what it wants the new website to be

o Developing a voice and tone brand statement
o Co-creating workflows and governance for the new site

- **Key Findings Report.** The Key Findings Report brings together the learnings from the discovery activities to provide a unified perspective of the current state and begin to identify key strategies to improve the website experience. Includes:
    o Review of key organizational goals and outcomes
    o Current state analysis
    o Read-out of discovery findings
    o Audience Ecosystem Map & high-level audience analysis for up to ten (10) segments, including who they are and website goals.

Information Architecture (IA)

Ensuring that your website content is organized in a logical way that is intuitive to users is critical to helping your visitors find what they are looking for quickly and without getting frustrated. To help make sure website visitors can find what they need, Granicus will develop a new site map for your website that organizes your content in a way that makes sense to both internal and external stakeholders.

Services include:
- **Kickoff:** Align on goals, expectations, timelines, and deliverables.
- **Community Survey:** Deploy a custom community survey via web, email and social channels to understand user needs and pain points.
- **Data Audit:** We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs.
- **User engagement:** One (1) tree test with up to forty (40) external users to test proposed information architecture.

Deliverables:
- **Data Analysis Report.** Includes read-out of data analysis, implications for information architecture, and L1 – L3+ navigation grouping recommendations
- **Tree Test & Results.** Includes recommendations and configuration of online tree test and results, analysis and recommendations
- **Full Site Map.** Includes all proposed HTML pages. Includes references to source content (existing URLS, new content documents) when available

Assumptions
- Covers analysis and IA for sites with up to 2,500 URLs for a single domain.
- Subdomains and/or subsites are not included and require a separate IA package. For example, the Zoo subsite is not included as part of this IA package.
- Client sources external users for testing
- Client completes Content Rationalization process prior to kickoff
- 3-month period of performance from kick-off to delivery of final site map
- Must be completed within 6 months of purchase

Anticipated Timeline

Please note: The timelines shared below are estimates given existing information provided, this timeline is subject to change based on information provided at the kick- off, analysis performed by implementation, and final contracting of services. A concrete project timeline will be provided upon project kick off.

TASKS	Estimated Timing						
	2023		2024				2025
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PHASE 1							
GXG Discovery + Planning		▓					
GXG Information Architecture for Initial Site		▓	▓				
Communications and Engagement Module			▓	▓			
Engagement-based Insights & Discovery			▓				
Initial Site Development and Content Migration			▓	▓			
Digital Forms & Workflows Module			▓	▓			

Phase 2
Core Site Launch

This phase builds on the success of Phase 1, allowing Aurora staff to learn how to build out services in the Digital Services Academy and to launch the Core Site incorporating feedback from the Initial Site launch. The consultancy services provided in this phase are going to be collaborative, as Aurora staff will have had the opportunity to use the tools and will be better able to participate in building a better future with that understanding. By the end of this stage, Aurora will have launched the Core Site, supported by technology and workshops designed to empower staff.

Inclusions – Professional Services
Digital Services Academy (DSA)
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. The Digital Services Academy helps lay the foundation for better government websites, empowered teams, and engaged users.

GXG experience strategists will help your team think about your top services through human-centered lens, focusing on user stories, journey mapping, form design and workflows, and user testing. Experience strategist will review service design best practices and guide participants through a series of exercises to help them think about how to optimize several of their existing services to create a better user experience. This includes:

- **Planning Session**. One (1) 30-min virtual meeting prior to the DSA to align on goals, dates, participants, and services.

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

- **Digital Services Academy**. Up to three (3), 3-hour virtual workshops, over the course of one week, on Monday, Wednesday and Friday, for example.

Assumptions
- Assumes a 3-month level of effort to be completed within the contract period.
- Assumes the client has manual PDFs or use another digital forms tool.
- No more than 25 participants for each session.
- Each participant should attend all three sessions.
- NOT for clients that mainly use third-party applications for all services.

Writing for the Web Workshop
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. Workshop participants will receive guidance on best practices for writing for user needs, aligning to voice and tone guidelines, and creating clear calls to action. Participants will apply these new skills by rewriting several pages of your existing web content.

Activities

- Planning Session. One (1) 30-min virtual meeting prior to the workshop to align on goals, dates, participants, and web pages to review.
- Web Page Review. Following the Planning Session, Granicus will review each web page selected to validate workshop feasibility.
- Writing for Web Workshop. Up to one (1), 3-hour virtual workshop.

Assumptions

- Sold as Firm Fixed Price (not Time & Materials).
- Assumes a 1-month level of effort to be completed within the contract period.
- NOT for clients that have a centralized content creation model (1-2 Content Authors/Publishers for the entire website).
- No more than 25 participants for each session.

Content Migration

Once we have agreed upon a strategy and a timeline, our team of migrators will work to deliver your project by the designated deadline. At the end, you will receive access to the system with all agreed pages moved over and a recap document that details anything your team should know about what we migrated as well as recommendations for any additional efforts staff should consider.

Client Responsibilities:

- Completion of an AIM Spreadsheet (provided by Granicus) listing all pages in hierarchical order classified as either Archive, Improve or Migrate

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

What's IN scope?

- Scope of Content Migration: 600 pages, a total which includes the 50 pages of content migration intended to be completed during Phase 1 in order to launch the Initial Site. This total can be spread across the main site as well as any subsites depending on the City's needs. *In the event the City of Aurora identifies additional content migration needs beyond the total above, Granicus can provide additional migration services at any time during implementation for a set price in 50 page increments.*

What's NOT in scope?

- Anything within an iFrame or embedded HTML content
- Dynamic content pulled from other systems
- Content not managed within CMS
- JavaScript, CSS, or other custom code
- Interactive web forms and/or single page applications
- Written content within image/diagram

- Content contained inside a PDF file
- Documents and images on pages marked "Archive"

Anticipated Timeline

Please note: The timelines shared below are estimates given existing information provided, this timeline is subject to change based on information provided at the kick- off, analysis performed by implementation, and final contracting of services. A concrete project timeline will be provided upon project kick off.

- Overlapping slightly with the Initial Site, the Core Site will begin activity by Granicus staff – content migration and any design updates – based on data gleaned from Phase 1 insights

- Aurora will be given access to the Digital Forms and Workflows tool, OpenForms, in the previous phase, but workshops completed here (DSA and Writing for the Web) should inform ongoing collaboration internally and with other agencies using the Government Experience Cloud

TASKS	Estimated Timing						
	2023		2024				2025
	Q3	Q4	Q1	Q2	Q3	Q4	Q1
PHASE 2							
GXG Information Architecture for Core Site				▓	▓		
GXG Digital Services Academy					▓	▓	
Writing For Web Workshop					▓	▓	
Core Site Development and Content Migration					▓	▓	▓
Subsite Development and Content (if applicable)					▓	▓	▓
Digital Forms & Workflows						▓	▓

Pricing Summary

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

Terminating Subscriptions

Solution	Billing Frequency	Period of Performance	Annual Fee
Upgrade to SDI 720p Streaming	Annual	10/01/23 to 9/30/2024	$8,258.01
Send Agenda (Legistar)	Annual	10/01/23 to 9/30/2024	$0.00
Granicus Encoding Appliance Software (GT)	Annual	10/01/23 to 9/30/2024	$4,778.10
Government Transparency Suite	Annual	10/01/23 to 9/30/2024	$11,945.28
Legistar	Annual	10/01/23 to 9/30/2024	$15,153.89
Open Platform Suite	Annual	10/01/23 to 9/30/2024	$3,321.80
Granicus Remote Administration	Annual	10/01/23 to 9/30/2024	$1,546.31
FOIA Module Non Enterprise	Annual	10/01/23 to 9/30/2024	$22,870.52
Fortress Hosting	Annual	10/01/23 to 9/30/2024	$0.00
Redaction License (per named user)	Annual	10/01/23 to 9/30/2024	$5,924.60
Redaction License (per named user)	Annual	10/01/23 to 9/30/2024	$0.00
Boards and Commissions	Annual	10/01/23 to 9/30/2024	$12,622.77
govDelivery for Integrations	Annual	10/01/23 to 9/30/2024	$0.00
Open Platform Suite	Annual	10/01/23 to 9/30/2024	$0.00
		Subtotal:	$ 86,331.48

One-Time Fees- Phase 1 and Phase 2

Solution	Billing Frequency	Quantity/ Unit	One-time Fee
Government Experience Cloud Set-up and Configuration:	Milestone	1	$199,931
Granicus Web – Enhanced Package	Milestones 40/30/30		
OpenCities License – Setup and Configuration	Up Front		
Granicus Web – Content Migration Package	Upon Delivery		
OpenCities Subsite License – Design Package	Upon Delivery		
OpenCities Subsite License – Services Setup and Configuration	Milestones 40/30/30		
OpenCities Cloud Security License- Services Setup and Config package	Up Front		
Comms Cloud (includes Advanced Package) – Setup and Configuration	Up Front		
Comms Cloud and Advanced Package – Online Training	Up Front		
eHQ Standard Implementation	Up Front		
eHQ Online Training Sessions	Up Front		
OpenForms License- Setup and Configuration package	Up Front		
OpenForms – Online Training	Upon Delivery		
GXG Custom Discovery + Planning	Up Front		
GXG Information Architecture	Up Front		

Solution	Billing Frequency	Quantity/Unit	Year 1
GXG Digital Services Academy	Up Front		
GXG Writing for the Web Workshop	Up Front		

New Subscription Fees/Period of Performance 11/01/23 to 10/31/2024

Solution	Billing Frequency	Quantity/ Unit	Year 1
Government Experience Cloud (ENTERPRISE): Annual Subscription (OMNIA/NCPA SKU: GXC-BND-ENT-SUB-P2)	Annual	1 Each	$192,037.69
*OpenCities Saas License: Granicus Website & CMS Solution pricing is based on population at the time of the purchase and will not be adjusted during the period of performance of the contract should population change.	Annual	1	Included in above
*OpenForms Enterprise Unlimited License: OpenForms Enterprise License (60 users, 200 forms)	Annual	1	Included in above
*OpenCities Subsite Licenses	Annual	4	Included in above
*EHQ Basic	Annual	1	Included in above
*EHQ Additional Site Admin	Annual	1	Included in above
*Communications Cloud with Advanced Package	Annual	1	Included in above
**Upgrade to SDI 720p Streaming	Annual	3	Included in above
**Send Agenda (Legistar)	Annual	1	Included in above
**Granicus Encoding Appliance Software (GT)	Annual	3	Included in above
**Government Transparency Suite	Annual	1	Included in above
**Legistar	Annual	1	Included in above
**Open Platform Suite	Annual	1	Included in above

**Granicus Remote Administration	Annual	1	Included in above
**FOIA Module Non Enterprise	Annual	1	Included in above
**Fortress Hosting	Annual	1	Included in above
**Redaction License (per named user)	Annual	20	Included in above
**Redaction License (per named user)	Annual	20	Included in above
**Boards and Commissions	Annual	1	Included in above
**govDelivery for Integrations	Annual	1	Included in above
**Open Platform Suite	Annual	1	Included in above

*Granicus Website & CMS (Content Management System) Solution pricing is population based. Cloud Security License, Communications Cloud with Advanced Package, Engagement HQ and Azure AD Connector are bundled into Granicus's GXC package. Digital Forms and Workflow Automation is part of OpenForms solution.

** City of Aurora paid the current Granicus GovMeeting solutions listed above Annual Subscription for the term of 10/1/2023 to 9/30/24. **Granicus will provide a credit to City of Aurora, IL $79,137.19 – assuming new Master Service Agreement is executed before 10/31/2023.**

Future Year Pricing

Solution	Year 2	Year 3	Year 4 (Optional)	Year 5 (Optional)
Government Experience Cloud (ENTERPRISE): Annual Subscription	$ 203,365	$ 214,918	$ 227,139	$ 240,069

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.

- 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.
- For volume-based solutions, such as SMS usage through Communications Cloud, 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.
- Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.