



## Second Amendment to the Granicus Service Agreement between Granicus, LLC and Cupertino, CA

This Second Amendment to the Granicus, LLC Service Agreement is effective on the date this document is signed and entered into by and between Granicus, LLC, a Minnesota Limited Liability Company d/b/a Granicus (hereinafter referred to as "Granicus"), and Cupertino, CA (hereinafter referred to as "Client"), with reference to the following:

WHEREAS, the Client and Granicus entered into an Agreement effective 07/06/2021 (the "Agreement"); and

WHEREAS, in addition to Client's existing solution, Client wishes to add certain products and services as detailed in Q-222413, which is attached as Exhibit A and incorporated herein by reference; and

NOW, THEREFORE, in consideration of the premises, the parties intend that the Agreement be amended as follows:

1. Client and Granicus desire to continue Granicus' services to the Client under the Agreement, and hereby affirm their intent that it remain in full force and effect as amended and restated by this Second Amendment.
2. Compensation shall be amended to include the fees detailed in Exhibit A. Exhibit A is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of the Client to provide applicable exemption certificate(s).
3. Either Party may terminate the Agreement for convenience by providing the other Party 30 days' notice.
4. Except as amended by this Second Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.
5. In the event of any inconsistency between the provisions of this Second Amendment and the documents comprising the Agreement, the provisions of this Second Amendment shall prevail.

IN WITNESS WHEREOF, the parties have caused this Second Amendment to be executed by their duly authorized representatives.

### 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.

**Cupertino, CA**

Signature:

Name:

Title:

Date:

**Cupertino, CA**

Signature:

Name:

Title:

Date:

**Granicus**

Signature:

DocuSigned by:  
*Kelly Oliver*  
065201CE166448D

Name:

kelly oliver

Title:

Vice President of Contracts

Date:

8/8/2022

**Cupertino, CA**

Signature:

Name:

Title:

Date:



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

**THIS IS NOT AN INVOICE**

Exhibit A  
Prepared for  
Cupertino, CA

## Exhibit A

### ORDER DETAILS

**Prepared By:** Antonio Bullock  
**Phone:**  
**Email:** antonio.bullock@granicus.com  
**Order #:** Q-222413  
**Prepared On:** 08/04/2022  
**Expires On:** 10/28/2022

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Current Subscription End Date:** 07/05/2022  
**Initial Order Term End Date:** 07/05/2026  
**Period of Performance:** 07/06/2022 - 07/05/2023

**The subscription includes the following domain(s) and subdomain(s):**  
cupertino.org

<b>Communications Cloud Tier:</b>
for up to 25000 subscribers.
<b>Number of Filers:</b>
73



## 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
OpenCities SaaS License - Setup and configuration package	Milestones - 25/25/25/25	1 Each	\$10,000.00
OpenCities CMS Design	Upon Delivery	1 Each	\$5,000.00
Training - OpenCities	Upon Delivery	1 Each	\$1,500.00
GXG Writing for the Web Workshop	Up Front	1 Each	\$5,000.00
OpenCities Content Migration	Upon Delivery	600 Each	\$3,000.00
OpenForms License - Setup and Configuration Package	Up Front	1 Each	\$0.00
Training - OpenForms	Upon Delivery	1 Each	\$1,200.00
GXG Information Architecture	Up Front	1 Each	\$22,500.00
OpenCities Imperva Security License - Services Setup and Configuration Package	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$48,200.00</b>

New Subscription Fees					
Solution	Period of Performance	Billing Frequency	Quantity/Unit	Annual Fee	Prorated Fee
OpenCities SaaS License	7/6/2022 to 7/5/2023	Annual	1 Each	\$17,250.00	\$17,250.00
OpenForms Enterprise License (30 users, 100 forms)	7/6/2022 to 7/5/2023	Annual	1 Each	\$7,500.00	\$7,500.00
OpenCities Cloud Security License	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,250.00	\$1,250.00
<b>SUBTOTAL:</b>				<b>\$26,000.00</b>	<b>\$26,000.00</b>



Renewing Subscription Fees					
Solution	Period of Performance	Billing Frequency	Quantity/ Unit	Annual Fee	Prorated Fee
<b>govService (Short Term Rentals)</b>					
Tax Collection	7/6/2022 to 7/5/2023	Annual	1 Each	\$0.00	\$0.00
Address Identification	7/6/2022 to 7/5/2023	Annual	1 Each	\$13,119.74	\$13,119.74
eComment	7/6/2022 to 7/5/2023	Annual	1 Each	\$2,205.00	\$2,205.00
24/7 Hotline	7/6/2022 to 7/5/2023	Annual	1 Each	\$4,505.13	\$4,505.13
Compliance Monitoring	7/6/2022 to 7/5/2023	Annual	1 Each	\$5,624.26	\$5,624.26
Mobile Permitting & Registration	7/6/2022 to 7/5/2023	Annual	1 Each	\$5,250.00	\$5,250.00
Rental Activity Monitoring	7/6/2022 to 7/5/2023	Annual	1 Each	\$7,507.14	\$7,507.14
<b>govMeetings</b>					
VoteCast Standard Package (Tablet) (ME)	7/6/2022 to 7/5/2023	Annual	1 Each	\$3,780.00	\$3,780.00
Government Transparency Suite	7/6/2022 to 7/5/2023	Annual	1 Each	\$6,168.93	\$6,168.93
Meeting Efficiency Suite	7/6/2022 to 7/5/2023	Annual	1 Each	\$6,027.11	\$6,027.11
Legistar Add-On - Laserfiche Integration	7/6/2022 to 7/5/2023	Annual	1 Each	\$0.00	\$0.00
Template - Sectioned View Page	7/6/2022 to 7/5/2023	Annual	1 Each	\$0.00	\$0.00
Upgrade to SDI 720p Streaming	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,418.15	\$1,418.15
Open Platform Suite	7/6/2022 to 7/5/2023	Annual	1 Each	\$4,254.42	\$4,254.42
Legistar	7/6/2022 to 7/5/2023	Annual	1 Each	\$10,210.63	\$10,210.63
Granicus Encoding Appliance Software (GT)	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,418.15	\$1,418.15

<b>govDelivery</b>					
Communications Cloud	7/6/2022 to 7/5/2023	Annual	1 Each	\$12,500.00	\$12,500.00
Communications Cloud Advanced Package	7/6/2022 to 7/5/2023	Annual	1 Each	\$3,125.00	\$3,125.00
<b>govRecords</b>					
CampaignDocs Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,535.03	\$1,535.03
DisclosureDocs Full Review Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$547.65	\$547.65
DisclosureDocs Ethics Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$773.71	\$773.71
DisclosureDocs Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,597.12	\$1,597.12
eDisclosure Filer Module Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,597.12	\$1,597.12
CampaignDocs - Hosting	7/6/2022 to 7/5/2023	Annual	1 Each	\$0.00	\$0.00
CampaignDocs Public Kiosk Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$328.87	\$328.87
CampaignDocs Web Publishing Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$657.87	\$657.87
eCampaign Subscription	7/6/2022 to 7/5/2023	Annual	1 Each	\$1,315.74	\$1,315.74
<b>eHQ</b>					
Project Finder Basic	12/16/2022 to 7/5/2023	Annual	1 Each	\$999.99	\$554.79
EngagementHQ Additional Hub Admin	5/10/2023 to 7/5/2023	Annual	1 Each	\$0.00	\$0.00
EngagementHQ Additional Hub	5/10/2023 to 7/5/2023	Annual	1 Each	\$4,500.01	\$695.55
Brand Integration Maintainence	5/10/2023 to 7/5/2023	Annual	1 Each	\$4,999.99	\$772.83
<b>SUBTOTAL:</b>				<b>\$105,966.76</b>	<b>\$97,489.94</b>



## FUTURE YEAR PRICING

Solution(s)	Period of Performance		
	07/06/2023 - 07/05/2024	07/06/2024 - 07/05/2025	07/06/2025 - 07/05/2026
<b>eHQ</b>			
Project Finder Basic	\$1,049.99	\$1,102.49	\$1,157.62
EngagementHQ Additional Hub Admin	\$0.00	\$0.00	\$0.00
EngagementHQ Additional Hub	\$4,725.01	\$4,961.26	\$5,209.33
Brand Integration Maintenance	\$5,249.99	\$5,512.49	\$5,788.12
<b>govDelivery</b>			
Communications Cloud	\$13,125.00	\$13,781.25	\$14,470.31
Communications Cloud Advanced Package	\$3,281.25	\$3,445.31	\$3,617.58
<b>govMeetings</b>			
VoteCast Standard Package (Tablet) (ME)	\$3,969.00	\$4,167.45	\$4,375.82
Upgrade to SDI 720p Streaming	\$1,489.06	\$1,563.51	\$1,641.69
Open Platform Suite	\$4,467.14	\$4,690.50	\$4,925.02
Legistar	\$10,721.16	\$11,257.22	\$11,820.08
Granicus Encoding Appliance Software (GT)	\$1,489.06	\$1,563.51	\$1,641.69
Government Transparency Suite	\$6,477.38	\$6,801.25	\$7,141.31
Meeting Efficiency Suite	\$6,328.47	\$6,644.89	\$6,977.13
Legistar Add-On - Laserfiche Integration	\$0.00	\$0.00	\$0.00
Template - Sectioned View Page	\$0.00	\$0.00	\$0.00



<b>govService (Short Term Rentals)</b>			
Tax Collection	\$0.00	\$0.00	\$0.00
Address Identification	\$13,775.73	\$14,464.51	\$15,187.74
eComment	\$2,315.25	\$2,431.01	\$2,552.56
24/7 Hotline	\$4,730.39	\$4,966.91	\$5,215.25
Compliance Monitoring	\$5,905.47	\$6,200.75	\$6,510.78
Mobile Permitting & Registration	\$5,512.50	\$5,788.13	\$6,077.53
Rental Activity Monitoring	\$7,882.50	\$8,276.62	\$8,690.45
<b>govRecords</b>			
CampaignDocs Subscription	\$1,611.78	\$1,692.37	\$1,776.99
DisclosureDocs Full Review Subscription	\$575.03	\$603.78	\$633.97
DisclosureDocs Ethics Subscription	\$812.40	\$853.02	\$895.67
DisclosureDocs Subscription	\$1,676.98	\$1,760.82	\$1,848.87
eDisclosure Filer Module Subscription	\$1,676.98	\$1,760.82	\$1,848.87
CampaignDocs - Hosting	\$0.00	\$0.00	\$0.00
CampaignDocs Public Kiosk Subscription	\$345.31	\$362.58	\$380.71
CampaignDocs Web Publishing Subscription	\$690.76	\$725.30	\$761.57
eCampaign Subscription	\$1,381.53	\$1,450.60	\$1,523.13
<b>OpenCities</b>			
OpenCities SaaS License	\$18,112.50	\$19,018.13	\$19,969.03
OpenForms Enterprise License (30 users, 100 forms)	\$7,875.00	\$8,268.75	\$8,682.19
OpenCities Cloud Security License	\$1,312.50	\$1,378.13	\$1,447.03
<b>SUBTOTAL:</b>	<b>\$138,565.12</b>	<b>\$145,493.36</b>	<b>\$152,768.04</b>



## PRODUCT DESCRIPTIONS

Solution	Description
CampaignDocs Subscription	CampaignDocs™ is a powerful desktop system used by the ROV staff that provides numerous features to help you manage your Campaign Filers, generate letters, emails, run reports on Filings, scan paper filing and receive Electronic Filings submitted by the filers that use eCampaign Module.
VoteCast Standard Package (Tablet) (ME)	<p>VoteCast is a hybrid Software-as-a-Service (SaaS) and Hardware-as-a-Service (HaaS) solution that enables government organizations to streamline the meeting process for both the clerk's office as well as elected officials. By leveraging this solution, the client will be able to automate meeting data capture and display – improving accuracy and keeping all attendees informed of meeting proceedings. Available on a variety of hardware as well as the iLegislate platform, elected officials can use their touchscreens or tablets to motion, second, vote, and request to speak. This data automatically populates to the clerk software (LiveManager) ensuring accuracy and reducing workload. As action items occur during the meeting, TVs or projectors hooked up to VoteCast Display will automatically show the current agenda item, motion on the floor, vote result, and speaker timer as well as speaker name. VoteCast includes:</p> <ul style="list-style-type: none"> <li>• Unlimited user accounts</li> <li>• Unlimited meeting bodies</li> <li>• Access to one Granicus platform site</li> <li>• Access to the VoteCast software application for elected officials</li> <li>• Access to the VoteCast Display software application to output meeting proceedings to TVs or projectors in the meeting room</li> </ul>
DisclosureDocs Full Review Subscription	Filer Review – allows the Filing Officer to perform the required tasks of verifying the accuracy of forms and if needed requesting necessary Amendments. 20% on time and 100 % late filings. 10 % needs to be picked at random.
DisclosureDocs Ethics Subscription	Ethics Training Tracking - Ethics and Sexual Harassment Prevention Training Tracking Modules work hand in hand with our DisclosureDocs /eDisclosure System. This Module allows tracking the Ethics Certificates and notifying Filers of their Ethics Training requirements.
DisclosureDocs Subscription	DisclosureDocs™ is your robust desktop application that provides numerous features to help you manage your Filers, Conflict of Interest Code changes, Full and Facial Reviews, generate Letters, Emails, business process Reports and manage your corresponding Public Access and Electronic Filing components.



Solution	Description
eDisclosure Filer Module Subscription	eDisclosure™ application allows your Filers to login and file for all positions that he/she is holding as well as submit the filing to their Filing Officer(s).
Address Identification	<p>Ongoing monitoring of 60+ Short Term Rental websites including major platforms Airbnb, VRBO, HomeAway, Booking.com, FlipKey, &amp; Expedia. Our machine learning will deduplicate all known Listings into unique Rental Units, where our identification team will provide owner contact information for further enforcement. This product includes:- Ongoing monitoring of all listings in your jurisdiction</p> <ul style="list-style-type: none"> <li>- Updating listing activity and details every 3-5 days</li> <li>- Screenshot activity of every listing</li> <li>- Deduplication of listings into unique Rental Units</li> <li>- Activity dashboard and map to monitor trends and breakdown of compliance</li> </ul>
eComment	eComment reduces staff time by providing the ability to effortlessly collect and manage citizen input on agenda items. Citizens are allowed to either submit comments in regards to items or sign up to speak before a scheduled meeting.
24/7 Hotline	<p>24/7 web and phone hotline for your community to report short term rental complaints such as parking, trash, noise disturbances, and illegal short term rentals. This product include:- Mobile-enabled online web form for citizens to submit tips or complaints (text, videos, and photos)</p> <ul style="list-style-type: none"> <li>- 24/7 call center for citizens to contact and report complaints verbally</li> <li>- Recordings for all call center complaints</li> <li>- Email notifications to your team when complaints are logged</li> <li>- Automatic outbound IVR calls and SMS messages to permit emergency contacts notifying them of the complaint</li> <li>- SMS support for emergency contacts to mark a complaint as acknowledged or resolved with the ability to send resolution notes</li> <li>- Hotline Dashboard for tracking complaint volumes, trends, and categories</li> <li>- Ability to upload Notes/Comments to each complaint</li> </ul>
Compliance Monitoring	<p>Compliance monitoring provides up-to-date information for each identified Rental Unit and its compliance status. We configure your compliance definition specific to your jurisdiction rules and ordinances in order to provide up-to-date compliance status of each identified Rental Unit. Additionally, this product will:- Allow your team to send letters to non-compliant properties 24/7</p> <ul style="list-style-type: none"> <li>- Configure letter templates with your branding and letterhead</li> <li>- Add as many letter sequences as you need for escalation</li> <li>- Monitor properties that become compliant after letter enforcement</li> </ul>



Cupertino, CA

Solution	Description
Mobile Permitting & Registration	Mobile-enabled online forms and back-end systems for streamlining the registration/licensing/permitting of individual short-term rental hosts. These registration forms and workflows include:- Parcel Number lookup and validation - E-Signatures - ACH, Debit, and Credit Payments exclusively powered by Stripe.com - Registration Number & Certificate creation - Document Upload - Renewals - Email confirmation - Admin approval & denial
Rental Activity Monitoring	Ongoing monitoring of Short Term Rental listings for signs of rental activity including historical revenue estimates & occupancy. Coupled with our Tax Collection product, users can also compare historical revenue estimates to actual reported revenue to identify those that may be underreporting and underpaying sales tax (i.e. TOT).
Upgrade to SDI 720p Streaming	Upgrade to SDI 720p Streaming (requires Digital encoder and HD feed)



Solution	Description
Communications Cloud	<p>The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes:</p> <ul style="list-style-type: none"> <li>• Unlimited email sends with industry-leading delivery and management of all bounces</li> <li>• Support to upload and migrate existing email lists</li> <li>• Access to participate in the GovDelivery Network</li> <li>• Ability to send mass notifications to multiple devices</li> <li>• 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support</li> <li>• Text-to-subscribe functionality</li> <li>• Up to 2 Web-hosted training sessions annually</li> <li>• Up to 50 administrators</li> <li>• Up to 1 GovDelivery account(s)</li> <li>• Access to a complete archive of all data created by the client for 18 months (rolling)</li> <li>• Up to 3 hours of message template and integration development</li> <li>• Up to 100 subscription topics</li> <li>• Up to 100,000 SMS/text messages per year from a shared short code within the United States*</li> </ul> <p>*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.</p>
Open Platform Suite	<p>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.</p>

Solution	Description
Legistar	<p>Legistar is a Software-as-a-Service (SaaS) solution that enables government organizations to automate the entire legislative process of the clerk's office. Clerks can leverage Legistar to easily manage the entire legislative process from drafting files, through assignment to various departments, to final approval. Legistar includes:</p> <ul style="list-style-type: none"> <li>• Unlimited user accounts</li> <li>• Unlimited meeting bodies and meeting types</li> <li>• Unlimited data storage and retention</li> <li>• Up to one (1) Legistar database</li> <li>• Up to one (1) InSite web portal</li> </ul>
Granicus Encoding Appliance Software (GT)	<p>Granicus Encoding Appliance Software (GT) This includes the LiveManager Software solution where webcasts are started/stopped, agendas amended and indexed, votes and attendance recorded, and minutes created.</p>
Communications Cloud Advanced Package	<p>The Advanced Cloud Module gives government communicators better insight into the needs of citizens and improves their ability to enhance online transactions, promote behavior change through public awareness, and improve citizen engagement. The Advanced Cloud Module adds streamlined marketing capabilities that incorporate greater degrees of audience segmentation, personalization, message testing, and mobile engagement. The Advanced Cloud Module includes:</p> <ul style="list-style-type: none"> <li>• Dynamic segmentation around bulletins, engagement, and question (e.g. zip code)</li> <li>• Canned campaigns for re-engagement and new subscriber onboarding</li> <li>• Testing: Simple (A/B, 10/10/80)</li> </ul> <p><i>A subscription for the Advanced Cloud Module is dependent on an active license for the GovDelivery Communications Cloud.</i></p>
Government Transparency Suite	<p>Government Transparency are the live in-meeting functions. Streaming of an event, pushing of documents, and indexing of events.</p>



Solution	Description
Meeting Efficiency Suite	<p>Meeting Efficiency is a hybrid Software-as-a-Service (SaaS) and Hardware-as-a-Service (HaaS) solution that enables government organizations to simplify the in-meeting management and post-meeting minutes creation processes of the clerk's office. By leveraging this solution, the client will be able to streamline meeting data capture and minutes production, reducing staff efforts and decreasing time to get minutes published. During a meeting, use LiveManager to record roll calls, motions, votes, notes, and speakers, all indexed with video. Use the index points to quickly edit minutes, templates to format in Microsoft Word, and publish online with the click of a button. Meeting Efficiency includes:</p> <ul style="list-style-type: none"> <li>• Unlimited user accounts</li> <li>• Unlimited meeting bodies</li> <li>• Unlimited storage of minutes documents</li> <li>• Access to the LiveManager software application for recording information during meetings</li> <li>• Access to the Word Add-in software component for minutes formatting in MS Word if desired</li> <li>• Up to one (1) MS Word minutes template (additional templates can be purchased if needed)</li> </ul>
Legistar Add-On - Laserfiche Integration	Legistar Add-On - Laserfiche Integration is for the Legistar\Laserfiche integration that allows for documents to be imported from Laserfiche to Legistar and for Legistar to export reports\attachments to Laserfiche
Project Finder Basic	Unlimited project finders to be embedded across various web sites.
EngagementHQ Additional Hub Admin	Additional hub administrator for team access.
EngagementHQ Additional Hub	Add an additional hub to your existing hub subscription.
Rename to Brand Integration Maintenance	Ongoing brand integration maintenance and support.



Solution	Description
CampaignDocs Public Kiosk Subscription	Public access to your filings is available through your Public Kiosk in an unredacted form using our CampaignDocs Public Access™ module. The Public is able to search for filings in your office without the need of taking staff time to pull the original records. This is not only a cost savings for your staff, but eliminates the risk of the original filing disappearing or becoming misfiled when it's returned. If the Public wants a copy of a filing, they order it at the kiosk and pay for it at the counter where they will pick up their copy.
CampaignDocs Web Publishing Subscription	CampaignDocs WebPublisher™ module the public has access to redacted copies of the filings on the web. The public is able to search, view and print from their own computer without the need of using your agency's resources.
eCampaign Subscription	eCampaign™ system is a benefit to your filers. Your filers will be able to use our data screens to enter their contributions / expenditures as they occur and file their forms by the due date. The system will validate the information and summarize all the information on the forms. There are several tools that will help your Filer properly file their filings.
Tax Collection	Tax Collection can be built as a separate mobile-enabled form or coupled with Mobile Permitting & Registration in one single portal allowing your users to:- Report revenue monthly, quarterly, or annually and pay sales tax due (i.e TOT) <ul style="list-style-type: none"> <li>- Remind users when they are registering for a permit/license to also report any back taxes</li> <li>- Collect ACH, Debit, and Credit Payments exclusively powered by Stripe.com</li> </ul>

Solution	Description
OpenCities SaaS License	<p>The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes:</p> <ul style="list-style-type: none"> <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>
OpenCities SaaS License - Setup and configuration package	Installation and setup of OpenCities SaaS, including an assigned Project Manager during the implementation phase.
OpenCities CMS Design	This is a design package tailored for unique city requirements. Requires scoping by implementation.
Training - OpenCities	<p>OpenCities training session for up to 20 people, covering one of these topics:</p> <ol style="list-style-type: none"> <li>1. Site Admin training</li> <li>2. Content Publisher Training</li> <li>3. Power Publisher training</li> </ol>



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



Cupertino, CA

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>

Solution	Description
OpenCities Content Migration	<p><b>Content Migration Delivery:</b> Once we have agreed upon a strategy and a timeline, our team of migrators will work to deliver your project by the designated deadline. At the end, you will receive:</p> <ul style="list-style-type: none"> <li>• Access to the system with all agreed pages moved over</li> <li>• A recap document that details anything your team should know about what we migrated as well as recommendations</li> </ul> <p><b>Client Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Completion of an AIM Spreadsheet (provided by OpenCities) listing all pages in hierarchical order classified as either Archive, Improve or Migrate (or purchase the Content Rationalization package add on)</li> <li>• Identify individual or team with the ability to clarify questions and promptly make decisions about migration questions</li> <li>• Provide a desired folder structure for files (if contracted)</li> </ul> <p><b>What's IN scope?</b></p> <ul style="list-style-type: none"> <li>• 400 pages of content migrated and audited/corrected to align with ADA standards OR 600 pages of content migrated as it exists today and is managed within your current CMS</li> <li>• Documents/images (if contracted)</li> </ul> <p><b>What's NOT in scope?</b></p> <ul style="list-style-type: none"> <li>• Anything within an iFrame or embedded HTML content</li> <li>• Dynamic content pulled from other systems</li> <li>• Content not managed within CMS</li> <li>• JavaScript, CSS, or other custom code</li> <li>• Interactive web forms and/or single page applications</li> <li>• Written content within image/diagram</li> <li>• Content contained inside a PDF file</li> <li>• Documents and images on pages marked "Archive"</li> </ul>
OpenForms License - Setup and Configuration Package	Setup and configuration of OpenForms Team License (5 users, 50 forms)
Training - OpenForms	OpenForms training session for up to 20 people.

Solution	Description
GXG Information Architecture	<p>Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include:</p> <ul style="list-style-type: none"> <li>• Kickoff: Align on goals, expectations, timelines, and deliverables</li> <li>• Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs.</li> <li>• User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users</li> </ul> <p>Deliverable:</p> <ul style="list-style-type: none"> <li>• Recommendations &amp; Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Covers analysis and IA for sites with up to 2,500 URLs.</li> <li>• Three-month period of performance to be completed within the contract period.</li> <li>• Does NOT include a content audit.</li> <li>• Does NOT include content creation.</li> <li>• Client sources external users for testing. • Does NOT include document review.</li> </ul>
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>
OpenCities Imperva Security License - Services Setup and Configuration Package	Setup and configuration of OpenCities Imperva Security License

## 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.