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St. Paul, MN 55102

THIS IS NOT AN INVOICE

Order Form
Prepared for
Charlottesville, VA

ORDER DETAILS

Prepared By:	Shawn Pillow
Phone:	(202) 963-3231
Email:	shawn.pillow@granicus.com
Order #:	Q-245207
Prepared On:	12/07/2022
Expires On:	01/29/2023

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 subscription will automatically renew at the end of the then-current term for a period of twelve months unless either party notifies the other in writing at least 30 days prior to the end of said term that it does not wish to renew. The annual increase will be % per year.

The subscription includes the following domain(s) and subdomain(s):
charlottesville.gov

PRICING SUMMARY

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

Government Experience Cloud Subscription Fees		
Solution	Billing Frequency	Annual Fee
	Annual	\$51,000.00

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Government Experience Cloud Set-up and Training Fees		
Solution	Billing Frequency	Fee
Set-up & Configuration	Up Front	\$162,625.00
Training	Up Front	\$4,500.00
SUBTOTAL:		\$167,125.00

Communications Cloud Tier:
0

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
	\$51,360.00	\$54,955.20

PRODUCT DESCRIPTIONS

Solution	Description
Granicus Web - Advanced Package	<p>The Advanced Package provides a citizen-focused website with a comprehensive UX Design process. This package utilizes the full CMS capabilities to create a unique data-driven homepage layout. It is recommended for organizations with a medium/large website implementation team with the capacity to immerse in a discovery engagement and work in partnership with Granicus to create a website with a high-end design, content structure, and usability. This package includes:</p> <ul style="list-style-type: none"> • Professional Project Management - Weekly / bi-weekly communication • Advanced UX Consultation, which may include one (1) or more of the following based on consultation with client: <ul style="list-style-type: none"> - One (1) site analytics report based on Google Analytics - One (1) homepage heatmap PDF report with key findings - One (1) internal stakeholder survey - One (1) community survey PDF report with key findings - One (1) remote user testing of top tasks - Two (2) modular homepage wireframes • One (1) Information Architecture (IA) Package (Full IA) - Goals alignment kick-off, data audit, user engagement (tree testing or card sorting) - Recommendations & Implementation Report - including new information architecture map • One (1) Content Rationalization Package (basic) - Best practices review, one (1) hour session - Site scrape loaded into AIM framework document • One (1) Department Usability Workshop - Up to three (3) organizational units • One (1) Visual Design Package - One (1) homepage design concept - Interior page sample - Mobile version sample - Up to three (3) rounds of design revisions • One (1) Digital Services Academy (DSA) workshop • All CX features – choose from Granicus library • Development/CMS Implementation • Content Migration - up to two hundred (200) pages • QA & Accessibility Report • Up to twenty-four (24) hours of remote training; each session is designed for up to ten (10) attendees - Three (3) non-consecutive sessions for content authors. Each session has a duration of three (3) hours - One (1) session for website administrators. This session has a duration of two (2) hours - Two (2) "beyond the basics" sessions. Each session has a duration of three (3) hours - Three (3) accessibility training sessions. Each session has a duration of two (2) hours

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

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

Solution	Description
	<p>hours total</p> <ul style="list-style-type: none"> Up to ten (10) people
Granicus Web - Essentials Package	<p>The Essentials package provides a citizen-focused website based on best practices & patterns out-of-the-box using proven pre-configured layouts. This implementation level is recommended for organizations that need a rapid implementation timeline or those with a small implementation team that does not have the capacity to engage in a traditional UX Design process.</p> <p>This package includes:</p> <ul style="list-style-type: none"> Professional Project <ul style="list-style-type: none"> Management - Weekly / bi-weekly communication One (1) homepage layout from Granicus responsive design library One (1) Information Architecture (IA) Package (basic) <ul style="list-style-type: none"> Best practices review, one (1) hour session One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> Best practices review, one (1) hour session Site scrape loaded into AIM framework document One (1) Visual Design Package <ul style="list-style-type: none"> One (1) homepage design mockup – based on logo + 3 colors Interior page sample Mobile version sample One (1) round of design revisions Development/CMS Implementation Content Migration - up to fifty (50) pages QA & Accessibility Report Remote Training - Delivered in three (3) non-consecutive sessions <ul style="list-style-type: none"> eight (8) hours total - Up to ten (10) people

Solution	Description
Granicus Web - Non-Govt Specialty Sites - Advanced Package	<p>The Non-Govt Specialty Advanced Package provides an audience-focused website with a robust UX Design process. This package utilizes full CMS capabilities to create a custom homepage layout. It is recommended for organizations with a medium/large website implementation team with the capacity to immerse in a discovery engagement and work in partnership with Granicus to create a website with a high-end design, content structure, and usability.</p> <p>This package includes:</p> <ul style="list-style-type: none"> • Professional Project Management <ul style="list-style-type: none"> ◦ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> ◦ One (1) site analytics report based on Google Analytics ◦ One (1) homepage heatmap analytics visualization ◦ One (1) internal stakeholder survey ◦ One (1) custom homepage wireframe • One (1) Information Architecture (IA) Package (Full IA) <ul style="list-style-type: none"> ◦ Goals alignment kick-off, data audit, user engagement (tree testing or card sorting) ◦ Recommendations & Implementation Report - including new information architecture map • One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> ◦ Best practices review, one (1) hour session ◦ Site scrape loaded into AIM framework document • One (1) Visual Design Package <ul style="list-style-type: none"> ◦ One (1) homepage design concept ◦ Interior page sample ◦ Mobile version sample ◦ Up to three (3) rounds of design revisions • One (1) Digital Services Academy (DSA) workshop • All CX features – choose from Granicus library • Development/CMS Implementation • Content Migration - up to fifty (50) pages • QA & Accessibility Report • Remote Training - Delivered in three (3) non-consecutive sessions

Solution	Description
	<ul style="list-style-type: none"> o eight (8) hours total - Up to ten (10) people
Granicus Web - TRAINING - remote - additional session (3 hours)	Granicus will provide three (3) hours of CMS training session for up to ten (10) people covering one these topics: <ul style="list-style-type: none"> • Site Admin Training • Content Publisher Training • Ad-hoc agenda based on selected CMS training topics
Granicus Web - TRAINING - Onsite rather than remote, per day (2 sessions in one day)	Includes a total of six (6) hours of onsite CMS User training delivered in two sessions on the same day. The standard training program covers key features and functions for: <ul style="list-style-type: none"> • Site Admin Users • Content Publisher Users An individualized training plan will be developed based on the client's permission levels and the group's technical skills. Travel expenses will be paid by the customer
Granicus Web - TRAINING - Developer Training (Dev Tool Kit - Vision or dev training OC)	The Developer Toolkit provides agencies with microsite management while maintaining consistent branding within a single web platform. It includes setup, configuration, and three (3) hours of training with a Granicus front-end developer.
Granicus Web - TRAINING - Website Accessibility Training	Includes one (1) session of video training followed by a one (1) hour guided exercise and Q&A session led by a Granicus trainer. This training covers background information on accessible content, the current accessibility standards, and how to leverage the CMS features to create compliant content.
Granicus Web - DESIGN - 8 hours of additional design	This package allows for the planning and creation of ad-hoc visual design elements such as CSS animations, micro-interactions, unique homepage layout, and further exploration of specific design elements.

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>This package includes:</p> <ul style="list-style-type: none"> • Professional Project Management <ul style="list-style-type: none"> ◦ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> ◦ One (1) site analytics report based on Google Analytics ◦ One (1) homepage heatmap analytics visualization ◦ One (1) internal stakeholder survey ◦ One (1) modular homepage wireframe based on predefined building blocks • One (1) Information Architecture (IA) Package (workshop) <ul style="list-style-type: none"> ◦ IA Workshop including best practices review, two (2) hour session • One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> ◦ Best practices review, one (1) hour session ◦ Site scrape loaded into AIM framework document • One (1) Visual Design Package <ul style="list-style-type: none"> ◦ One (1) homepage design concept ◦ Interior page sample ◦ Mobile version sample ◦ Up to three (3) rounds of design revisions • Development/CMS Implementation • QA & Accessibility Report

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"> • Kickoff: Align on goals, expectations, timelines, and deliverables • 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: 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 <p>Deliverable:</p> <ul style="list-style-type: none"> • Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree <p>Assumptions:</p> <ul style="list-style-type: none"> • Covers analysis and IA for sites with up to 2,500 URLs. • Three-month period of performance to be completed within the contract period. • Does NOT include a content audit. • Does NOT include content creation. • Client sources external users for testing. • Does NOT include document review.
Granicus Web - Dept Branding: Interior Page Custom Template	<p>Custom Page Template is a stand-alone page explicitly created for a campaign or initiative. This package provides a unique layout and design applied to the body of an interior page. Using custom-designed widgets, Granicus will produce a custom HTML layout limited to the body (i.e., excludes header and footer) of an internal page. Each widget will contain its unique set of configurable settings. Each custom page template will be built for reuse across all other interior pages on the same site.</p>
Granicus Web - Dept Branding: Custom Styled Widgets Package	<p>Granicus will produce up to five (5) custom widget displays on a single page based on existing default widget functionality. Each widget will contain its own unique set of configurable settings. Each custom widget will be built for re-use across all other interior pages on the same site.</p>
Granicus Web - Dept. Branding: Design Theme	<p>Granicus will produce a custom stylesheet to modify the color palette of an interior page and its children to create a unique look and feel for a specific set of pages while keeping a cohesive and consistent page layout and structure across the website.</p>
Departmental Website Usability Workshop	<p>The Departmental Website Usability Workshop is an onsite consultative service for two to three departments per day to help departments identify:</p> <ul style="list-style-type: none"> • Key services, public information, and workflows • Top website pain points • Analytics performance for department-related pages • Paper forms with potential for conversion to web • Third party applications inventory

Solution	Description
Granicus Web - Content Rationalization Package	<p>In every project, our team provides an established process for reviewing your existing web content, and applying our AIM framework for evaluating what content to Archive, Improve or Migrate (as is). This work is most effective when conducted by the client team, as they know their own government and processes best. The Content Rationalization process is available for clients who desire for the Granicus team to do this work instead of their own team. The process takes approximately 2 weeks, and is led by a Content Specialist. The process begins with a content meeting where we review the scrape of your current site, and gather relevant information such as retention policies, analytics data, 311 or other data. The Granicus Content team then reviews each page in the main website to determine what action to take (Archive, Improve or Migrate as is). In the cases where a page will be moved or improved, we identify and assign the appropriate page type to be used. The final deliverable is a fully completed AIM spreadsheet, delivered and discussed in a working session and provided for approval and signed acceptance by the client. Content Rationalization Package includes up to 4,000 pages. The AIM process must be done before any content migration work.</p>
Granicus Web - Content Migration Package	<p>Content Migration is a scoped offering for the Granicus team to migrate web pages beyond the 50 included in each Services Package. Utilizing a completed AIM/Content Rationalization spreadsheet (provided by the client or by the Granicus Content team) we work to deliver the identified MIGRATE pages of your existing content into the Granicus CMS. The process includes a kick-off meeting and regular updates during the migration process, delivery of XX pages in the MIGRATE and/or IMPROVE category on the AIM spreadsheet, inclusive of the images and documents on those pages up to 20 per page. All content is reviewed for ADA WCAG 2.1 compliance. Client will be presented with a report for sign off at the hand-off of content. Additional images and documents (beyond 20 per page) can be scoped to be included as pages. What's IN scope?XX pages of content migrated as it is managed within your current CMS, with WCAG 2.1 review and improvements where possibleDocuments/images as included on those pages (up to 20 per page)What's NOT in scope?Anything within an iFrame or embedded HTML contentDynamic content pulled from other systemsContent not managed within CMSJavaScript, CSS, or other custom codeInteractive web forms and/or single page applicationsWritten content within image/diagramContent contained inside a PDF fileDocuments and images on pages marked "Archive"</p>

Solution	Description
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Granicus Web - AzureAD Connector - Services Setup and Configuration Package	<p>The Azure AD connector 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 the CMS to relevant AD users. For your intranet, the Azure AD connector powers your staff directory and organization chart to ensure they are dynamically updated regularly. This connector may be used for your web, intranet, and subsites.</p>
Granicus Web - Intranet/Specialty services pack - Branded Subsite	<p>Branded subsites allow a department or organization to customize their pages with a unique color scheme and branding utilizing the framework of the main site.</p> <p>This package includes:</p> <ul style="list-style-type: none"> • Landing page – a carbon copy of the main website homepage layout and functionality • Unique design theme, including color palette for landing and interior pages • Development/CMS Implementation • Ability to refine homepage content via CMS widget settings • Individual navigation structure • Individual domain name • Individual search capabilities

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"> • All OpenCities out of the box functionality (excluding optional/premium modules priced separately) • Platform setup and full project management • Managed cloud hosting via Microsoft AzureGov • Ongoing security updates • Ongoing product updates and enhancements • WCAG AA Accessibility maintained perpetually • 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA) • Comprehensive SLA and Support Ticketing system <p>See subscription agreement for details.</p>
Granicus Web - Intranet/Specialty services pack - Branded Subsite	<p>Branded subsites allow a department or organization to customize their pages with a unique color scheme and branding utilizing the framework of the main site.</p> <p>This package includes:</p> <ul style="list-style-type: none"> • Landing page – a carbon copy of the main website homepage layout and functionality • Unique design theme, including color palette for landing and interior pages • Development/CMS Implementation • Ability to refine homepage content via CMS widget settings • Individual navigation structure • Individual domain name • Individual search capabilities
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Solution	Description
govAccess - Maintenance, Hosting, & Licensing Fee - Core	<p>The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> • Ongoing software updates • Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday) • Access to training webinars and on-demand video library • Access to best practice webinars and resources • Annual health check with research-based recommendations for website optimization • DDoS mitigation • Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)
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"> • Use the full power of OpenCities modules to create functionally rich subsites • Reduce maintenance costs • All sites benefit from ongoing Accessibility, Browser, Device and UI updates • Easily share content such as events in between sites, even if each site looks different • Setup password protected sites to deliver secure information to authenticated users. • Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements. • Does not include implementation services

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"> • Use the full power of OpenCities modules to create functionally rich subsites • Reduce maintenance costs • All sites benefit from ongoing Accessibility, Browser, Device and UI updates • Easily share content such as events in between sites, even if each site looks different • Setup password protected sites to deliver secure information to authenticated users. • Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements. • Does not include implementation services

Solution	Description
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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.
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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.

THIRD PARTY DISCLAIMER

TERMS & CONDITIONS

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BILLING INFORMATION

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

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

The pricing, terms, and conditions of quote Q-245207 dated 12/07/2022 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Charlottesville, VA	
Signature:	
Name:	
Title:	
Date:	