

**Procurement Vehicle: NCPA (01-115)  
In Support of: Horizon City, TX****ORDER DETAILS**

**Prepared By:** Allyson Bidy  
**Phone:** (832) 415-6090  
**Email:** allyson.bidy@granicus.com  
**Order #:** Q-390443  
**Prepared On:** 06 Feb 2025  
**Expires On:** 25 Feb 2025

**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 60 months.

## 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
My Area Module Add-On	Milestones - 40/20/20/20	1 Hours	\$1,250.00
Government Experience Service Cloud Essentials - Set-up, Config, and Training	Milestones - 40/30/30	1 Each	\$2,810.00
Web Experience - Essentials Package	Milestones - 40/30/30	1 Each	\$6,440.00
<b>SUBTOTAL:</b>			<b>\$10,500.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Service Cloud Essentials <i>(Up to 10000 Unique Contacts)</i>	Annual	1 Each	\$21,520.00
<b>SUBTOTAL:</b>			<b>\$21,520.00</b>

## CREDITS AVAILABLE

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

Available Service Credits	
<b>Total Services Catalog Credits:</b>	<b>25</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	Year 3	Year 4	Year 5
Government Experience Service Cloud Essentials <i>(Up to 10000 Unique Contacts)</i>	\$22,596.00	\$23,725.80	\$24,912.09	\$26,157.69
<b>SUBTOTAL:</b>	<b>\$22,596.00</b>	<b>\$23,725.80</b>	<b>\$24,912.09</b>	<b>\$26,157.69</b>
<b>Total Services Catalog Credits:</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>

## PRODUCT DESCRIPTIONS

Solution	Description
My Area Module Add-On	Granicus will apply the My Area module to the homepage, it will be added during the design phase and will be placed right above the footer.

Solution	Description
<p>Government Experience Service Cloud Essentials</p>	<p>The annual subscription edition is an outcome-focused solution that increases online self-service, reduces calls, and drives more clicks to help constituents do business with you. Solution includes:</p> <ul style="list-style-type: none"> <li>• Strategic Capabilities               <ul style="list-style-type: none"> <li>○ Designated Experience Partner</li> <li>○ Extended LMS Training On-demand</li> <li>○ Access to Services Catalog</li> <li>○ Biannual CX Program Brief to Review Insights &amp; Recommendations</li> <li>○ Online Help Articles and Access to govCommunity</li> </ul> </li> <li>• Data Insights               <ul style="list-style-type: none"> <li>○ Community Satisfaction and Performance Monitoring</li> <li>○ Government Effectiveness Score</li> <li>○ Digital Experience Score</li> <li>○ Quality of Life Surveys</li> <li>○ In-app Reporting and Dashboards</li> </ul> </li> <li>• Connected Technology               <ul style="list-style-type: none"> <li>○ Service Web Portal</li> <li>○ Forms and Workflows (up to 50)                   <ul style="list-style-type: none"> <li>▪ Capabilities include: (1) Drag and drop form builder, (2) display logic, calculations, and payments, (3) insights dashboard and form analytics, (4) unlimited responses and ability 'to save and return', (5) data connections and API access, and (6) up to 10GB file uploads and 1,000 web API calls per hour</li> </ul> </li> <li>○ Outbound Communications                   <ul style="list-style-type: none"> <li>▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences.</li> </ul> </li> <li>○ Ongoing security updates</li> <li>○ Ongoing product updates and enhancements</li> <li>○ Product accessibility maintained perpetually</li> <li>○ 99.9% up-time guarantee</li> <li>○ Technical Support Reporting (biannual)</li> </ul> </li> </ul>

Solution	Description
	<ul style="list-style-type: none"> <li>o Escalation &amp; Care Process</li> <li>o Support Coverage &amp; Response Time SLAs                             <ul style="list-style-type: none"> <li>▪ Severity Level 1: System unavailable – 1 hour</li> <li>▪ Severity Level 2: Major system features unavailable, no user workaround – 4 hours</li> <li>▪ Severity Level 3: Major system features unavailable, user workaround available – 12 hours</li> <li>▪ Severity Level 4: Transactional issue, user workaround available - 24 hours</li> </ul> </li> </ul> <p>A "Unique Contact" is an individual that provides either an email address, phone number, or both. Additional fees for exceeding contracted Unique Contact tier will automatically be applied in arrears and adjusted for go-forward use at subscription renewal. Overages above 1M unique contacts are billed in increments of 100,000 Unique Contacts.</p>

Solution	Description
<p>Government Experience Service Cloud Essentials - Set-up, Config, and Training</p>	<p>The Service Cloud Essentials edition offers a user-centered solution built on industry best practices and proven pre-configured layouts that enhance the user experience through an established configuration and UX process. This implementation is ideal for organizations with smaller teams seeking a balanced blend of strategic capabilities, data insights, and government-specific technology, particularly those that may not have the resources for a more complex implementation process.</p> <p>This solution includes:</p> <ul style="list-style-type: none"> <li>• Stakeholder Kickoff and GXC Project Alignment</li> <li>• Program Management - Weekly / bi-weekly communication</li> <li>• Up to three (3) Email message templates</li> <li>• Development/Implementation/component configuration, including:               <ul style="list-style-type: none"> <li>• Forms and workflow</li> <li>• Community satisfaction and performance monitoring</li> <li>• Email and SMS communications</li> </ul> </li> <li>• Remote Training – Specific training agenda is flexible and includes up to 15 hours total delivered and up to 3-hour sessions across non-consecutive sessions</li> <li>• Recommended schedule by platform module:               <ul style="list-style-type: none"> <li>• Forms and workflow: Two (2) hours total – Up to 25 people</li> <li>• Customer satisfaction &amp; performance monitoring: Ninety (90) minutes total – Up to ten (10) people</li> <li>• Email and SMS communications: Ninety (90) minutes total – Up to (10) people</li> </ul> </li> </ul> <p><i>*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use. Wireless phone numbers can take 4-26 weeks to procure due to carrier provisioning. Carriers may enforce blackout period(s) and can enforce restrictions at any time during which they will not accept new applications and can delay provisioning or halt sending. Failure of carrier response will not result in any adjustment and failure to comply with regulations may result in suspension of phone number.</i></p>

Solution	Description
<p>Web Experience - Essentials Package</p>	<p>The Essentials package provides a citizen-focused website based on best practices &amp; 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"> <li>• Professional Project</li> <li>• Management - Weekly / bi-weekly communication</li> <li>• One (1) homepage layout from Granicus responsive design library</li> <li>• One (1) Information Architecture (IA) Package (basic)</li> <li>• Best practices review</li> <li>• One (1) Content Rationalization Package (basic)</li> <li>• Best practices review, one (1) hour session</li> <li>• Site scrape loaded into AIM framework document</li> <li>• One (1) Visual Design Package</li> <li>• One (1) homepage design mockup – based on logo + 3 colors</li> <li>• Interior page sample</li> <li>• Mobile version sample</li> <li>• One (1) round of design revisions</li> <li>• Development/CMS Implementation</li> <li>• Content Migration - up to fifty (50) pages</li> <li>• QA &amp; Accessibility Report</li> <li>• Remote Training - Delivered in three (3) non-consecutive sessions</li> <li>• eight (8) hours total - Up to ten (10) people</li> </ul>



## 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-390443 dated 06 Feb 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Horizon City, TX 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.
- The terms and Conditions of the Agreement 01-115 effective 08 DEC 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto.
- Billing Frequency Notes (Milestones - 40/30/30): 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.
- 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>	[ ] - No [ ] - 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-390443 dated 06 Feb 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

## AGREEMENT AND ACCEPTANCE

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

Horizon City, TX		Granicus	
<b>Signature:</b>		<b>Signature:</b>	
<b>Name:</b>		<b>Name:</b>	
<b>Title:</b>		<b>Title:</b>	
<b>Date:</b>		<b>Date:</b>	
Horizon City, TX		Horizon City, TX	
<b>Signature:</b>		<b>Signature:</b>	
<b>Name:</b>		<b>Name:</b>	
<b>Title:</b>		<b>Title:</b>	
<b>Date:</b>		<b>Date:</b>	