



GRANICUS

Request for Proposal Specification
No. CCLK-210044-MS
for
for the City of Gainesville

Response Submitted by Granicus
Proposal Contact: David Potocki
David.potocki@granicus.com
Submitted on
June 23, 2021



To whom it may concern:

The City of Gainesville's Vision to establish a digital infrastructure that improves access to city data and fosters citizen engagement is evident in this RFP.

Granicus is proud of our partnership with the City of Gainesville that has spanned many years by providing government transparency technology that empowers the organization to create better lives for the people the City serves. With this RFP release, the City of Gainesville has recognized it is time to expand their service to their residents, visitors, and businesses either in the City already or looking to come to Gainesville. Few people outside of local government fully comprehend the essential role that well-organized meeting agendas play in effectively encouraging resident participation, and even fewer recognize the difficulties surrounding efficiently managing the agenda creation process. Tasked with managing the entire public meetings process, vacancies on committees, and answering citizen inquiries, most staff members assigned to this duty spend their days running from task to task - all with very little recognition.

This RFP Granicus is proposing upgrading the current meeting and agenda management solution to see extraordinary improvements in performance, service, and citizen engagement including:

- **Seamless pre-, in-, and post-meeting processes.** The role of the agenda is critical to helping your agency run smoothly. An agenda and meeting solution can automate tedious manual work throughout your meeting processes to save valuable staff time and regain focus on primary job responsibilities.
- **Run meetings at peak efficiency.** Meetings move quickly and running them while recording minutes and taking votes simultaneously can be challenging. **A fully web based upgraded** and well-designed meeting and agenda management solution helps you simplify the recording of minutes while capturing meeting actions digitally to capture accurate motions and votes without delaying progress.
- **Improved citizen transparency with better access to public records.** One of the vital purposes of public meetings to ensure citizens are aware of what decisions are being made on their behalf with their tax dollars. Our solutions allow citizens to access that information much more easily and the processes that form the outcomes with the **upgraded and compliant portal**.
- **Improved fiscal responsibility through automatic tracking and reporting.** Nothing is more important than managing a balanced, or even reduced budget. Leveraging an innovative agenda and meeting solution allows for unique data capture of fiscal information on any item, so you can easily track spending, budget and project planning, grant progress reports, and much more. Connect your budget items to strategic priorities or initiatives for even better tracking and accountability.
- **Consolidated and optimized technology solutions.** By providing a full platform of meeting and agenda tools, local governments can replace siloed software with a single, integrated solution. This approach allows information to flow effortlessly between applications, reducing work and improving efficiency, while also providing vendor accountability and reducing administrative oversight with a single point of contact.

- **Expediency filling advisory board seats with a more diverse cross-section of the community.** Better promote and quickly qualify candidates from a more diverse pool of candidates, filling your boards faster with appointees that represent your diverse community.
- **Improved citizen participation.** Effective local governance includes the voice of the citizens, which means recruiting diverse advisory board members and listening to the opinions of your constituents. Implementing a meeting and agenda platform is more than just a way to check the efficiency box; modern systems provide effective tools for attracting diverse advisory board volunteers while providing additional channels for more citizens to easily and digitally participate in the legislative process.
- **A more informed community.** As one of the most important tenants of a successful democracy is transparency. Our partnership will strengthen your relationship with the community by increasing awareness of local priorities and initiatives and **giving you access to 85% of the Gainesville community through cross promotion.**
- **Industry-leading protection from malicious attacks and natural disasters.** Granicus views NIST 800-53r4 as the gold standard for application and infrastructure security. No other agenda management software provider invests as heavily in infrastructure as Granicus, whether that investment is in our data centers or the platform engineers who ensure they operate flawlessly. Our investments also include disaster recovery best practices to reduce interruption of service and allow access to information when you, or your citizens, need it.

We know improvements needed to happen to the Granicus platform to earn your business. This response will show you the investments we have made in the platform, compliance, and security that can grow and adapt to the needs of Gainesville over time, you can more effectively future proof your agency for years to come. Let us show you how.

Sincerely,

David Potocki
Account Manager
David.potocki@granicus.com

Granicus' statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at Granicus' sole discretion. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Unless otherwise stated, this proposal is valid for 120 days.

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Company History/Background

THE GRANICUS ADVANTAGE

More municipalities rely on Granicus technology than any other meeting and agenda management software provider. Granicus provides a one-stop-shop for solutions relating to the unique needs of communities – combining pre- during- and post-meeting functionality into an integrated platform.

Additionally, Granicus offers added functionality across content creation, communications, records management, and digital engagement services that means more is possible with a single vendor than ever before.

OFFICE LOCATIONS

Washington D.C.

1152 15th Street NW, Suite 800
Washington, DC 20005
800.314.0147

Denver (HQ)

1999 Broadway, Suite 3600
Denver, CO 80202
800.314.0147

Saint Paul (Contracts and Payment)

408 St. Peter St, Suite 600
Saint Paul, MN 55102
800.314.0147

United Kingdom

The Beehive, City Place,
Gatwick, RH6 0PA
+44 (0) 800.032.7764

Website: www.granicus.com

FEIN #: 41-1941088

2,400+ CLERKS

using govMeetings across the U.S. and Canada.

20+ YEARS' EXPERIENCE

deploying and supporting agenda and meeting solutions in the U.S. and Canada.

1 MILLION+ AGENDAS

created and published through govMeetings.

DEDICATED CUSTOMER SUPPORT AND SUCCESS TEAMS

A robust implementation and customer success organization provide 24/7/365 support resources whenever you need them.

RECOGNIZED BY GOVTECH

Granicus has been selected as a GovTech 100 company by Government Technology magazine for the past three years.

GRANICUS MANAGEMENT TEAM

Mark Hynes – Chief Executive Officer

Mark currently serves as CEO of Granicus, the leading provider of cloud-based government software solutions. Prior to Granicus and since 2010, Mark served as Chief Strategy and Development Officer as well as President, Technology Services, for Altisource, a public real estate and mortgage technology and services company. Before joining Altisource, he served as President of Digi-Net Technologies, Inc., an early pioneer in marketing analytics software-as-a-service solutions. Mark also co-founded Xevo, Inc., a leading provider of service provisioning technologies to application service providers, where he held the position of Chief Operating Officer. Mark began his career with Bain & Company as a consultant. He holds a Bachelor of Business Administration from James Madison University and a Master of Business Administration from Harvard University.

Scott Macfee – Chief Operating Officer

Scott is Granicus' Chief Operating Officer and leads the organization's client-centric operations. Scott comes to Granicus from Dimension Data, an \$8 billion IT services company, where he spent over 15 years in operations and rose to Chief Operating Officer of the Americas in 2013 and President in 2016. Scott is a graduate of Bucknell University in Lewisburg, PA, where he received his Bachelor of Arts in Sociology. He has also completed executive coursework at several prestigious Executive Leadership programs in the U.S. and abroad.

Raj Amin – Chief Financial Officer

Raj is Granicus' Chief Financial Officer and is responsible for the organization's finance, accounting, legal, and business systems organizations. A seasoned cloud software veteran, he brings more than 25 years of experience leading high-growth technology companies of all sizes. Most recently, Raj served as Vice President of FP&A for Plex Systems, the leading cloud manufacturing ERP, where he helped drive their business model transformation and acceleration of growth. Before that, Raj was part of the executive team that took Eloqua, one of the early leaders and category creators in SaaS marketing automation platforms, to the one of the most successful IPOs of 2012 and subsequent acquisition by Oracle. Raj is a Certified Public Accountant (CPA) and holds a bachelor's degree in accounting from the University of Maryland at College Park.

Susan Ganeshan – Chief Marketing Officer

Susan leads Granicus' marketing strategy and brand awareness efforts as Chief Marketing Officer. Susan offers in-depth, cross-functional software marketing experience gained during her 25-year career, which includes leadership roles at

Clarabridge, newBrandAnalytics (acquired by Sprinklr), webMethods (acquired by Software AG), Checkfree (now Fiserv) and Deloitte Consulting.

Bob Ainsbury – Chief Product Officer

A Silicon Valley technologist with roots in engineering and a rich history in high-growth companies of all sizes. His business and technology perspectives have been quoted in the Wall Street Journal, The Financial Times, on CBS Radio, and on National Public Radio.

Carrie Cisek – Chief Human Resources Officer

Carrie leads recruitment and employee experience at Granicus. She brings a passion for creating highly engaged and customer-focused teams to Granicus and has a track record of supporting the professional development of Granicus team members. Carrie has been leading human resources in growth-oriented technology companies since 1999 and has been working with Granicus since 2008. She has guided integration efforts through five acquisitions. Carrie was recognized with the Twin Cities Business Wonder Woman award for innovative leadership at Granicus and in the broader business community in 2017.

Howard Langsam – Executive Vice President of Sales

Howard is Executive Vice President of Sales at Granicus and is responsible for the company's growth across all product lines and markets. Howard brings to this role more than 20 years of sales and leadership experience in technology companies of all sizes. Prior to Granicus, Howard served as SVP of Public Sector for NTT DATA, one of the world's leading technology services companies, where he led the State and Local Government business unit to triple in revenue during his six-year tenure. His earlier roles spanned high-growth tech startup Vastera; IBM, the largest tech company in the world; and Accenture, one of the world's leading consulting firms.

Company Qualifications

The responsibilities of the municipal clerk are numerous and fundamental to running an effective local government. Managing records, coordinating elections, and posting meeting information are just a handful of the vital tasks that clerks execute to keep their local government running smoothly and effectively.

One of the most challenging of these processes is managing public meetings – compiling and distributing agendas, running meetings, and finalizing and posting the public record.

Plagued by manual processes and disparate technologies, clerks can spend upwards of 700 hours per year managing public meeting agendas alone.

Advantages are apparent between Cities with and without an agenda and meeting management solution. Cities that embrace meeting automation are seeing measurable improvements in performance, transparency, and citizen access and awareness. The specific advantages include:

- **A simpler, more manageable agenda creation process** from start to finish while increasing efficiency, reducing errors, and saving valuable resources.
- **Significant time savings** with digital capture of meeting minutes, tracking and recording of meeting actions, plus the ability to finalize and post minutes documents on your website in up to 70% less time.
- **Improved workflow management** of filing boards and commissions vacancies; recruit more applicants, track appointments, and have fewer missed deadlines.
- **Secure broadcast and recorded live webcasts indexed** with meeting documentation for enhanced transparency and improved access to meeting information for citizens.

Granicus' industry-leading govMeetings solution provides all of these benefits with a single user-friendly platform that simplifies the work of the clerk's office.

Over 2,500 organizations have relied on Granicus to enhance their meeting management processes and free up time for clerks to accomplish more. As the leading provider of agenda and meeting management to municipalities, govMeetings has the foundation of secure and reliable technology, the ability to innovate and scale quickly, and added investment in the features that clerks care about most.

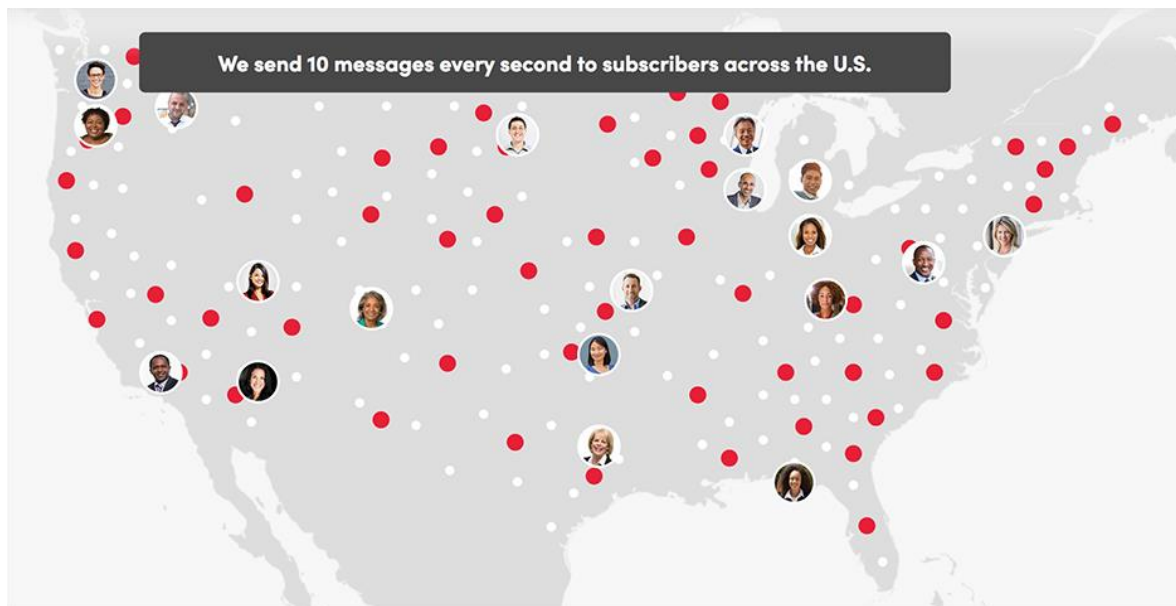
In summary, govMeetings is the only solution that puts clerks first. Learn more about the Granicus advantage in the pages to follow.

Why govMeetings?

govMeetings is the most trusted, comprehensive, and secure meeting and agenda automation software on the market - over 2,500 government organizations work with Granicus govMeetings to help them create a more efficient and effective government.

TRUSTED

Granicus partners with over 4,500 governments at all levels to provide solutions that enable better communications, process automation, and engagement. This scale has allowed us to quickly learn from our customers and pioneer best practices around implementation and support, ensuring our partners' success for years to come. Highly trained implementation specialists, a team of dedicated customer success consultants, and a close marriage between our technical support staff and software engineers are a few reasons why thousands of organizations trust Granicus to support their initiatives.



COMPREHENSIVE

Granicus offers the only comprehensive platform to fulfill your government communications, meeting and agenda automation, and web content management needs. The Granicus' platform allows you and your staff to work within a single platform for a seamless experience with your Granicus solutions and our support staff.

FLORIDA DEPLOYMENTS IN LAST 5 YEARS (ALL LEGISTAR WITH ADD ONS):

Alachua County FL Belleair, FL Brevard County FL Broward County FL Charlotte County FL Clearwater, FL Cocoa, FL Coconut Creek, FL Coral Gables, FL Cutler Bay, FL Deerfield Beach, FL Delray Beach, FL Deltona, FL DeSoto County FL Doral, FL	Edgewater, FL Eustis, FL Fort Lauderdale, FL Hallandale Beach, FL Hernando County School District Hillsborough County FL Hollywood, FL Indian River County FL Jacksonville, FL Jacksonville Beach, FL Key West, FL Lauderhill, FL Marco Island, FL Margate, FL Marion County FL	Miramar, FL Monroe County School District North Port, FL Orange County FL Pembroke Pines, FL Pensacola FL Pinecrest, FL Pinellas County FL Pinellas Park, FL Plant City, FL Pompano Beach, FL Port St Lucie, FL Sanibel, FL Sweetwater, FL Tequesta, FL Venice, FL Walton County FL Wellington, FL
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Over 500 more across the country available upon request

DATA MIGRATION APPROACH

All City of Gainesville Data will be moved over at no cost to the City as an existing client as long as existing Insight data search parameters stay intact. Here are examples of options:

Basic Migration

The basic data migration for Granicus involves moving over Video, Agenda and Minutes content to our system. We can also accept supporting documents and attachments to those agendas, but the key thing here is that we only migrate entire Agendas and Minutes.

BASIC MIGRATION: <https://naperville.legistar.com/Calendar.aspx>

2014 meetings and older

Advanced Migrations

This differs from our advanced migration in that the advanced migration also migrates Agenda Matters – the individual agenda items that, when combined, create the agenda. The advanced migration typically costs anywhere between 2-5 times more expensive than our basic data migrations.

ADVANCED MIGRATION: <https://napacity.legistar.com/Calendar.aspx>

2015 MEETINGS and older

click on the "meeting details" to see the legislative items. Then click on the item link to see the attachments.

LEGISTAR AND LASERFICHE INTEGRATION OVERVIEW

The Legistar and Laserfiche Integration will facilitate archiving and retrieving stored reports and support materials associated with the managed legislative process in Legistar. The interface includes the following features:

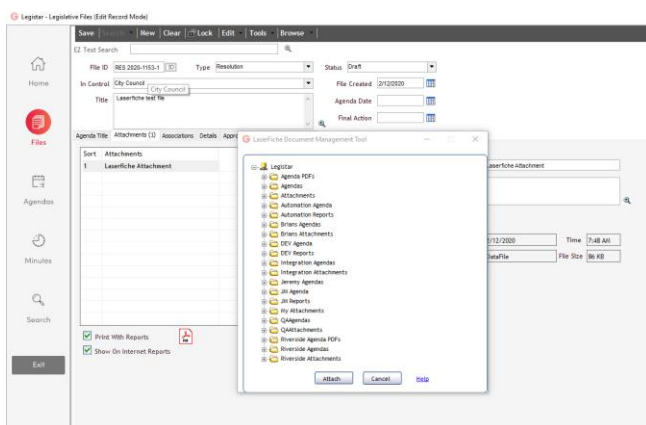
Agenda Archiving of the agenda and all supporting documents into Laserfiche. During the archive process, the agenda and all supporting documents are linked together using Laserfiche document-linking functionality.

Importing Documents from Laserfiche as attachments to Legistar agenda items.

Storing Laserfiche Credentials inside Legistar so you don't have to enter a username and password every time you access Laserfiche.

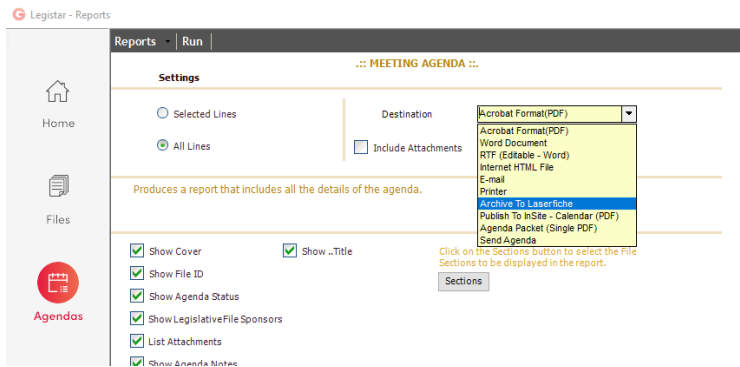
Assigning Laserfiche Templates to the Agenda of Legistar bodies that will allow indexing in Laserfiche after the export. You can map Laserfiche fields to Legistar fields for easy indexing.

Legistar Administrators can set all general interface credentials and each user can define their own personal Laserfiche logon information from their Legistar Home screen as shown here.



The interface enables archiving Agendas and Legistar generated reports directly to the client's Laserfiche archive by selecting the "Archive to Laserfiche" option from the report Destination drop-down list.

When attaching supporting materials from the client's Laserfiche repository archive, select "Import from Laserfiche" via the drop-down menu and the Laserfiche Document Management Tool menu opens.



Click "Attach" for the selected item and the Laserfiche Document Management Tool closes and the Laserfiche file is now attached to your legislative file.

Administration Configuration of the following Laserfiche settings within Legistar Administration:

Agenda Location of repository in

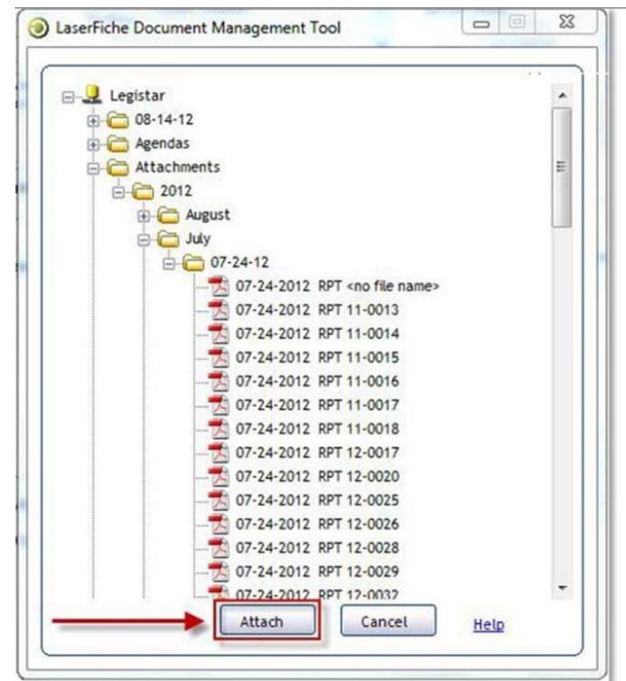
which the agendas are archived

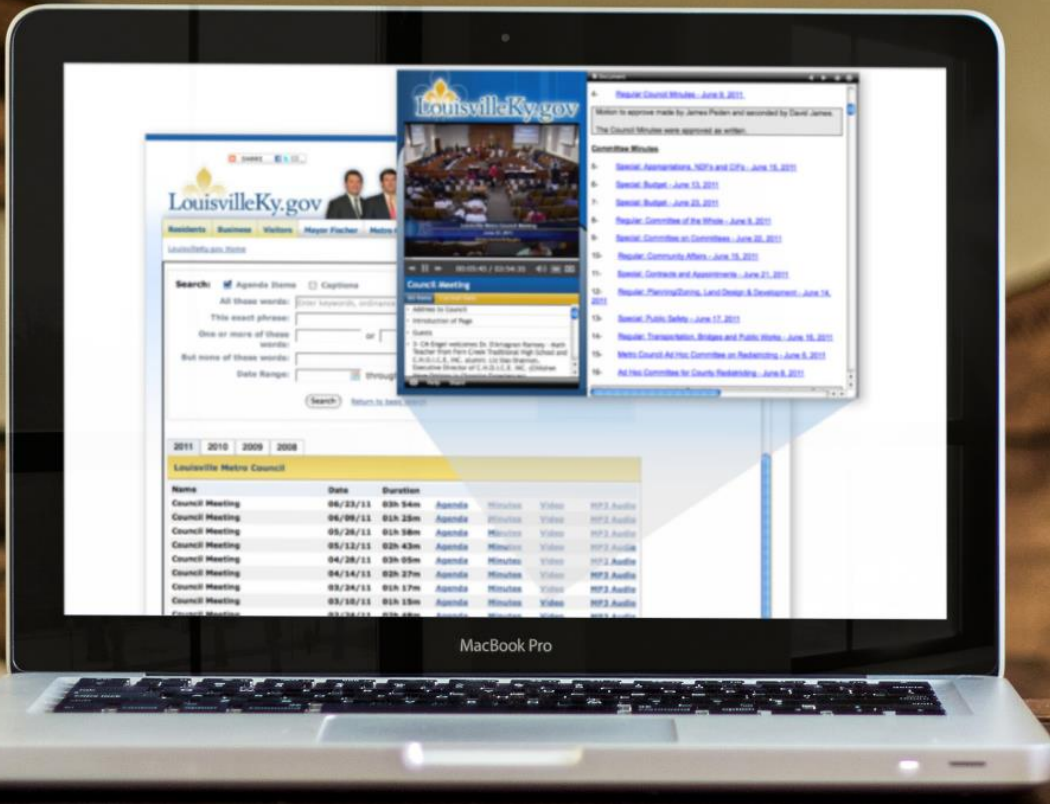
Agenda and Reports Naming Convention format used to automatically rename agendas and supporting documents when archiving. This is the name format used to automatically rename agendas or supporting documents when archiving. The user has the option of the combination of a date format, meeting body name or meeting body abbreviation), suffix text, item #.

Reports Location in which supporting documents are archived

Laserfiche Web Service URL link to the Legistar/Laserfiche web service

Laserfiche Repository Name of the default Laserfiche repository for the integration. The client provides the Repository Name.





Granicus Customer Partnerships

References

Client Reference	Coral Gables, FL
Address	495 Biltmore Way, Coral Gables, FL 33134
Main Contact	Billy Urguia
Contact	Desiree Liguari
Client since	Upgraded to Public Records Request and new Insight in 2020
Solution	Legistar, Video, Elected Official App, eComment (and others)
Public view page	City of Coral Gables - Welcome (legistar.com)

Client Reference	Hallandale Beach, FL
Address	400 South Federal Highway, Hallandale Beach, FL 33009
Main Contact	Jenorgen Guillen
Contact	Denton Lewis
Client since	Upgraded to Send Agenda in 2020
Solution	Legistar, Video, Elected Official App, eComment (and others)
Public view page	City of Hallandale Beach - Calendar (legistar.com)

Client Reference	Orange County, FL
Address	PO Box 38, Orlando, FL
Main Contact	Katie Smith
Contact	Kevin Nowlin
Client since	2016
Solution	Legistar
Public view page	Orange County Government - Search Records (legistar.com)

Project Team



Aaron Levin

Director, Professional Services

20+ Years' Experience in Project Management, Software Deployment & People Management

Aaron has been with Granicus since 2012. Currently he is responsible leading the Professional Services Teams involved in implementing our software. These teams include the Project Management Office, Technical Services, Data Migration, Meeting Services, and govMeetings Training Teams.

Education: BA, Psychology



Brandon Weninger

Manager, govMeetings, Product Training

10+ Years' Experience in Training Best Practices & Systems Design/Analysis

Brandon has been with Granicus since January 2014. Brandon is an ATD Certified Master Trainer responsible for providing quality training services to both internal and external clients. He is also responsible for working with clients nationwide to help understand & design their workflow and prepare implementation and training plans. Brandon's team of trainers provide support from kick off to go-live.

Education: BA, Communications | ATD Master Trainer Certification



Erik Shandrowski

Manager, Technical Services

5+ Years' Experience in Web Development, Customer Service & People Management

Erik has been with Granicus since 2015. Erik leads our Technical Services team and provides a host of graphic design, front-end development and product configuration services across all govMeetings solutions. Erik's team implements the public-facing aspects of your Granicus solutions.

Education: BA, Psychology | Modern Web Development Bootcamp



Ginger Hall

Legislative Technical Consultant

20+ Years' Experience in Legislative Workflow Mapping & Design, Business Analysis, Process Automation, Training/Documentation & Project Management

Ginger has over 20 years of experience working with City and County governments. She is an expert in reviewing Legislative processes and streamlining operations for maximum efficiency. Ability to analyze and evaluate information quickly and provide best practice recommendations to reduce redundancy.

Education: BT in Design/Merchandising | AA in Fashion Merchandising



Chris Maine

Program Manager,
Meeting Services

15+ Years' Experience in Project Management, Business Process Management & Information Technology

Chris has been with Granicus for over 10 years. Chris leads our Meeting Services team. This team provides remote services for Captioning, Transcription, and Remote Audio/Video Solutions for clients nationwide. Chris's team brings A/V expertise to our clients and a depth of experience across all our govMeetings solutions.

Education: BS, Business Administration | PMP Certified | Certified Scrum Master | Pragmatic Marketing Certified

Proposed Solution Features and Functionality

Granicus is pleased to present our platform of new technology and expert professional services to provide you with a solution that meets and exceeds the requirements set forth in your Request for Proposal. Our 100% cloud-hosted software solutions were designed specifically for governments like yours to spend less time managing the manual artifacts of the legislative process and more time engaging important stakeholders in productive ways. We make this possible by providing our clients with all the hardware and software necessary to streamline and automate everything from online video streaming to paperless agenda creation and publication. Additionally, our user-friendly and easy-to-deploy software solutions were built to make installation and deployment as effortless as possible. Below you will find a description of each of the proposed Granicus Suites, as well as a narrative of our implementation methodology, training and support overview.

GRANICUS OPEN PLATFORM

The Granicus Open Platform is the cloud-based foundation for all Granicus applications. It allows government organizations to manage and store an unlimited amount of government public meeting data. It is the core of our content management, administration, and distribution tools and includes free access to our APIs and SDKs, helping you seamlessly connect your new solution to existing systems.

The Granicus Open API and SDK

We can provide a fully-documented and supported Application Programmatic Interface (API) and Software Developer Kit (SDK). This open architecture enables customers and developers to seamlessly integrate existing or future enterprise systems with Granicus. Developers typically use the API to add, update, extract, delete, and ultimately customize how information is presented.

We believe open systems and interoperability are critical components of any modern software solution. Granicus is committed to building open architectures, standards, and lasting partnerships with industry leaders. We want to offer clients the most complete solutions on the market, without forcing them into a single system for all enterprise tasks.

OPEN PLATFORM API OVERVIEW

The Granicus Open Platform API Help File contains all of the information developers need to get started using the API to build integrations with MediaManager. MediaManager is the central component of the Granicus product suites and is used to create and organize events and media archives for publication. The functionality provided by the API duplicates and automates capabilities available through the user interface of MediaManager. The API enables such functionality to be seamlessly integrated into a partner's application, or a user interface customized by and for a particular client.

Accessing the Open Platform API

To access the Open Platform API, please submit a case with Granicus Customer Care. A member of our team will contact you to discuss delivery of the Open Platform SDK.

Open Platform API Requirements

The Open Platform API is delivered as an MSI installer containing the SDK .DLL file and a collection of sample applications. The .DLL requires the use of a .NET 2.0 programming environment, such as Visual Studio .NET. A reference to System.Web.Services is required in order to build any project that references the API.

Additionally, a client license for the Granicus Open Platform Suite is required for use. Partners working with Granicus clients would need to ensure that the client is part of the Open Platform Suite. Please contact your account manager or Granicus Customer Care for more information.

AUTHENTICATION

The Open Platform API is available to partners and customers who have purchased the Open Platform Suite from Granicus. Authentication for usage requires a valid User record with username and password at an active Granicus MediaManager site. Granicus supports single sign on authentication.

Primary API Capabilities

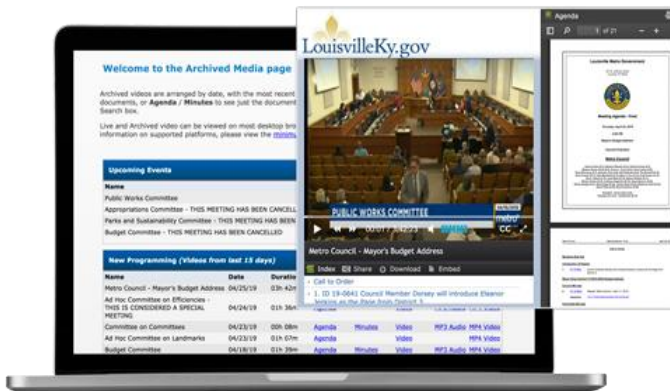
The Open Platform API enables developers to create, update, retrieve, and delete information from a client's MediaManager database. The following is a list of the primary capabilities of the API:

- Create or Update Event
- Create or Update Archives
- Upload Media Files
- Import and Export Minutes
- Import and Export Agendas
- Export Video Links

The Open Platform SDK contains five sample applications designed to help programmers review the types of inputs, outputs, and functions commonly built for the Open Platform API. Each sample application contains options for a single function, such as uploading a media file, though many of the applications can be used in conjunction to simulate a more complete user workflow. For example, to properly test the Live Indexing functions, the Meeting Simulator sample application can be utilized.

GRANICUS VIDEO

Granicus Video provides your citizens with greater access to public meetings and records online. Take the next step in transparency by streaming meetings and events live, linking related documents to your video and providing advanced search capabilities for archived meeting material. Granicus Video is the most trusted web streaming service provider for government due to our robust infrastructure, reliability, and feature set. We provide reliable quality viewing experiences to thousands of public agencies and millions of citizens across the U.S. and Canada. Over 1,000 governments at all levels choose Granicus Video, equaling 12,000 daily streams and 1 petabyte of stored video content.



Supporting documents are displayed alongside the video. Viewers can use jump-to points and links within documents to watch those discussions.

”

“We had resistance from members of our staff who did not want to change their in-meeting process, so we needed to make sure that any integration we built was as seamless as possible and did not affect workflows.”

Karen Rodriguez, Senior Systems Analyst I,
City Clerk Systems Division, Los Angeles,
CA

GRANICUS VIDEO FEATURES

- Unlimited cloud bandwidth and storage
- Live and on-demand streaming
- An intuitive council member app - iLegislate
- Managed self-service meeting portal on your website
- Index video and import agendas
- In-depth video analytics and reporting
- Available Performance Accelerator for increased internal video playback
- Manage and distribute unlimited meetings and events

GRANICUS VIDEO ADVANTAGES

Easy-to-Use Public Webpage

Publish live and archived videos to a media portal on your website to make it easy for the public to access your content. Enable audiences to share videos over social networking sites or via email to drive greater visibility and viewership.

Agenda Index Points

Deliver a rich user experience by synchronizing and cross-linking materials to video to create a comprehensive and centralized meeting record. Citizens can watch indexed videos, browse agendas, and view supporting materials—all within a single page.

Downloadable Media & Alerts

Media files can be easily delivered as downloadable video (MP4) formats. Reach more citizens using mobile devices and popular media and social media networks.

RSS: Viewers can setup RSS subscriptions to receive automatic notifications when the most recent content is available: specific files, agendas, or minutes. This feature simplifies the ability for citizens to get real-time updates straight to their inbox.

USER SEARCH ALERTS: Just as RSS subscriptions allow residents to receive updates on specific information, our user search alerts update citizens as information they care about becomes available in the system.

Mobile-Enabled Delivery

Provide citizens with the ability to view videos, agendas, minutes, and

supporting documents on mobile devices. By providing mobile-friendly live and on-demand streaming, you will always be able to reach the broadest audience possible.

Advanced Search “Drill Down”

Empower residents to find the information they need through a self-service search engine. Search across public meeting archives—meeting or event data, including: agendas, minutes, notes, motions, votes, and captions. With advanced filters for date range, data type, and more, the public can accurately define their search criteria to find the information they need.

Hardware Management & Updates

Granicus provides rigorously tested proprietary hardware devices to fit any budget and environment. Granicus Video devices come with pre-installed software that is supported and managed remotely to ensure maximum uptime with minimal staff involvement. As a fully-supported solution, Granicus provides our customers with all necessary upgrades, repairs or replacements to ensure the appliance works effectively on the Granicus platform.

Virtual Performance Accelerator

The Performance Accelerator is a software module designed to support high-volume internal streaming without straining Internet bandwidth. Viewing requests are intelligently routed to the most logical network location (usually the network core)

GRANICUS UPGRADED ENCODING APPLIANCE

ClearCaster Encoder

Reliable, modern, proven streaming tech for the government of the future.

Why choose Granicus ClearCaster powered by Wowza?

Increased reliability & modern capabilities with Granicus ClearCaster. Trusted at all levels of government, including the New York Police Department, the Michigan Department of Transportation, SpaceX, and NASA. Wowza's solutions set the bar for consistent, capable, and secure video streaming. Granicus' partnership with Wowza combines our leading public meeting management software with Wowza's battle-tested streaming video service.



Real-time health monitoring identifies issues quickly.

With ClearCaster, Granicus customers can rest assured that their live streams are being continually monitored and any issues will be remedied quickly. Wowza's streaming cloud health metrics service, combined with Granicus' dedicated, proactive in meeting support team, will identify and fix problems before they impact your live stream-, your live meeting-, or your reputation.

Adaptive network encoding improves end-user reliability.

We understand that when a member of your community experiences streaming quality issues, your agency is held responsible. That's why Granicus' next gen video solution will use adaptive network encoding and intelligent routing to ensure reliable, quality video streams for the public and your staff alike. Your stakeholders will also get a mobile optimized streaming experience on any device, anywhere.

Rapid development of future capabilities & features.

A partnership with Wowza allows Granicus to increase focus on developing innovative and modern streaming features designed specifically for public meetings. Here are a few features you can look forward to soon:

- Multicast/Simulcast to YouTube, Facebook, Twitter and more
- Adaptive bitrate

- nDVR functionality
- 4K streaming quality
- Run your meeting from any location

Tried, true, and rigorously tested.

Wowza's thousands of customers—including high-profile ones like the U.S. Air Force—have put ClearCaster to the test during high-stakes scenarios. And Granicus adds another layer of meticulous reliability testing to ensure dependability and consistency under the specific demands of government and live public meetings. We've put ClearCaster through hundreds of hours of Granicus lab- and real-world testing and have streamed over 100 successful live meetings. In addition to testing, fine-tuning, and optimizing the solution, we've tested and enhanced our support team and processes.

Security-first technology. Defend against hacking, cyberattacks, and disruptions.

2020 reinforced the necessity of high-levels of cybersecurity in government technology. Unauthorized access can compromise the integrity and swiftness of an effective legislative process. Granicus' security-first strategy and culture is infused in our next gen video solution, offering protection at every step of the workflow; including encryption of incoming and outgoing streams, token authentication, and more. We've layered-in several security measures to establish a holistic defense against hacking and other cyberattacks that can disrupt important public meeting procedures

MEETING MANAGEMENT

The Meeting Efficiency Suite is a live meeting workflow solution that combines minutes with a meeting's recording. Capture and publish minutes, saving staff time and cutting administrative costs. Record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, finalize minutes quickly and easily in Legistar or Microsoft Word™. Allow the public to track legislation, ordinances, and even voting member records through your website with VoteLog.



”

“Before Granicus it could take us anywhere from two to five hours to complete our minutes. Today, it takes me 20 minutes to an hour at most to complete them.”

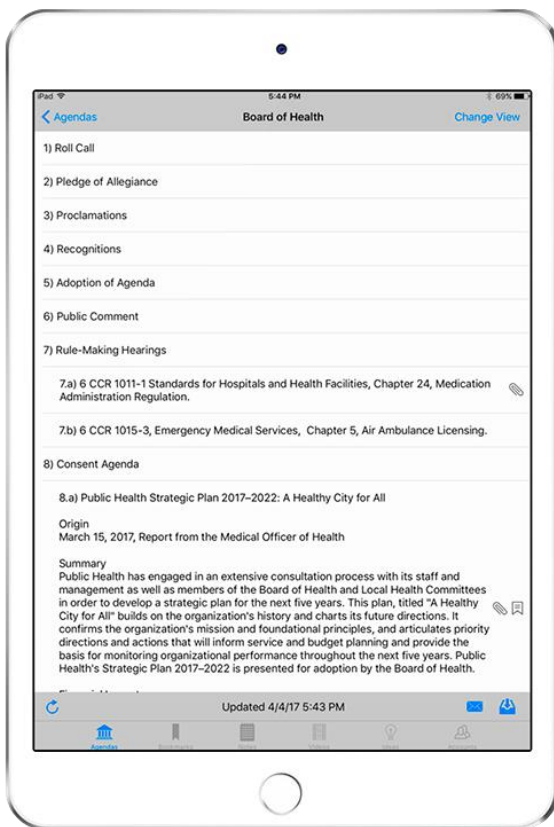
Melinda Sayre-Castro, Assistant City Clerk, Hesperia, CA

MEETING MANAGEMENT FEATURES

- Unlimited user accounts
- Unlimited meeting bodies
- Unlimited storage of minutes documents
- Meeting preparation tools
- Record meeting actions live: roll-call, agenda items, speakers, motions, votes, and notes
- Microsoft Word™ integration or Legistar
- VoteLog - legislation, ordinance, and voting member record tracking on your website
- Live minutes automation
- Quick notes and text expansion
- Minutes editing and publishing
- Generate linked minutes

ELECTED OFFICIAL TOOL

Granicus' paperless agenda application, iLegislate, enables governments to review digital meeting agendas, supporting documents, and archived videos on iPad, Android, or Windows devices. Suite integrations increase data access and add functionality such as digital one-touch meeting voting. Granicus also offers a Windows and OSX desktop application which can be downloaded at ilegislate.com.



ELECTED OFFICIAL TOOL FEATURES

- Convenient access to meeting agendas and supporting documents
- Reduce paper consumption and move to a paperless environment
- Explore agendas and attachments offline and on-the-go
- Easily take notes and email agenda items
- View indexed, archived meeting videos (with Government Transparency Integration)
- Public opinion placed at elected officials' fingertips (with Citizen Participation integration)
- Real-time meeting voting (with Meeting Efficiency integration)

2021 Granicus Meeting Software Roadmap

2021 | **govMeetings**

Products you love reimagined to support meetings anywhere, anytime, for everyone

Introducing.....



New! Enhanced Streaming (In BETA)

Worry-free streaming that posts to any social platform you choose for greater reach, better transparency and increased redundancy

New! Live meeting management

Easily conduct meetings remotely from any platform, eliminating the constraints of council chambers or network concerns

New! Elected Official tools

Modern and dynamic tools that align to clerk applications and bring all meeting information to councils' fingertips

Along with.....

- ✓ The **market leading** products you've come to trust.
- ✓ Supporting **1800+ government** peer and partner offices across the US and CAN.
- ✓ Delivering **+200K hours** of live meeting content annually.
- ✓ Unparallel **security** you won't find in any other solution.
- ✓ WCAG AA 2.1 **compliance** to reach every constituent.

LEGISTAR

Legistar, the first software to be designed to automate government's legislative process and in use by more than 300 public organizations, has been proven to handle the most complex agenda and legislative processes with a powerful yet user-friendly interface.

With Legistar, item approvals are managed automatically; approvers are notified when it's their turn to review a submitted item. Through integration with the Granicus iLegislate application, staff and elected officials can easily review agendas and supporting documents, take notes, bookmark items of interest, and more.

Capture all meeting actions after the meeting in the public record; plus, organize and store electronic documents of any file format in one repository. All documents are automatically tagged and indexed, making search and retrieval easy. Legistar allows you to track legislation from inception through approval, while also tracking actions taken by each acting body.



GENERAL FEATURES OF AGENDA SOLUTION

- Unlimited user accounts
- Unlimited meeting bodies and meeting types
- Unlimited data storage and retention
- Intuitive user interface
- In-application help features for every major feature
- InSite web portal (citizen and internal legislative library system)
- Integration with Granicus streaming video and audio solution

”

“We had an increased commitment to transparency. When we made the shift to Legistar, it was so easy to become transparent. So, with transparency obligations, it made sense to unify everything.”

Lyndsy Willette, Agenda Coordinator, Commerce City, CO

LEGISTAR FEATURES CONTINUED

Agenda item drafting

- Electronic approval process and routing
- Agenda packet generation and publishing
- Automatic data field indexing
- Complete file text-drafting toolset - allows storage and use of any number of different templates
- File version control
- User definable data fields

Automated Agenda Assembly:

Customize agendas for each meeting body. Legistar includes the ability to automatically generate and format unlimited agendas for any meeting body including boards, councils, committees, commissions, and departmental agendas.

Automated Minutes Annotation:

Significantly reduce the time it takes to create and publish minutes with built-in minutes tools. Capture all meeting actions, votes, and notes for a seamless round-trip workflow.

Draft Legislative Text: Complete file text-drafting toolset component that allows you to store and use any number of different templates - predefined boilerplates for a specific file type.

Online Legislative Portal and Public Access

- Advanced legislative research tools
- Easily find and contact officials
- Meetings Calendar: Provide public access to a dynamic calendar of all board, committee or other scheduled meetings and events.

- Document organization, storage, and retrieval
- Continuous legislative workflow
- Legislative data tracking and search
- Search Legislation and Subscribe to Online Notifications via RSS, social bookmarking, and advanced search
- Advanced custom reporting

Extensive Standard Reporting, including:

- Hearing notices
- Matters introduced
- Meeting attendance
- Meeting calendar
- Pending items list
- Subject matter index
- Voting record
- Mailing labels
- Agenda and Minutes reports
- Meeting referral notice
- Agenda item reports
- Matter summary
- Item master
- Certified copy
- Signature copy

Smart Calendar Management

Manage item placement and ensure items will be acted on and never misplaced agendas, certifications, notices, and minutes. Some standard report types are listed below. The operator may also specify the printing of subsets of pages of a report, rather than the entire report

Detailed legislative task and activity tracking:

- Meeting body or department taking the action
- Action taken and date
- Verbatim action notation and full minutes text
- Version of the text file that was current when the action was taken
- Target of the action (e.g., to whom a referral is being sent)
- Date returned (used for referrals)
- Due date, if any (used for referrals)
- Mover, seconder, and individual votes

Automatically Generated System Reports

Reports are automatically generated based on the data entered into the system. Once data has been added, the system uses its built-in sort and formatting routines, defined by the documents they are intended to produce, to extract the correct information, and produce all requested documents in specific formats.

Intuitive User Interface

Legistar provides an intuitive and automated methodology for managing legislative information. The home screen displays the appropriate tools based on the individual user's security permissions, the most recent agendas, minutes, and legislative files that the user has been working on as well as any items pending their approval. This main menu provides immediate access to general reports as well as instant search features.



Easy-to-Use Help Functionality

Granicus provides comprehensive online help features at all screen levels that is logically organized and easy-to-use. Help information dynamically displays topics related to the current function the user is working on and allows the user to do general searching for help information. Users can find topics by keyword search and find “how to” instructions on all functions.

Create Legislative Files and Customize IDs

Legistar allows for automated numbering of legislative IDs that can be customized to your needs. The system generates a unique ID tracking number for each new legislative file. Separate, automatic numbering may also be used for enacted ordinances, resolutions, general file numbering, or the operator may enter a unique identifier. Numbering syntax is definable by you to match your current numbering style.

Built-In Communications Tools with Options for Advanced Comms

The public legislative portal includes a number of intuitive communications tools that allow users to be notified when information of interest is published. Users can also provide feedback to representatives or share search results over social networking sites.

**Available govDelivery Communications Cloud solution to enhance your legislative communications and grow your number subscribers for improved awareness around legislative actions.*

Advanced Security

Legistar data is hosted in two geographically resilient datacenters, certified as Tier III by the Uptime Institute. Additionally, application data is encrypted using FIPS 140-2 validated encryption methods.

Superior Citizen Access

Legistar offers a standard research portal for legislative information that matches the look and feel of your branded website and is open to the public. Publishing your public records to an easy-to-navigate page will significantly reduce public information requests and costs associated with copying and printing, while providing a seamless experience to your citizens.

Public vs Private Access:

The legislative portal is accessible through an Internet browser and is intuitive and flexible. The general public, businesses, media, and others can access, search, track, and share public

data through this page. Authorized staff members may have extended functionality through a secure personal login.

Advanced Search

Granicus provides the most advanced search capabilities in the market, modeled after Google Search. Granicus search allows you to search all legislative data, including meeting videos when applicable. Filter searches by date, item status, department or meeting body, and more. Results take the user to the specific record or the point in the meeting video when the searched topic was discussed. The search engine allows users to perform an unlimited number of search parameters at the same time and do complex inquiries in a single pass. These search qualities are available both internally for staff and to the public via your online legislative research portal.

Superior Administrative Controls, Featuring Remote Administration

Legistar has well-defined administration privileges with hundreds of security settings – all of which are intuitive for easy use by non-technical staff. Security features can be defined to a single field, user, or group and include permissions that can be applied to all data and activities. Granicus provides full system administration experts who will work with you to provide administration remotely, in addition to training you on your own administration control settings. Our administrative and technical support is available to assist you in configuring your system.

LEGISTAR ADA GUIDELINES

ADA Webinar: <https://granicus.com/resource/ada-compliance-and-digital-accessibility-101/>

Accessibility Checklist: <https://granicus.com/accessibility-checklist-how-to-provide-modern-digital-experiences-for-all/>

ADA Accessibility Tips: <https://granicus.com/pdfs/ADA-Accessibility-Tip-Sheet.pdf>

A Guide to Understanding ADA Laws:

https://granicus.com/pdfs/A_Guide_To_Understanding_ADA_Laws.pdf

UPGRADED CITIZEN EXPERIENCE:

The new “Send Agenda” feature integrates Legistar with govDelivery, enabling citizens to easily subscribe to your organization’s meeting agendas, and saves clerks time by allowing them to send agendas directly to subscribers when published, without logging into different software. This article is broken into two sections: The [Citizen Experience](#) of visiting your website and signing up for email updates from one or more meeting bodies, and the [Clerk Experience](#) of sending published agendas out to subscribers.

THE CITIZEN EXPERIENCE: SUBSCRIBING TO A MEETING BODY

These are the steps a citizen will go through when they wish to sign up for meeting agendas and updates from one of your meeting bodies.

1. Navigate to the Agendas and Minutes page on your website. There will be a subscriber box present on the page (Figure 1).

Email Updates

To sign up for email updates or to access your subscriber preferences, please enter your contact information below.

*Email Address

List View **Calendar View**

Search: This Month All Departments notes closed captions

Search Calendar [Help](#)

67 records Group Export

Name	Meeting Date	Meeting Time	Meeting Location	Meeting Details	Meeting Extra Column	Agenda	Minutes	Video
City Council	1/31/2020	1:00 PM	Council Chambers <i>Agenda packet wrong order</i>	Meeting details	Not available	Not available	Not available	Not available
Finance Committee	1/25/2020	8:00 PM	City Hall, building Room 101 <i>Testing @workingWithAgendas</i>	Meeting details	Not available	Not available	Not available	Not available
Finance Committee	1/25/2020	8:00 PM	City Hall, building Room 101 <i>Testing @workingWithAgendas</i>	Meeting details	Not available	Not available	Not available	Not available
Finance Committee	1/25/2020	4:30 PM	101 Main Street <i>Minutes Workflow Test</i>	Meeting details	Not available	Not available	Not available	Video
Finance Committee	1/25/2020	4:30 PM	101 Main Street <i>Minutes Workflow Test</i>	Meeting details	Not available	Not available	Not available	Video
City Council	1/25/2020	1:00 PM	Council Chambers <i>AutoNumTest w CapLetter</i>	Meeting details	Not available	Agenda	Not available	Not available

Figure 1

2. After entering their email in the subscriber box, citizens will be asked to confirm their email address and accept the privacy policy.
3. On the next page, citizens will select the meeting bodies to which they would like to subscribe (Figure 2).

Quick Subscribe for [REDACTED]

Cityville offers updates on the topics below. Subscribe by checking the boxes; unsubscribe by unchecking the boxes.

Access your [subscriber preferences](#) to update your subscriptions or modify your password or email address without adding subscriptions.

Subscription Topics

- Agendas
 - City Council
 - Planning Commission
 - Parks and Recreation
 - Zoning Board of Appeals
 - Sustainability Board
 - Historic Building Commission

Your contact information is used to deliver requested updates or to access your subscriber preferences.

[Privacy Policy](#) | [Cookie Statement](#) | [Help](#)

Figure 2

4. The next page collects additional information like First Name, Last Name, and Zip Code, but filling them out is optional.

5. After optionally filling out their details, the next page offers users the chance to subscribe to other government updates that are either featured, or based on their geographic location (Figure 3). This called “the Network”. Subscribing to these Network updates is optional.

You may also be interested in information from these organizations.

Subscribe by checking the boxes; unsubscribe by unchecking the boxes. By clicking "Submit", you are sending your email address to these partners.


Access your [subscriber preferences](#) to update your subscriptions or modify your password or email address without adding subscriptions.



Featured Government Updates



Featured Government Updates

- Are you a company that hires veterans? Get Involved in the HIRE Vets Medallion Program
- Get email updates from the Office of Federal Contract Compliance Programs (OFCCP)
- Latest science and technology news 
- We're hiring! Get notified of new job opportunities from the U.S. Census Bureau

[View all topics for Featured Government Updates](#)

[Privacy Policy](#)

Figure 3

6. Subscribers will see a "Success" confirmation message on the next page. They will ONLY receive an email confirmation if this is their first time subscribing to updates from your organization.

7. The next time an agenda is sent from one of the subscription topics/meeting bodies selected, the subscriber will receive an email containing that agenda (Figure 4).

Agenda for City Council on Tuesday, January 1, 2019 at 2:00 PM GMT-08:00 has been po...



Billy County, FL <non_default@evotest.govdelivery.com>

Rivers-Pigeon

Friday, January 25, 2019 at 5:34 PM

[Show Details](#)

[Unsubscribe](#)

[Manage Add-ins...](#)

LATEST MEETING AGENDA AVAILABLE

City Council Agenda

Tuesday, January 1, 2019 at 2:00 PM GMT-08:00

**735 Anacapa Street
Santa Barbara, CA 93101**

[VIEW AGENDA](#)

SUBSCRIBER SERVICES:

[Manage Subscriptions](#) | [Unsubscribe All](#) | [Help](#)

Figure 4

THE CLERK EXPERIENCE: SENDING A PUBLISHED AGENDA

As the clerk, you now have the ability to send a published agenda directly from Legistar without logging into another program. This also enables you to receive a monthly report of your subscribers and engagement rate emailed directly to you and your staff.

1. Go to your Legistar account, select a published agenda, and click **Reports**.
2. Under the **Destination** drop-down menu, select **Send Agenda** (Figure 5).

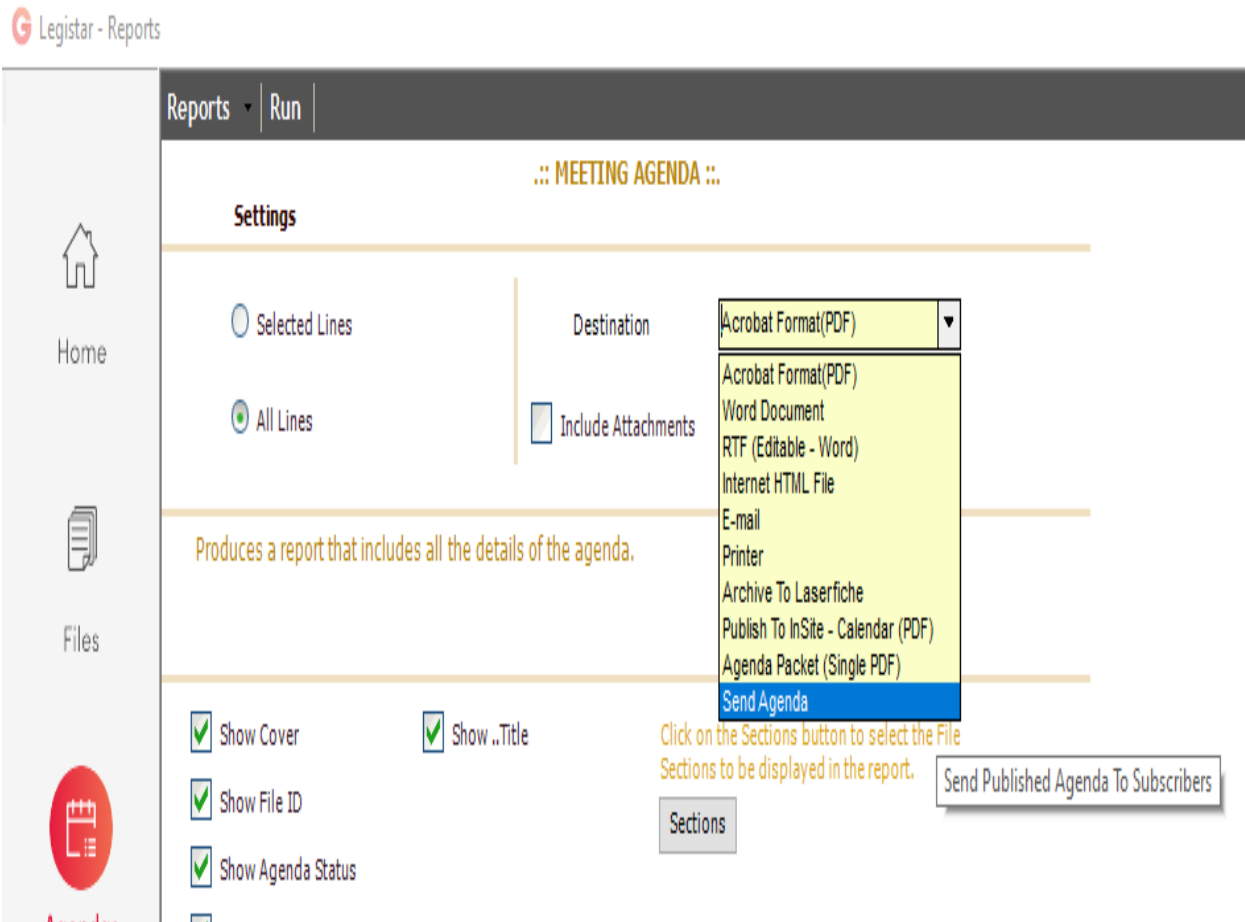


Figure 5

3. Next, you'll see a dialog box confirming you want to send the agenda. After clicking **OK**, you will get a success message.
4. Each month you will receive a monthly metrics report via email, which details your subscriber metrics and engagements (opens, clicks) for the agenda(s) and bulletins sent the *previous* month (Figure 6).

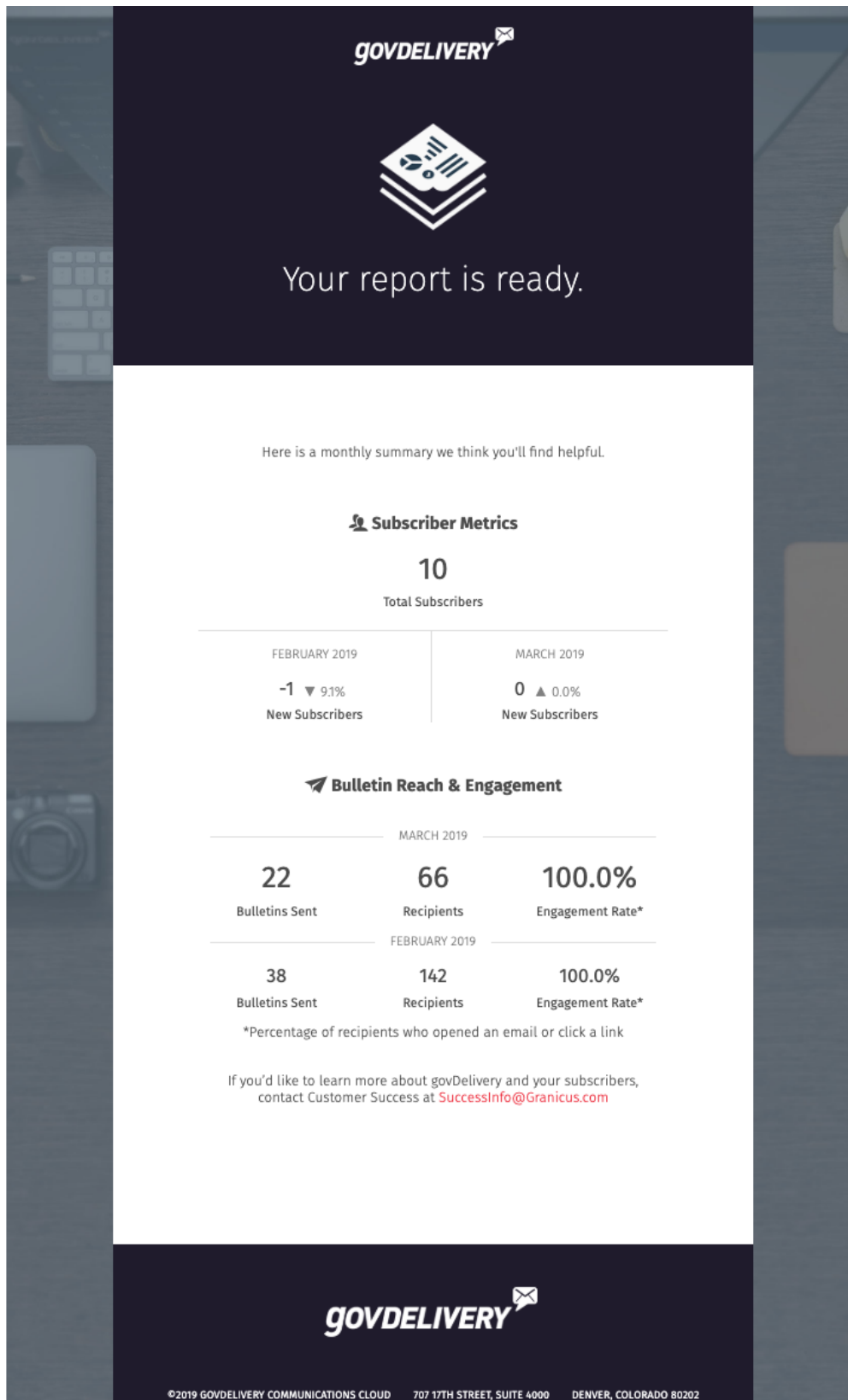


Figure 6

This report describes the following metrics:

- **Total Subscribers** - The total number of subscribers who have opted in to receive your agendas
- **Bulletins Sent** - The number of bulletins (agendas) sent from your account in the given month.
- **Recipients** - The number of people who have received agendas from your account during the given month. Since a single subscriber can have multiple subscriptions and receive agendas from multiple meeting bodies, this number may be higher than the number of Total Subscribers
- **[Engagement Rate](#)** - Represents a percentage of trackable recipients who were sent the agenda, and opened or clicked on a link in the given month.

BOARDS AND COMMISSIONS

The Granicus Boards and Commissions module offers a complete solution for managing the workflow process associated with tracking appointments and vacancies within boards, commissions, and committees. This solution also includes an easy to use citizen-facing portal that lists boards, member rosters, appointments, vacancies, and provides an online application form for citizens.



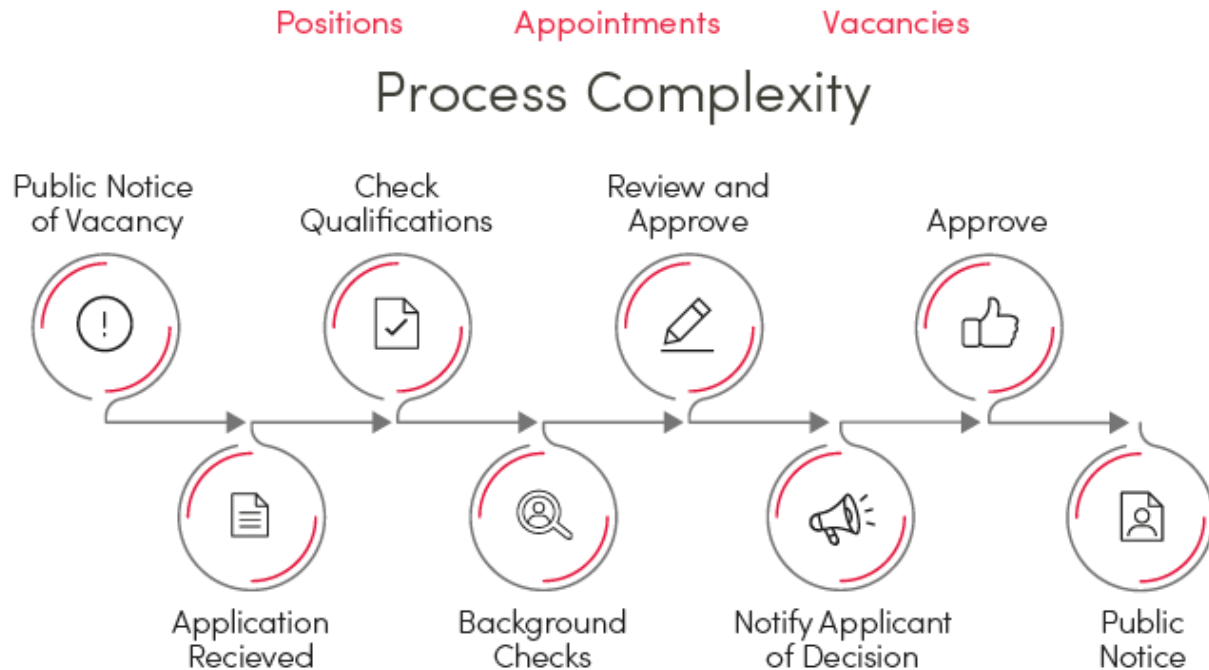
”

The software has allowed our process to be more automated, more consistent, and more trackable.

*Eliza Garza, Senior Deputy City Clerk,
Stockton, CA*

BOARDS AND COMMISSIONS FEATURES

- Keep track of all appointed and advisory boards in one place
- Insightful graphs, searches, and filtering to quickly identify the best candidates
- Appointment Tracking and Online Application Workflow Process
- Automated candidate qualification – e.g. residency or oath of office
- Approving & appointing features
- Public notice of vacancies
- Promote and fill vacancies with social media buttons and links to apply online
- Multi-board application capabilities from a single online application
- Notification of Position Expirations & Upcoming Vacancies
- Ability to Search & Filter Applications based on Specified Criteria
- Internal-only details fields and checklists to keep track of people throughout the application and vetting process
- Automated applicant and appointment packet generation, including attachments
- Customizable Citizen-Facing Portal for Increased Transparency
- Customize email templates to notify applicants their information was received.
- Embeddable Integration into Existing Website
- Data Conversion of Current Boards and Commissions Content for a professional service fee

BOARDS AND COMMISSIONS ADVANTAGE

Solve Process Complexities

Granicus has worked with more than 4,500 government municipalities to pioneer software solutions exclusively for government. Given our experience, we understand the complexities related to tracking boards, appointments and applications, and aim to make the process simpler, more efficient, and paperless.

Automate and Customize Board-Related Communications

Unlike some solutions that use pre-determined workflows and templates, Boards and Commissions can be tailored to fit the unique rules and workflows of your jurisdiction. Whether

it's an oath of office that needs a signature or an expired board member that needs a thank you letter, Boards and Commissions can generate the appropriate document and send to the right person - automatically.

Manage the entire citizen appointment process

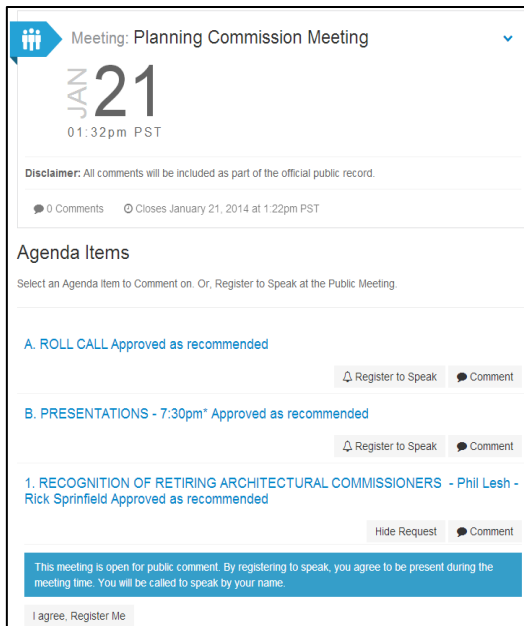
Moving the boards and commission application process online not only cleans up the clutter of paper, it automatically organizes all the applications and makes them searchable and sortable. Boards and Commissions also provides numerous tools for all the phases of the citizen appointment process.

ECOMMENT

Capture Feedback on the Issues at Hand

eComment provides an easy way to add voices to the democratic process and makes participation in public meetings convenient. The eComment module provides the means to collect, consolidate, and deliver citizen input on current and future topics related to your upcoming agenda.

This web-based form is integrated with your published agenda; residents can review each agenda item's details, indicate their position on that item, and leave feedback. All comments can be consolidated into a report and delivered to elected members prior to a meeting, helping them better understand the views of their constituents. You can also allow residents to request to speak during meetings.



Meeting: Planning Commission Meeting

JAN 21
01:32pm PST

Disclaimer: All comments will be included as part of the official public record.

0 Comments Closes January 21, 2014 at 1:22pm PST

Agenda Items
Select an Agenda Item to Comment on. Or, Register to Speak at the Public Meeting.

A. ROLL CALL Approved as recommended
Register to Speak Comment

B. PRESENTATIONS - 7:30pm* Approved as recommended
Register to Speak Comment

1. RECOGNITION OF RETIRING ARCHITECTURAL COMMISSIONERS - Phil Lesh - Rick Springfield Approved as recommended
Hide Request Comment

This meeting is open for public comment. By registering to speak, you agree to be present during the meeting time. You will be called to speak by your name.

I agree. Register Me

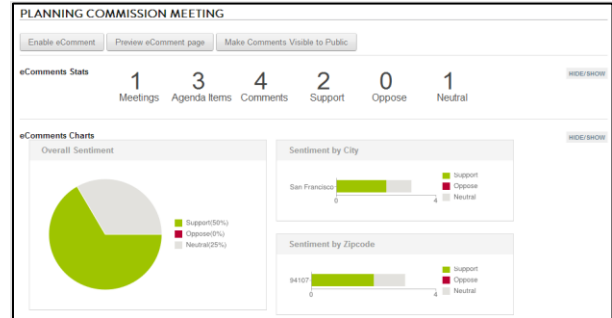
ECOMMENT FEATURES

- Collect and distribute citizen feedback prior to a meeting by distributing reports or viewing in the iLegislate application
- Provide supporting information on issues
- Stay in compliance with open meeting and open records laws
- Request to speak to build a digital speaker list
- Receive text comments
- Control comment length
- Provide supporting materials
- Easily measure position and location data

ECOMMENT ADVANTAGE

Easily Customizable

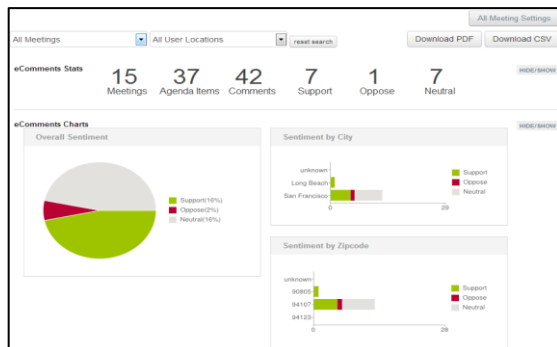
Configure the Citizen Participation Suite to meet your needs by controlling which items can receive comments; setting the length of response to reflect in-person comment periods; enabling the feedback form for multiple meeting bodies, and more.



Sample Citizen Engagement Suite Report Documents

Please note: the below examples are reports from actual client sites.

eComment Reports



Public Meeting and Comment Reports

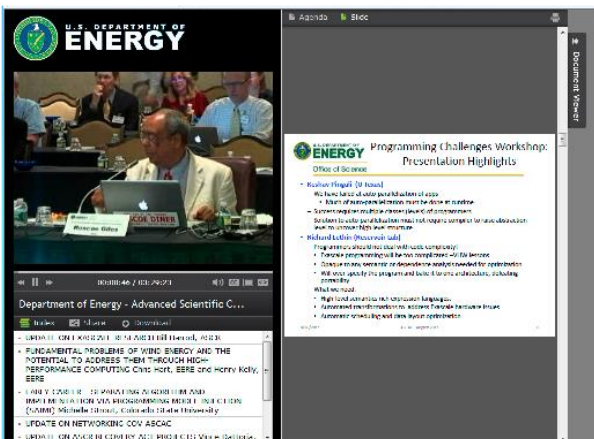
Build reports that enable you to analyze comments and positions, and easily distribute these reports to elected members prior to their board or council meetings.

GRANICUS MEETING SERVICES

Granicus Meeting Services provides turnkey solutions for your public meeting needs. Our Meeting Services solutions take public meeting efficiency to the next level by eliminating the need for staff to manage webcasting tasks during an event. The Granicus staff can handle all webcast production responsibilities to ensure that your meetings are successfully captured and delivered over the Web.

Our hands-free solution provides your audience with a feature-rich video player, helping you improve citizen engagement and transparency efforts by leveraging the latest technology. Granicus also offers various services to help streamline the meeting process and free up staff time. From minutes annotation to a full AV production, Granicus is your one stop shop for all meeting services needs.

Having deployed more than 1,200 solutions for government clients, Granicus is well-prepared to meet your expectations and requirements for a meeting management solution. Granicus will take responsibility for providing extensive project management services on all timelines, planning, and deployments. The result will be a successful, timely, and fully-managed meeting management solution in an agreed upon timeframe.



MEETING SERVICES SOLUTIONS MAY INCLUDE:

- Live Event Webcasting
- On-Site Webcast Production
- Closed Captioning
- Minutes Annotation
- Official Transcripts of Proceedings
- Audio and Video Production
- Seamless Website Integration
- Searchable Video Archives
- Integrated Public Record

CAPTIONING SERVICES

With Granicus' captioning solution, you will be able to engage new audiences and offer greater accessibility to meetings. Captions are synchronized to meeting webcasts and can be recorded in real-time or added to an archived event. Give your audience greater accessibility and allow them to search archives for any word spoken during the meeting.

**Due to regional variation in accessibility requirements, please consult your Granicus representative and your internal counsel to ensure Granicus captioning services meet your organization's requirements.*

Project Planning and Implementation

The sales and contracting process is only the first step in the lifecycle of a Granicus customer. As soon as we partner with your organization, our Professional Services team takes over as your primary point of contact. The mission of professional services team is to drive long-term customer satisfaction through repeatable solution delivery.

GRANICUS SERVICE DIFFERENCE

The Granicus Professional Services team consists of over 70 people distributed across our core offices. The team is primarily composed of implementation specialists and consultants that handle small to mid-level projects. Additionally, we have a broad team of project managers that handle projects that are more complex or incorporate multiple Granicus solutions or product families.

Our Professional Services team also includes a cross-section of technical experts with expertise in specific service areas. Some of these additional offerings include data migrations, UX analysis, graphic and web design, development, and API configuration. These specialists are brought in as needed to augment our standard project teams.

PROJECT MANAGEMENT APPROACH

The project implementation process is typically the first extended contact a customer has with the Granicus team, so we are focused on providing the best customer experience from the start. Our goal is to deliver a fit-for-purpose solution that meets the client's requirements and creates a customer for life or strengthens the relationship with an existing customer.

Our implementation teams strive to provide the appropriate level of support throughout the project lifecycle, from kickoff through training, go-live and continuing support. In general, we staff our teams

Collectively, we have over 450 years' experience delivering software solutions across a wide variety of industries and verticals. Our teams of implementers and technology specialists have deep expertise with one of our core product families and cross-train over time on other solutions as they gain experience.

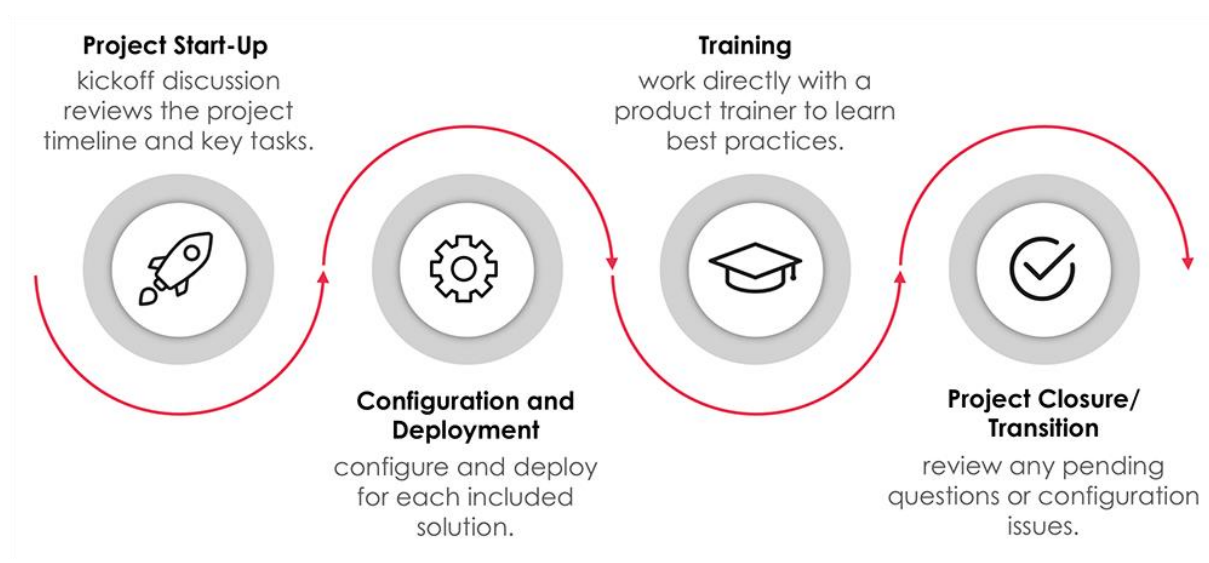
Clients will always have a single point of contact within the Professional Services team for questions or concerns during the deployment process. In our experience, this focused attention leads to better outcomes for the client and a more cohesive project management experience.

based on project complexity and strive to keep our project teams as small as possible.

The Granicus Project Management methodology is designed to be consistent and repeatable, with one of our experienced Project Managers or Implementation Specialists/Consultants guiding the client team through every step of the process.

Each Granicus solution has specific elements that need to be addressed during the delivery process but generally our projects all proceed through a similar set of completion milestones: Project kickoff, configuration and deployment, training, and project closure/transition.

Once all relevant issues are resolved and the client team confirms acceptance, the project will be formally transitioned out of the professional services team and handed over to our customer support and customer success teams.



PROJECT TRANSITION

When a project enters the Project Closure phase, the Granicus project lead will introduce the client team to the Customer Support and Customer Success teams. These teams ultimately become the primary points of contact for all customer interaction once a solution has been fully configured and deployed. The Customer Support and Success teams act as the client's internal advocates for the remainder of their lifecycle with the company.

PROJECT TRAINING

Granicus will conduct training for Client-identified staff that will cover the essential concepts and standard navigation of the solution and tasks related to your legislative business processes. Client will utilize a train-the-trainer approach for end user training. Scheduling of all training sessions shall be coordinated with and approved by Client.

1. SCOPE OF WORK INTRODUCTION AND BACKGROUND

This Scope of Work (“SOW”) defines deliverables, responsible parties and timelines for the implementation, and post-implementation service and support, of the legislative management solution provided by Granicus, Inc. (“Granicus”) to the **INSERT CLIENT NAME** (“Client”). This SOW is an integrated component of the final contract between Client and Granicus.

2. PROJECT SCOPE

Business objectives to be achieved by this solution include the implementation of Granicus Modules in support of the client legislative needs:

- Configuration of the modules
- Training
- Continued support

The Granicus modules to be implemented in this solution are listed in Section 6 of this document under Milestone 2: Configuration and Deployment.

3. LICENSING

The licensing for this solution is a site license. This includes anyone working with or for the city/county/organization that purchases the solution.

4. PROJECT TEAMS

Granicus will work with Client to make adjustments to the project team roles as deemed appropriate. Client resources assigned to this project shall be fully capable of performing assigned duties, fulfill project commitments and communicate with Granicus team members effectively.

GRANICUS PROJECT TEAM

Granicus will assign the following team members to Client's implementation project as needed. The Granicus resources assigned to this project will be knowledgeable of the Granicus modules included in the solution and Client's business processes and requirements. These resources shall be fully capable of performing assigned duties, fulfilling project commitments, and communicating with Client team members effectively.

Project Manager (Granicus PM): This is the primary person responsible for the implementation of and adherence to project plans. The Granicus Project Manager will manage the Granicus project team and work with Client's Project Manager to establish a framework for communication, documentation, and reporting to be used throughout the project. The Granicus Project Manager responsibilities include, but are not limited to:

- Collaborating with Client's Project Manager to establish a project plan, including the project schedule and deliverables

- Giving Granicus team members a clear understanding of their respective responsibilities throughout the project
- Managing the activities of the Granicus project team to help maintain on-time completion of deliverables
- Monitoring the progress of the project and advising Client Project Manager of any risks that could impact an on-time completion of specific tasks and deliverables
- Maintaining regular communications with Client Project Manager
- Managing escalations and timely resolution of any issues
- Maintaining documentation of decisions made, commitments and follow-up items, deliverables, and other items/issues associated with the project for which Granicus is responsible

Designer: This is primarily responsible for customizations and modifications of Granicus products including adding client logos and editing reports when required.

Legislative Analyst (Legistar Only): This person is primarily responsible for the configuration and set up of the Legistar solution.

Product Trainer: This is primarily responsible for delivering instructor-led online or in-person training.

CLIENT PROJECT TEAM

Client will assign the following team roles:

Client Project Lead: This is the main point of contact responsible for the implementation and adherence to project plans. Client Project Lead shall manage Client's project team and work with the Granicus Project Manager to establish a framework for communication, documentation and reporting to be used throughout the project. Client's Project Lead Responsibilities include, but are not limited to the following:

- Collaborate with the Granicus Project Manager to establish the project schedule and deliverables
- Ensure that all members of Client project team have a clear understanding of their respective responsibilities throughout the project
- Manage the activities of Client's project team and partner resources to ensure the on-time completion of tasks and deliverables; create, maintain/update and complete all required project artifacts and other documentation
- Monitor the progress of the project and advise the Granicus Project Manager of any risks that could impact an on-time completion of deliverables
- Maintain regular communications with the Granicus Project Manager and Client's project sponsors

Clerk: It is important that the Clerk is an integral part of the Project Team to be the expert on the legislative process of the Council, from the approval process of legislation to the creation of minutes. This person will also be responsible for indexing the recording during the meeting if video/audio recording is involved.

IT Lead: The IT Lead works closely with the Project Manager to ensure that the solution is deployed properly and helps solve IT issues that might arise.

Solution Administrator: The Solution Administrator should be a person who is closely involved with the legislative and meeting processes: from the approval process of legislation to the creation of

minutes to the online publication of meetings. The Solution Administrator's responsibilities will include, but not be limited to: collaboration with Granicus resources on the project schedule deliverables; and coordination with key stakeholders, representatives, and decision makers.

Backup Solution Administrator: (Optional) This Backup Solution Administrator will serve as the backup to the Solution Administrator and preferably has a solid understanding of the legislative and meeting processes of Client jurisdiction as well as a good level of technological skills.

Subject matter experts (SMEs), including but not limited to: Client Council Secretary, Legislative Analyst(s), and other representatives, as deemed appropriate, from Client Attorney's Office, Mayor's Office, Clerk & Recorder's Office, Budget Management Office, etc.

PROJECT MANAGEMENT RESPONSIBILITIES

- Success of the project is dependent on both Granicus and Client's commitment to collaborating on and performing the tasks and obligations described in this SOW. Granicus assumes that Client will provide reasonable turnaround time (to be mutually agreed upon) on critical decisions, essential information, and approvals that are required to continue with work in progress or that is critical to meeting a deliverable due date. Granicus expects that a decision will be elevated to the appropriate Client management level to make a decision in a timely manner.
- Client will perform its obligations and render the assistance described in this SOW in a timely manner and in a manner as to adhere to the final schedule. In the event that Granicus is delayed or prevented from performing its obligations, to the extent that the delay is caused by factors beyond the reasonable control of Granicus, including without limitation, the inability of Client to perform its responsibilities in a timely manner, Granicus will be entitled to an equitable adjustment in the timetable.
- All dates in this SOW are subject to a mutually agreed upon schedule after execution of the Agreement.

5. PROJECT TIMELINE

Please see Project Timeline Document.

6. MILESTONES

Pre-Kick Off: Client Readiness Process

For every project Granicus deploys, we utilize a Client Readiness process intended to discover any roadblocks or issues prior to beginning a deployment. This process varies by product, solution type (software and/or hardware), and may or may not require input from the client project team. Please see below for general information on the Client Readiness process.

- **Software – Document Assessment:** Granicus will complete a review of Client's current agenda and minutes documents and document any recommended changes. Granicus will submit a request to Client Project Manager listing the documents needed. Client will provide the requested documents to Granicus in a timely manner. Client will provide any other process documentation (e.g. process flows, requirements, etc.) to aid the Granicus project team in gaining a sufficient understanding Client's legislative process and

requirements. This assessment may require a conversation with your Account Manager if any issues are uncovered. (This does not apply to Clients getting Legistar)

- **Hardware – Client Readiness Call:** This process typically includes a conference call and provides an opportunity to discuss Client's existing technology set-up to ensure that the proposed plan meets all requirements necessary to deliver a successful solution. At a minimum, Client's Project Manager, IT Lead, and Client Council Project Sponsor should participate in the call.

MILESTONE 1: PROJECT START-UP

Kick Off Call

- Introductions
- Overview of solution purchased
- Overview of deployment process
- Agreeing on key dates including training
- Discussion on next steps

Client and Granicus will work together to develop a project plan or milestones as needed or requested as they determine next steps for configuration and deployment.

MILESTONE 2: CONFIGURATION AND DEPLOYMENT

Please see below for details on the purchased Granicus modules and their deployment.

All Solutions

- Receive training for all members of the organization through a "train-the-trainer" concept
- Substantially reduce hardcopy printing of documents related to meetings and legislation

Software

- | | | | |
|---|---|--|---|
| <input checked="" type="checkbox"/> Open Platform | <input checked="" type="checkbox"/> Legistar | <input type="checkbox"/> Peak | <input checked="" type="checkbox"/> Data Migrations |
| <input checked="" type="checkbox"/> iLegislate | <input type="checkbox"/> Meeting Efficiency (non-Legistar) | <input checked="" type="checkbox"/> Boards and Commissions | <input type="checkbox"/> Votecast Classic |
| <input checked="" type="checkbox"/> Government Transparency | <input checked="" type="checkbox"/> Meeting Efficiency (Legistar) | <input type="checkbox"/> Closed | <input type="checkbox"/> VoteCast |
| <input checked="" type="checkbox"/> SpeakUp/
eComment | | | |

OPEN PLATFORM

Open Platform provides the ability to upload and publish content such as videos and documents to the Internet via the MediaManager Website. The Open Platform feature list includes:

- Unlimited government public meeting content storage and distribution
- Archived video editing and indexing
- An internal and public-facing citizen web portal
- Live and on-demand streaming to computers, tablets, and other mobile devices (Note: only if Client utilizes the Government Transparency software and hardware to share video via MediaManager).
- Up to 2,500 records available to the public per View Page. Unlimited view pages can be created.
- SAML 2.0 Integration

MediaManager allows system administrators to have control over the actions that users are allowed to perform. MediaManager is a central hub for preparing and publishing content in Client's Granicus solution. In addition to publishing content, Client can manage user access and view usage reports. MediaManager is a web-based platform that allows data to flow among the various Granicus modules included in the solution. For example, agendas created in Legistar can be accessed during meetings via LiveManager and also from mobile devices using the iLegislate app. Also, meeting videos recorded through LiveManager can be trimmed from MediaManager. MediaManager is hosted on the Granicus cloud, therefore it will not have to be installed on individual user machines.

Deliverables:

- Granicus will provide a Media Manager URL (usually *clientname.granicus.com*).
- Granicus will provide a username and password for the primary stakeholder (usually the Client Project Manager).
- Client will receive a public-facing citizen access point in the form of iframe code.
- iLegislate Application
- Granicus will provide a MediaManager URL (usually *clientname.granicus.com*).

Granicus will provide a username and password for the primary stakeholder (usually the Client Project Manager).

ILEGISLATE

iLegislate connects agenda data to tablets and mobile devices to enable the review of agendas and supporting documents, note taking, and more, on the go. The feature list includes:

- Viewing of videos, agendas, minutes, and supporting documents on mobile devices that use Apple iOS (iPhone and iPad) and some Android devices (Note: only if Client has an encoder or uploads a video to MediaManager.)
- Review of agendas and attachments offline and on-the-go
- Note taking, bookmarking, and emailing of agenda items
- Review of indexed, archived meeting videos

iLegislate: iLegislate, enables elected officials to review meeting agendas, supporting documents and archived videos on any iPad or Android tablet. Users can bookmark items on the agenda (and pdf attachments) while offline. iLegislate is a free app that can be downloaded from iTunes or Google Play and works with any Granicus suite.

Deliverable:

- iLegislate App

GOVERNMENT TRANSPARENCY

Government Transparency provides the ability to stream meetings and events live, to link related documents to video, and to improve the search of archives. It includes cloud bandwidth and storage. The feature list includes:

- A media portal for publishing live and archived videos on Client website
- A single video player webpage providing indexed videos, agendas and supporting materials such as staff reports, memos, and ordinances
- Searchable, self-service access to online public meeting or event data, including: agendas, minutes, notes, motions, votes, and captions. Includes advanced filters for date range, data type, and more.
- Live importing of agendas and video indexing of materials such as agendas and minutes
- Automated management and distribution of unlimited meetings and events
- Option for closed captioning integration
- Statistics on video views
- Viewing of videos, agendas, minutes, and supporting documents on computers, tablets, and other mobile devices
- Downloadable video in MP4 format
- Facilitation of sharing videos over social networking sites or through email RSS subscriptions and user search alerts supported

Requirements: In order to use Government Transparency, Client must have an encoder or purchase an Encoding Appliance with the solution. A Performance Accelerator is strongly recommended and almost required for high definition streaming (720p)

Optional: Performance Accelerator. See the Performance Accelerator Technical Solutions Guide.

Deliverables:

- Video player page
- View page
- Agenda template

LEGISTAR

Legistar is legislative management solution. Features include:

- Live recording of actions, notes, speakers, and attendees will be through Live Manager. These recordings import directly and automatically into Legistar (user will initiate this action), automating the minutes recording process.
- Granicus will configure Legistar and Media Manager to allow for an import and export process to occur. Granicus will perform one or more tests after Legistar is configured to confirm data imports and exports from Legistar and Media Manager.
- Automation of the following business processes to support a streamlined workflow, with modifications to achieve the best practices as necessary:
 -
 - Legislation Drafting and Submission: when departments, agencies or Council Member initiate legislation
 - Legislation Review and Approval: draft legislation delivered to departments/agencies or meeting body for review and approval
 - Agenda Management: create and publish meeting agendas, provide supporting material, and manage status of agenda items (e.g., withdrawal, held, etc.)
 - Meeting Management: create meeting minutes, provide supporting material, and manage status of meeting items
 - Public Portal: publish items (e.g. agendas, minutes, statuses) and video to Client public portal
 - Amendments: can be recorded at every point of the legislative process
 - Bill Closeout: record approvals, electronic signatures (Approval Tracking System) and digital filing
 - Version Control: full version control of legislative files (not attachments) throughout the legislative cycle
 - Electronic legislative history tracking and reporting: ability to research previous and current legislation created within the system and supporting material, the actions taken on the item/status, and report on it.
-
- Legistar is able to produce various reports without any configuration. Please see the reports in the attached file. The Legistar reports use a Crystal Reports engine (in the background and hidden from users). No licensing of Crystal Reports is required.
- Development of up to 25 workflows for the primary meeting body that can be used concurrently, allowing unique departmental processes to be tracked electronically.
-

- Additional workflows can be created by internal users and training will be provided on how to do so during System Administration Training.
- - Creation of an InSite webpage which can be customized, as desired, in the following ways:
 - Insertion of a header/banner image at the top of InSite (Client can specify or Granicus can pull an image off of client homepage). The image should be at least 100px high, logos are preferable.
 - InSite color theme. Please select one from the following options from the attached document
 - Removal of any of the default tabs (e.g., People, Council, and Departments)
 - Change of any of the header/labels (e.g., changing "Legislative Text" to read "Staff Report" or changing "Calendar" to read "Schedule")
 - Remove fields or headers
 - For existing Clients: a tab created to point to the existing view pages
 - Note: InSite is not developed or supported when used as an iFrame. Individual colors in the text/design elements cannot be individually changed. InSite must use the theme system.
- - SAML 2.0 integration. Legistar is capable of leveraging Media Manager's SAML 2.0 integration. This integration will need to be configured and turned on in Media Manager and in Legistar. The Legistar integration used the Media Manager integration with SAML 2.0.
- - SAML usage can be forced in Legistar or the Client can elect to use both the Legistar username password system and SAML concurrently.
 - SAML usage cannot be forced in Media Manager.

ADDITIONAL COMPONENTS THAT ARE NOT INCLUDED (LEGISTAR ONLY):

- **Municode Integration:** This integration allows for legislative searches conducted on Client's InSite page to return data results from both the Client's Legistar and Municode. This integration can be included for an additional cost.
- **Legistar:** Legistar is the primary module that makes up the Granicus legislative management solution. It has functionality to draft and submit legislative items, agenda management, automated process workflow and approvals/electronic signatures, and document storage and organization.

Deliverables:

- Legistar installation package and instructions
- Granicus Legislative Analyst will configure Legistar for one meeting body based on the information provided in the Needs Analysis Calls to configure Legistar in accordance with Client's requirements. This usually consists of (5) 2 Hour Conference Calls. This includes:
- Legistar allows for unlimited meeting bodies to be added. Granicus can assist with adding additional meetings bodies for an additional fee.

- Templates used for data entry (e.g. legislation creation)
- Agenda Templates: Granicus will create and configure meeting agenda templates for one meeting body.
- Legislative and Minutes Templates: Granicus will create and configure one legislative item template and one minutes template. Legistar's report systems support the below typefaces: Arial, Times New Roman, Calibri, Georgia, Tahoma, Trebuchet, Verdana, Courier New, Helvetica, Palatino Linotype, Segoe Script.
- Legislative process workflows (approval workflows)
- User groups, roles, and permissions
-
- Granicus will work with Client to determine if standard Legistar output (reports) available from Legistar meet Client's requirements. For any requirements not met, Granicus will work with Client to define any needs that require custom configuration. Legistar Reports changes can take 45 – 60 days to complete when you consider revisions and client acceptance.
-
- Legistar Report changes will not be accepted by Granicus the 45 days leading up to training and the 45 days leading up to go-live. Client may submit changes during this locked-out period but Granicus will not deliver them until after training or after go live are completed.
-
- The period of time when report changes will not be accepted is intended to optimize your training and go live experience.
-
- Legistar reports may not be considered ADA compliant at this time. Reports can be run through third-party tools if ADA compliance is a requirement. The US Department of Health & Human Services unofficially recommends the following fonts for PDF files: Times New Roman, Verdana, Arial, Tahoma, Helvetica, and Calibri.
- Legistar Printing Options: Reports can be downloaded as a PDF, Word Document, RTF, or HTML in most cases. Some reports differ in available options.
-
- **InSite:** Granicus will set up an online public portal for Client that allows staff and public users to access meeting calendar/schedule, legislative files, supporting documentation, meeting agendas, minutes and videos at any time (current and past/archived). Users will be able to search, sort and export data to Excel, Microsoft Word or PDF. Designated Client users will be able to publish meeting agendas and supporting documents, minutes, video, etc., to InSite directly from Granicus will create Client's InSite webpage and will customize it to reflect Client's branding limited to:
 - Insertion of a header/banner image at the top of InSite (Client can specify or Granicus can pull an image off of its homepage). The image should be at least 100px high, logos are preferable.
 - InSite color theme. Please see attached color themes document
 - Removal any of the default tabs (e.g., People, Council, and Departments).
 - Change of any of the captions/labels (e.g., changing "Legislative Text" to read "Staff Report" or changing "Calendar" to read "Schedule")
 - Remove fields or captions
 - For existing Clients moving to Legistar: a tab created to point to the existing Media Manager view pages for older content. A data migration can also be performed for an additional cost.
 - Granicus will present the customizations to Client for approval prior to deployment being considered complete.
 - Client will need a create a link from their public facing website to InSite for

internal and external use.

Note: InSite is not developed or supported when used as an iFrame. Individual colors in the text/design elements cannot be individually changed.

Note: Legistar has certain limitations with Microsoft Word.

When you use Microsoft Word as your editor in Legistar, while most formatting will carry over to Legistar properly, note that it may not appear in Legistar exactly as you have entered it in Word. Microsoft Word Editor Limitations apply to the following:

- Rich text format (RTF) code attributes such as bolding, font style and color, underlining, bulleted and numbered lists.
- Indentation (Best practice is to use preset tabs)
- The Track Changes feature, which you use to record edits
- You should not insert tables, graphics or images into the text file. Our best practice recommendation is that you include them as attachments.
- The Preview screen under the Text File tab is the least perfect replication of your formatting in the Word document. The Staff Report offers the closest replication of the Word document. When you are in the Files module, you can run this report by clicking Reports and selecting the Staff Report from the Reports menu.
- RTF code cannot be larger than 100MB (this is not related to file size)
- You cannot use footnotes in the Word Editor

MEETING EFFICIENCY (LEGISTAR)

Meeting Efficiency for Legistar clients will have the ability to import data recorded in LiveManager—including motions, votes, notes, and speakers—directly into the minutes in Legistar.

Meeting Efficiency allows for the automation of meeting minutes. It allows users to capture details of the meeting in real time that includes agenda items, speakers, motions, votes, and notes through a simple interface called Live Manager. This data is captured during the live event then flows through to either Media Manager or imported back to Legistar. These details are then able to be accessed via the minutes module in Legistar. The feature list includes:

- Minutes automation

Requirements:

Client must have Open Platform, Government Transparency, a Granicus Encoder, and Legistar.

BOARDS and COMMISSIONS

Boards and Commissions offers a complete solution for managing the workflow associated with

tracking appointments and vacancies within different boards and commissions. This solution includes a citizen-facing portal that lists each board or commission, member names, appointments, and vacancies. The solution provides the ability for administrative users to search and filter all applications based on specified criteria and notifies the administrator of upcoming vacancies via the system dashboard. The Boards and Commissions module will provide the following functionality:

- Boards and commissions body tracking
- Position and appointment tracking
- Online application workflow process
- Notification of position expirations and upcoming vacancies
- Ability to search and filter applications based on specified criteria
- Configurable citizen-facing portal for increased transparency
- Export of applications with attachments
- Embeddable integration into existing website using an iFrame
- Ability to import existing data in bulk via a csv file (This area is accessible by Granicus only)

Requirements:

- Open Platform
- Current web browser (pursuant to the [Granicus Web Browser Compatibility Matrix](#) and the [Granicus Tablet Applications Support Matrix](#))
- Internet connection

Deliverables:

- Boards and Commissions web-based application
- Electronic application submission form
- A customizable, public-facing widget to be placed on Client's website

Data import (if purchased)

DATA MIGRATIONS

Data Migration is a service that Granicus will be providing where the Granicus Data Migration Team will migrate client Legislative Data in Legistar or MediaManager. There are two main types of data migrations. The "light" data migrations typically include moving agendas, minutes, and video files into InSite where they can be consumed by internal and external users. "Advanced" data migrations includes the items typically included in a "light" migration but also includes the importing of meta data on files into Legistar. These "Advanced" migrations usually require data mapping and meta data translation to move into the corresponding Legistar fields.

Due to the complexity of data migrations, the data migration team will need to scope all projects to determine the level of effort required and therefor the cost. Some factors considered in the level of effort include how many data sources are being used and the type of data migration, "light" or "Advanced."

CITIZEN PARTICIPATION SUITE: ECOMMENT AND SPEAKUP

Citizen Participation assists elected officials, client staff and municipal constituents by providing easy-to-use online tools that manage citizen engagement. It is provided as a rapidly deployed, "out-of-the-box" product and has limited customization features.

- eComment
 - Unlimited number of site administrators
 - Review of citizen ideas and comments tied to agenda items through iLegislate and the Citizen Participation site
 - Ability to collect citizen comments attached to published items Client has opened up for comments during Client-established/set period for comment submission
 - Training documentation for Client team use
 - eComment appears in the eComment tab of iLegislate (eComment only)
- SpeakUp
 - One standalone citizen participation website with one domain alias chosen by Client. The domain is included in the solution by Granicus as long as Client account is in good standing. Granicus, Inc. is the default domain account holder at Granicus's domain register provider.
 - Unlimited number of site administrators; user administration maintained by Client personnel
 - Training documentation for Client team use

eComment provides the ability to collect, consolidate, and deliver citizen feedback on agenda topics prior to meetings. This functionality utilizes a customizable, web-based comment form that's integrated with agendas published to Client's InSite page (eComment will show as a button on InSite). Citizens can indicate their position (e.g. support/oppose/neutral) and post comments on specific agenda items. Comments can be consolidated into a report and delivered to elected members prior to a meeting. Setting options allow feedback and comments to be viewable only by Client's internal staff and not the public.

SpeakUp works through a standalone webpage (set up by Granicus) where Client can solicit ideas and feedback from citizens on specific topics and issues through focused discussions, forums, and surveys. SpeakUp is provided as a rapidly deployed "out-of-the-box" product and has limited customization features, however, the site can be customized with the look and feel of Client's brand. Functionality includes the ability for Client staff to run pre-defined, non-customizable reports that summarize citizen input and access to community ideas and feedback on iLegislate.

Deliverables:

- Customized SpeakUp/eComment web-based application
- We supply a .granicus.com domain name. We will also provide a domain name of our choice.

- Training documentation

Hardware

Granicus will deliver any required and purchased hardware to Client.

- Encoder Performance Accelerator VoteCast Display

Technical Responsibilities

- Remote Management: Granicus maintains and monitors the software performance of its solutions. All software patches and Granicus software updates are performed on a determined schedule. Remote support, management, patching, reporting and logging are performed using ScreenConnect. Installation of third-party software not specifically approved by Granicus may detrimentally impact the server's performance. In extreme cases, the server may need to be reimaged to restore normal operations; in this case, a reimaging fee may be charged.
- Video Streaming Technical Requirements: works in all HTML 5 compliant browsers including Android phone and tablets, Apple phones and tablets, PC computers, Mac Computers and more. No plugins required.
- Software Technical Requirements:
- Media Manager allows system administrators to have control over the actions that users are allowed to perform. In addition to meeting the system requirements that are listed above, each user must have been granted access rights to the tools that they wish to use.

Best Practices / Keys to Success

- Please include your Granicus Project Manager or Implementation Specialist on all communications regarding this implementation.
- Your Granicus Project Manager or Implementation Specialist will be assisting in configuring but not installing the hardware
- Client is responsible for Audio/Video
- If a client readiness call is required, it is important that the project lead and the IT Lead are present for this call at a minimum.
- Reports out of Legistar are extremely important.
 - Take inventory of your required reports prior to implementing Legistar.
 - Compare the reports inventoried to what Legistar can produce.
 - Review the reports that Legistar produces to confirm they are acceptable.
 - Identify any gaps and relay this to your Granicus Project Manager
 - Request changes to these reports if absolutely necessary. Report changes can take 45 to 60 days when you include revisions.

Module Integration Information

Many of the Granicus Modules are designed to work together. Below are a few examples.

Example Solution 1: Open Platform, Government Transparency, and Legistar

Client is able to create meetings, files and agendas in Legistar. Meetings (meta data) can be exported to Media Manager. Agendas can be published to InSite and Media Manager. When exporting and publishing is done, internal and public viewers can see the agenda on InSite and Media Manager is fully setup for the live meeting. The live meeting occurs and the client can open Live Manager, click on the gold folder, and open that meeting that was exported and published. Hitting record starts the meeting. The client is able to time stamp, record motions and votes, record speakers, record notes, and more. The client stops the recording in Live Manager when the meeting is done. Client will use the Minutes Module inside Legistar to record motions, votes, guest speakers, and other important details. Client can then publish the minutes to InSite for internal and external viewers. This process is repeated for all meetings that have meeting bodies in Legistar.

Example Solution 2: Open Platform, Government Transparency, Meeting Efficiency, and Legistar

Client is able to create meetings, files and agendas in Legistar. Meetings (meta data) can be exported to Media Manager. Agendas can be published to InSite and Media Manager. When exporting and publishing is done, internal and public viewers can see the agenda on InSite and Media Manager is fully setup for the live meeting. The live meeting occurs and the client can open Live Manager, click on the gold folder, and open that meeting that was exported and published. Hitting record starts the meeting. The client is able to time stamp, record motions and votes, record speakers, record notes, and more. The client stops the recording in Live Manager when the meeting is done. In Legistar the client can select that meeting that just occurred and import the meeting data from Media Manager. The data recorded in live manager including time stamps, motions and votes, speakers, notes, and more will flow into Legistar and your minutes are essentially complete. Client can always made necessary changes or adjustments in Legistar before publishing the minutes to InSite for internal and external viewers. This process is repeated for all meetings that have meeting bodies in Legistar.

Example Solution 3: Peak Agenda and Peak Minutes

Client is able to create meetings, agenda items, and agenda packets in Peak, a browser-based software application. Agendas and Agenda packets can be published via Peak to a public facing View Page or to council members via iLegislate. During the live meeting, client is able to record motions and votes, record speakers, and record notes within the Peak system. After the meeting, the client is able to publish a Minutes Summary Report via Peak or download their notes into Microsoft Word and add greater detail or edit the document to publish via Peak. These documents are then published via Peak to a public facing View Page. This process is repeated for all meetings that have meeting bodies in Peak.

MILESTONE 3: DEPLOYMENT COMPLETE

Granicus performs unit and end to end testing during development and testing. Granicus will conduct unit testing, integration testing, including at least one client machine prior to considering this project or module deployment complete. Client is responsible for all client end-to-end testing.

Deliverable: Written or verbal confirmation of the successful deployment

MILESTONE 4: TRAINING

Granicus will conduct training for Client identified staff up to 14 people (client project team) that will cover the essential concepts and standard navigation of the solution and tasks related to Client's legislative business processes. Client will utilize a train-the-trainer approach for end user training. Scheduling of all training sessions shall be coordinated with and approved by Client. Granicus will authorize Client to videotape training sessions for internal use and to reproduce any the training materials such as training guides, screenshots, in part or whole, for its own purposes.

Training is comprised of the following components, depending on the Client's purchased solution(s):

Module or Software Solution	Training Provided
Open Platform and Government Transparency	Three 2-hour sessions for up to six attendees. <ol style="list-style-type: none"> 1. Pre-/During Meeting Steps 2. Post-Meeting Steps 3. Review/iLegislate
VoteCast Classic	Two days onsite for up to 12 attendees. <ol style="list-style-type: none"> 1. Day 1: System Validation, Clerk Training 2. Day 2: Council Training w/Clerk support OR Six Hours Online for up to six attendees. <ol style="list-style-type: none"> 1. Session 1: System Validation, Clerk Training 2. Session 2: Council Training w/Clerk support 3. Session 3: Minutes Processing and Importing
Peak	Three two-hour configuration and training sessions for up to six attendees: <ol style="list-style-type: none"> 1. Administrative Review and Configuration 2. Agenda Item Creation and Approval 3. Agenda Creation and Workflows Review OR One day onsite training and configuration training for up to 12 attendees per session: <ol style="list-style-type: none"> 1. Administrative Review and Configuration 2. Agenda Item Creation and Approval 3. Agenda Creation and Workflows Review One two-hour training session for up to six attendees to review the creation and publishing of Minutes Summary Reports
Meeting Efficiency (Legistar)	Included in the three days of onsite training if purchased with Legistar. If Meeting Efficiency is purchased standalone: Six 2-hour sessions for up to six attendees. <ol style="list-style-type: none"> 1. MediaManager Administration & Extra Tools 2. Pre-Meeting Steps 3. During Meeting Steps 4. Post Meeting Steps

	5. Review and Practice
Meeting Efficiency (Open Platform and Government Transparency only)	Six 2-hour sessions for up to six attendees. <ol style="list-style-type: none"> 1. MediaManager Administration & Extra Tools 2. Pre-Meeting Steps 3. During Meeting Steps 4. Post Meeting Steps 5. Review and Practice
Boards and Commissions	Two 1-hour, instructor-led, online training session for up to six attendees.
Legistar	<i>Pre-Training Call: One 1-hour online, instructor-led conversation to plan training sessions (optional)</i> Admin Training: Two 2-hour online, instructor-led sessions prior to onsite training. Three days onsite <ol style="list-style-type: none"> 1. Day 1: Project Overview, Drafter Training, Approver Training, and Agenda Generation Prep 2. Day 2: Agenda Generation, Live Manager, and Media Manager 3. Day 3: Minutes Processing, Workflow Review, and iLegislate 4. Day 4: Administration Review, Project Meeting, and Q&A Session (optional)
SpeakUp / eComment	Up to three 1-hour, instructor-led, online training session for up to six attendees.

Training Requirements:

- Client will ensure that training participants have a working familiarity with the standard Microsoft Windows conventions and terminology.
- On-site training locations will include one computer for use by each participant. Granicus will provide Client with instructions regarding the set up required for Client computers that will be used in training. Client will prepare all computers per the instructions provided prior to the training class start time.
- Deliverables:
 - Class outline and user roles involved
 - Training materials
 - Electronic copies of user manuals and quick reference guides for each functional module covered in training

MILESTONE 5: SCOPE-OF-WORK COMPLETE

Final acceptance will be based on successful deployment of the system, defined as:

- Integration tested (with ability to provide evidence of testing upon Client's request)
- End-to-end configuration and functionally tested
- Submitted feature requests or bugs will not prohibit a project from moving to scope of work complete. Client Success and Technical Support will take over ownership of these should they occur as the project transitions to them.
- Granicus will provide a plan to Client for post-implementation support
 - Introduction to Client Success

- Introduction to Customer Support

7. PRODUCT UPDATES AND FEATURE RELEASES

Granicus releases new software (bug fixes and enhancements) to cloud-based applications every 4 weeks. This takes place on Fridays starting at 10pm Pacific and usually do not last more than 4 hours.

- Not all releases have down time. Not all products are updated every 4 weeks.
- Software running on hardware will be updated by Granicus if a bug is reported or there is a major feature enhancement, or by client request.
- Updates to cloud-based software do not require any action from the client to install.

8. OUT-OF-SCOPE

This section captures the most common out-of-scope scenarios that Granicus encounters during the lifecycle of any given project. Granicus will not engage in any out-of-scope work without prior written approval from Client.

- Features requests can be submitted at no cost. These requests are selected for development at Granicus's discretion.
- Configuration of additional meeting bodies, templates or reports
- Creation of custom reports or additional reports
 - A custom report is defined as a report that requires modifications to either the core code of a Granicus product or the reporting engines. This includes, but are not limited to creating a brand-new data field that does not exist on any report, Adding a second logo to a report
 - Any custom report requests require a separate assessment and project scope. Billing for custom reports is assessed on an hourly basis at the current professional services rate.
- Requests to make modifications to API functionality
 - Any feasibility/data gap analysis to determine whether an API will be suitable for any Client integration or business need
 - Any custom programming/configuration done by a Granicus staff member or contractor to accomplish or in pursuit of accomplishing any API integration
 - Any request for support regarding a third-party integration not created by Granicus or its contractors
 - Any other API integration not clearly defined by this original scope of work
 - Billing for out-of-scope API integrations is assessed on an hourly basis at the current professional services rate.

9. ESCALATIONS

Client Team and the Granicus Project Manager or Implementation Specialist should feel empowered to make great decisions together if an issue arises. Polite and professional attempts to resolve any issue should be made. If an escalation is needed to resolve an issue either the Client Team or Granicus Project Manager/Implementation Specialist should feel comfortable escalating to the following leaders at Granicus.

Manager of Implementation

Currently Vacant
Email: TBD Phone: TBD

Director of Professional Services

Aaron Levin
Email: aaron.levin@granicus.com Phone: 415-357-3618 X1155

Hardware/Software Requirements

GRANICUS ENCODER AND CLEARCASTER

The Granicus Encoder and ClearCaster are designed to work together to provide government organizations with a complete streaming solution as well as temporary storage of archived video content (mp4 file). To achieve this, the ClearCaster streams video while the Granicus Encoder retrieves and then uploads that video and manages post processing. A benefit to using the devices together is if the ClearCaster fails to stream, the Granicus Encoder will act as a backup and begin streaming video.

The City of Gainesville already owns the required AMAX encoder for back up.

PHYSICAL SPECIFICATIONS

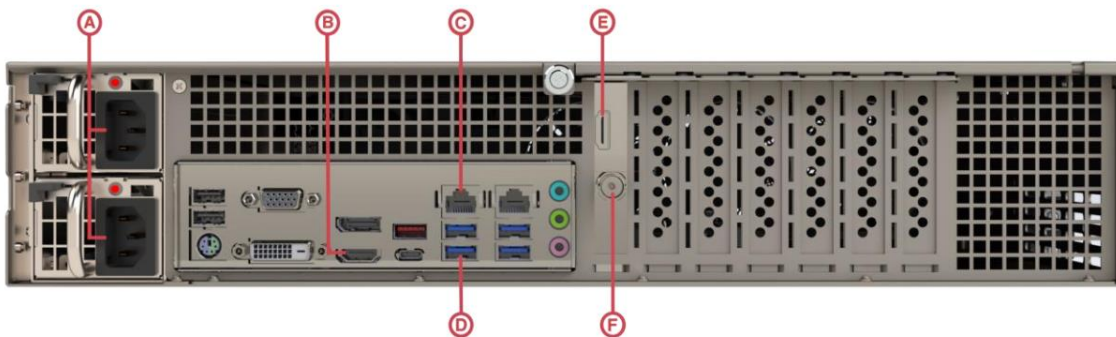
Granicus Encoder (AMAX)

The Granicus Encoder will mount in virtually all 2- or 4-post racks, as it front mounts much like a switch or router. It requires 2U (3.5") of rack space, is 17.7" deep, and weighs 35 lbs. Rail kit is standard. Tower kit is not currently available. Ideally installation will be in a secure, climate-controlled environment. • Dimensions: 17.7" D x 17.2" W x 3.5" H, 2U high • Mounting: Front mount, rail kit (standard) • Weight: 35lbs • Sound output during reboot: 80-85 dB • Sound output during normal operation: 60 dB

CLEARCASTER

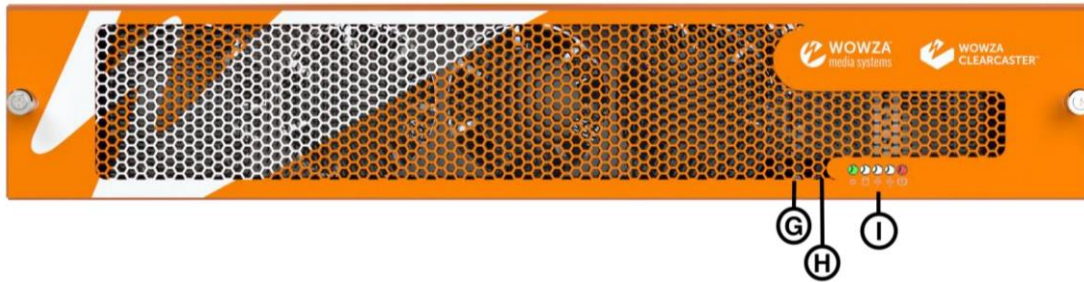
Ideally, ClearCaster installation will be in a secure, climate-controlled environment. • Dimensions: 17.3 in width, 3.5 in height, 16 in length • Mounting: Rack mountable

ClearCaster rear view:



- A. Power
- B. HDMI outputs
- C. Ethernet 1
- D. USB ports
- E. HDMI input (capture card)
- F. SDI Inputs (capture card and where your A/V should be connected)

ClearCaster front view:



G: Power button (located behind bezel) H: Reset button (located behind bezel) I. Indicator lights

POWER REQUIREMENTS

Following are the power requirements: • 120volt NEMA 5-15 plug (Granicus Encoder) • Power under load is 120 Watts and 0.965 Amps (Granicus Encoder) • 600W uninterruptible power supply 80 PLUS Platinum (ClearCaster)

The Granicus Encoder must be powered on at all times using an uninterruptible power supply provided by you, while the power supply for the ClearCaster will be provided by Wowza. If necessary, you may contact your project manager to purchase a redundant power supply through Granicus.

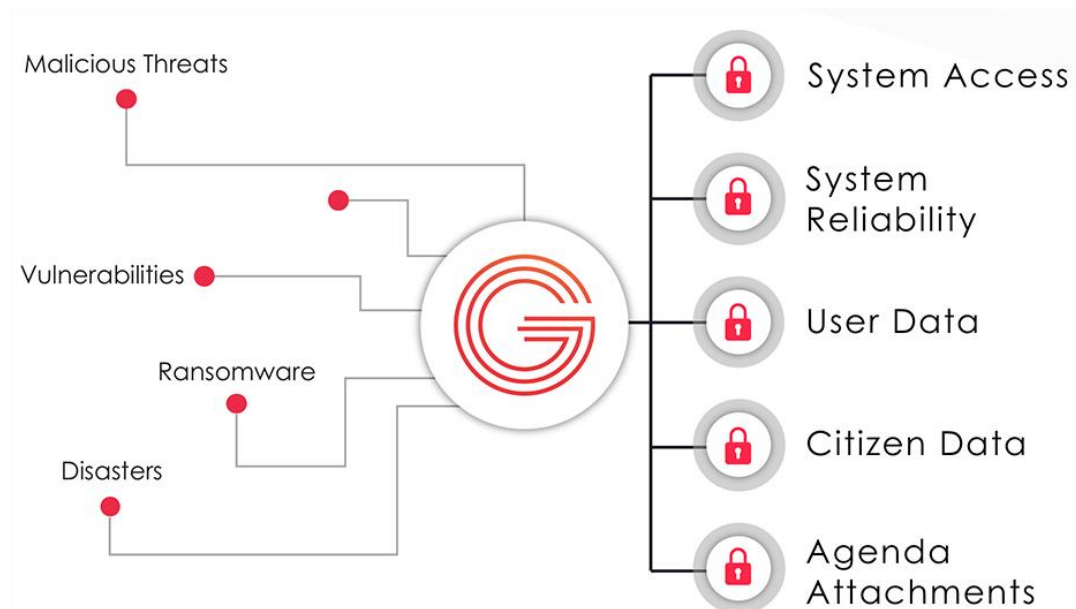
Link to all other Granicus govMeetings solutions Technical Specifications can be found here. [Granicus Support](https://support.granicus.com/customersupport/s/) (<https://support.granicus.com/customersupport/s/>)

Hosting and Security Overview

No other meeting and agenda management software provider invests as heavily in infrastructure as Granicus, whether that investment is in our datacenters or in the platform engineers who ensure that they operate flawlessly. Granicus views NIST 800-53 as the gold standard for application and infrastructure security. Additionally, the core of our govMeetings platform is hosted in two geographically-resilient datacenters, both of which are certified as Tier III by the Uptime Institute.

Granicus understands the impact of disruption and takes the necessary steps, in our infrastructure design and scale, to ensure the availability of your applications when you need them. Data in those applications is encrypted at rest and in transit using FIPS 140-2 validated encryption methods. The remainder of the suite is hosted in Amazon Web Services and all backups (from every application) are replicated to AWS datacenters.

Granicus partners with 4,200 government agencies to deliver seamless digital



experiences for millions of citizens. Government agencies use Granicus to communicate with people, manage meeting agendas, minutes and recordings, digitize records, and deliver citizen first websites and digital services. These critical services drive Granicus to prioritize security and privacy of data. Therefore, we adhere to best practices set in place by top government security organizations such as the National Institute of Standards & Technology (NIST) and our data centers meet SOC 1 & SOC (SSAE 16) requirements. Every day, we monitor and protect your information because, in short, your data and system security is our top priority.

DATA CENTER SECURITY

With Software-as-a-Service based solutions a robust and secure data center implementation is a necessity, not an option. Granicus Data Centers are designed for reliability and redundancy. Our data centers are guided by a “defense-in-depth”

security strategy to ensure reliable access of government data. With a 99.9% uptime, we are confident that customer data is consistently available.

Data Center Requirements

- Secure - SSAE-16 Accreditation
- Reliable Network – 7 ISP's
- Data Availability: 99.9% Uptime
- Off-site Backups
- Encrypted data at rest

Granicus Server Locations

Primary Data Center in Ashburn, VA. Off-site backups at AWS US East - 1.

Architecture & Data Center Redundancy

The Granicus Primary Data Center is architected with redundant systems to avoid any single point of failure to ensure that disruptions have minimal to no impact on the availability of Granicus applications.

Robust Security Layers

Granicus provides a series of protective security layers. These layers add additional deterrents and protection against potential hacks providing the best possible environment for your data and instances of the Granicus applications.

- Hosting facilities that meet or exceed Uptime Institute's Tier III standards that are engineered to ensure application and data availability and security
- Edge-to-edge security, visibility, and carrier-class threat management and remediation. We utilize industry-leading tools to compare real-time network traffic and flag any anomalies such as: Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, worms or botnets.
- Network issues: traffic and routing instability, equipment failures, or misconfigurations
- Hardened, stateful inspection firewall technology
- An Intrusion Detection System (IDS) utilizing signature-, protocol-, and anomaly-based inspection methods
- 24/7/365 firewall, VPN, and IDS support and maintenance

DATA SECURITY

Data Encryption

Granicus uses FIPS 140-2 validated cryptography standards created by NIST and required for all Federal Government agencies. We therefore encrypt all data - both in motion and at rest, at the highest level of Department of Defense (DOD) standard.

Additionally, Granicus solutions access data across the Internet from secure and encrypted TLS 1.2 SSL connections, ensuring the protection of in-motion data.

Network Access Controls

Access to Granicus servers requires the use of a VPN connection paired with multi-factor authentication requiring a YubiKey. A YubiKey is a key-sized device that plugs into your computer's USB slot, so that even if credentials are hacked, the physical security of YubiKeys ensures the system is still immune from replay-attacks, man-in-the-middle attacks, and a host of other threats.



PHYSICAL SECURITY

Granicus solutions are hosted in dedicated spaces at Tier III Certified data centers certified by the Uptime Institute. The data centers are also SOC 1 & SOC 2 (SSAE 16) certified, requiring five concentric security rings and constant monitoring of common and restricted areas. Security protocols required by these top certifications include:

- 24/7 armed security guards
- Card access, biometric fingerprint and iris scan identification systems throughout the facility
- "Mantrap" entry
- CCTV and recorders
- Perimeter fencing
- Motion detection hand geometry readers
- Redundant HVAC units to provide consistent temperature and humidity
- Environmental hazard sensors, including smoke detectors and floor water detectors
- Raised flooring to protect equipment from water damage
- Fire detection and suppression systems
- Redundant (N+1) UPS power subsystem with instantaneous failover

Redundancy – High Availability Architecture

Every component in the SaaS infrastructure is redundant. There are at least two of each hardware component that process the flow and storage of data. All network devices, including firewalls, load balancers, and switches are fully redundant and highly-available. All internet traffic is balanced across 7 ISP's for high availability and to ensure connectivity.

SECURITY MONITORING

Security Scanning

Because there's new security vulnerabilities being exposed every single day, Granicus takes a proactive approach to address them by scanning the application, host, and database layers every 30 days with updated security vulnerability reports.

Centralized Logging

Logs provide deep insights into application activity, including potential hack attempts. With centralized logging of all activities and changes across application host infrastructure, Granicus is able to aggregate the data to proactively monitor activity to discover potential threats.

Automated Virtual Server Management

Granicus servers are configured based on the Center of Internet Security's (CIS) best practices. The automated management of these servers means that our servers will rewrite settings back to the standard configuration every 30 minutes.

GRANICUS SUPPORT RESPONSE

SECURITY LEVEL	Description	Examples	Initial Customer Response Time
LEVEL 1	Emergency Incident represents a total outage; the product is unavailable or not accessible for use	<ul style="list-style-type: none"> govDelivery's admin.govdelivery.com is down or all sending is significantly delayed govMeetings web server is running but the application is non-functional or SQL-server errors that are not related to hardware govAccess website is unreachable by public users 	Within one (1) hour of notification by the customer of occurrence
LEVEL 2	Severely Impaired Incident occurs when a major feature of the product is not working and there is no workaround available, or the workaround is not acceptable and impacts the primary usability of the product	<ul style="list-style-type: none"> govDelivery's PageWatch sending is delayed by more than 20-30 minutes, sudden and significant deliverability issues or intermittent errors or low performance issues for some or many customers site operational but govMeetings modular functionality is non-operational Customer's auto-sender via the Civica website isn't working but emails can be sent manually govAccess error, where there is no means of circumvention, that renders an essential component of the content management tool non-functioning that did not occur at the time of the website launch and usually requires debugging of programming code 	Within four (4) hours of notification by the customer of occurrence
LEVEL 3	Impaired Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available – does not impact the basic usability of the product	<ul style="list-style-type: none"> govDelivery system not connecting to social media, single customer app/feature help, or database requests govMeetings system files won't upload, or text not rendering govAccess website works but there are problems with presentation 	Within one (1) business day of notification by the customer of occurrence

Resolution time will be based on the service or support request and regular follow-ups will be communicated with the customer on final resolution. Granicus shall use commercially reasonable efforts to resolve errors affecting non-essential components of Granicus Solutions, or errors that can be reasonably circumvented but errors that require debugging of programming code may need to be corrected during the next regular update cycle.

Ongoing Technical Support and Maintenance Services

The Granicus Customer Support Team is focused around a single common mission: provide our clients with high quality, responsive support across all our product families. We are a diverse team of dedicated professionals driven by the mission and call to public service who strive to be on the cutting edge of technology and innovation.

PHILOSOPHY AND TEAM CREDENTIALS

Teachers, public servants, musicians...this is just a sampling of the kinds of folks who embody the Granicus support organization. Despite our diverse backgrounds - we are all focused on one mission: to provide highly responsive world-class support to our local, state and federal clients.

We employ a large and distributed team of support representatives, senior representatives and team leads across the U.S. and the U.K. with our primary locations in Denver, Colorado and St. Paul, MN. In addition to our standard product training, all of our GovMeetings representatives undergo an intensive training process that includes an introduction to Robert's Rules of Order, the local legislative process, key state and local considerations (e.g. The Brown Act, Section 508 Compliance etc.) and technology-specific training.

We also employ a host of tools and systems that enable our team to better support our customers, including skill-based call routing, a centralized ticketing system, a robust knowledge base, remote support and desktop tools, and 24/7 monitoring of our cloud-based infrastructure.

OUR TEAM



Ernie Granillo

Director of Customer Support

Ernie started his career as an intern for the U.S. Department of Justice as a high school student in San Diego. Coming from a family of law enforcement, educators and military, Ernie continued his career as a programmer at the IT department of his alma mater, UC Riverside. Eventually making his way up to Oakland, C.A., Ernie joined the strategic communications and marketing department for the UC Office of the President where he oversaw all web and digital communications for over 200,000 UC employees and retirees. Ernie has been with Granicus since 2012 and now resides in Denver with his wife and son.



Travis Kozik

Senior Customer Support Engineer

Travis started his career in customer service while attending Film School. Travis's skills would eventually take him to Netflix, where he would work as a technical support representative and work his way up to running his own team. Travis joined Granicus with the goal of further honing his technical skills and has been with the company since 2016. Travis works out of Denver where he lives with his wife and 7 children.

CONTACTING OUR SUPPORT ORGANIZATION

Regular Support Hours (Phone, Email, Chat):
Monday-Friday, 9AM EST – 9pm EST

Extended Live Meeting and Video Streaming Support (Phone, Email):
Monday-Friday 9PM EST - Midnight

Phone:
(800) 314-0147 (US)
+44 (0) 800 032 7764 (Europe)

GRANICUS SUPPORT PORTAL - [SUPPORT.GRANICUS.COM](https://support.granicus.com)

The Granicus support portal is your 24/7 resource for user guides, knowledge base articles and training videos for all of our product offerings. Additionally - our users can sign up for weekly webinars/how-to sessions led by our support and services team. Users can also initiate a chat session with a live support agent during our standard business hours.

GRANICUS SYSTEM STATUS

Granicus customers can opt-in to receive email and or SMS text alerts to our online status page (status.granicus.com) that provides real-time information around product releases, service disruptions and outages for all of our products. Granicus support and engineering provides for 24/7 response and monitoring of all cloud-based systems and software.

PRODUCT UPDATES AND FEATURE RELEASES

Granicus releases new software (bug fixes and enhancements) to cloud-based applications every 4 weeks. This takes place on Fridays starting at 10pm Pacific and usually do not last more than 4 hours.

- Not all releases have down time. Not all products are updated every 4 weeks.
- Software running on hardware will be updated by Granicus if a bug is reported or there is a major feature enhancement, or by client request.
- Updates to cloud-based software do not require any action from the client to install.

SUPPORT SERVICE LEVELS AND PRIORITY LEVELS

Granicus is dedicated to providing the highest levels of support to our customers. To ensure that each support case is handled efficiently, we commit to the below service levels.

PRIORITY 1: EMERGENCY

Initial response: Within at least one hour

Severe application problem that causes productivity to cease for a large number of staff or complete loss of service to either website or intranet (application-related site outage).

Examples:

- Web server is running but application is non- functional
- SQL-server errors not related to hardware

PRIORITY 2: HIGH

Initial response: Within at least four business hours

Application or service is degraded but is available. A work-around is possible or a brief loss of service is acceptable. Impacts only a small group or causes work to cease for an individual staff member.

Example:

Granicus site is operational but search, calendar or other modular functionality is impaired

PRIORITY 3: MEDIUM

Initial response: Within at least one business day

Moderate business impact; issues have affected productivity. A work-around may exist or the problem is for a non-business-critical task.

Examples:

- File attachments won't upload
- Text is not rendering correctly

PRIORITY 4: LOW

Initial response: Within at least three business days

Limited business impact. Requests can be scheduled.

Examples:

- Programmatic change to back-end or front-end to improve efficiency
- Distribution of all patches and upgrade