



Master Subscription Agreement US/Canada

This Master Subscription Agreement (“**Agreement**”) is effective as of the date last signed below (“**Effective Date**”) between Client (“**Client**”) and Granicus, LLC, a Minnesota Limited Liability Company for those Clients residing in the US, or Granicus Canada Holdings, U.L.C., an unlimited liability corporation for those Clients residing in Canada (“**Granicus**”).

1. **Definitions.** For the purpose of this Agreement, the following terms have the corresponding definitions:

“**Content**” means any material or data: (i) displayed or published on Client’s website; (ii) provided by Client to Granicus to perform the Services; or (iii) uploaded into Products.

“**Products**” means the online or cloud subscription services, on premise software, and embedded software licensed to Client, and hardware components purchased by Client under this Agreement;

“**IP Rights**” means all current and future worldwide statutory or other proprietary rights, whether registered or unregistered, including but not limited to, moral rights, copyright, trademarks, rights in designs, patents, rights in computer software data base rights, rights in know-how, mask work, trade secrets, inventions, domain or company names and any application for the foregoing, including registration rights.

“**Order**” means a binding proposal, written order, or purchasing document setting forth the Products made available to Client pursuant to this Agreement;

“**Services**” means the consulting, integration, installation, and/or implementation services to be performed by Granicus as described in the SOW;

“**SOW**” means a statement of work attached to this Agreement and agreed to by the parties that references this Agreement and describes the Services and Deliverables provided as part of a Services engagement pursuant to the Services provisions set forth in this Agreement. Any SOW attached to any renewal order shall also be incorporated by reference into this Agreement.

“**Addendum**” means the specific amendments to the Agreement attached to this Agreement, which supersede and replace specific sections of the Agreement and Order as detailed therein.

2. **Intellectual Property Ownership and Use Rights.**

a) **Intellectual Property Ownership.** Granicus and its licensors own all IP Rights in the Products. Client and its authorized users have no right, title or interest in the Products other than the license rights expressly granted herein. All rights not expressly granted in the Products are reserved by Granicus or its licensors.

b) **License to Products.** Granicus hereby grants Client a non-exclusive, non-transferable license to access and use the Products identified in the Order during the Term set forth therein. In addition to the terms of this Agreement and the Order, product-specific license terms applicable to certain of the Products can be found at www.Granicus.com/legal/licensing and are hereby incorporated into this

Agreement by reference. Granicus reserves all right, title and interest in and to all Granicus Products, including all rights not expressly granted to Client under this Agreement.

c) **Third Party Contractors.** Client may permit its third-party contractors to access and use the Products solely on behalf of and for the benefit of Client, so long as: (i) such contractor agrees to comply with this Agreement as if it were Client; (ii) Client remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the Products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the Services rendered to Client that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the Products and uninstall and destroy all confidential or proprietary Granicus information in its possession. Client will certify compliance with this section in writing upon Granicus' request.

d) **Data Sources.** Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee. Granicus will not sell, use, or disclose any personal information provided by Client for any purpose other than performing Services subject to this Agreement. Granicus agrees to comply with all applicable data protection laws and regulations when handling Client's data.

e) **Content.** Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus does not own the Content submitted by Client nor is Granicus responsible for any Content used, uploaded or migrated by Client or any third party.

f) **Advertising.** Client shall not use Products to promote products or services available for sale through Client or any third party without Granicus' prior written consent.

g) **Restrictions.** Client shall not:

- (i) Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;
- (ii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iii) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (iv) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (v) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part.

3. **Term; Termination.**

a) **Agreement Term.** This Agreement begins on the Effective Date and remains in effect for the period set out in the Order ("**Initial Term**"). Thereafter, this Agreement will continue in effect until all

Orders or SOWs have expired or been terminated.

b) **Order Term.** Each Order will be effective on the date set out therein and will remain in effect during the Initial Term identified in such Order. Each Order will automatically renew for twelve (12) month terms (each, a “**Renewal Term**”) unless either party gives the other party notice of non-renewal within thirty (30) days of notification of price change as described in Section 4.d. The Initial Term and all Renewal Terms are collectively, the “**Term**”.

c) **SOW Term.** Each SOW will begin on the effective date of the SOW and will remain in effect until the Services are completed, this Agreement is terminated, or the termination date set out in the SOW (the “**Termination Date**”), whichever is later. If no specific Termination Date is designated in the SOW, Client may terminate the SOW upon thirty (30) days written notice to Granicus.

d) **Termination for Default.** Either party may terminate this Agreement or any Order or SOW by written notice if the other party commits a material breach of this Agreement or the applicable Order or SOW and fails to cure such breach within thirty (30) days after receipt of such notice, or an additional period of time as agreed to by the parties.

e) **Non-Appropriation.** Client may terminate this Agreement or any Order or SOW by providing Granicus written notice during the Renewal Term for lack of appropriation so long as Client has made best efforts to secure the necessary consents for renewal and obtain appropriate funds for payment of the fees.

f) **Effect of Termination.** Upon expiration or termination of an Order or SOW for any reason:

- (i) Client’s right to access and use the Products will cease thirty (30) days after termination, allowing sufficient time for data extraction and transition (except for perpetual licenses granted under an Order, which will continue to be governed by this Agreement for the duration of the license);
- (ii) Client will remit any outstanding fees due to Granicus within forty-five (45) days of receipt of the final invoice;
- (iii) Granicus will cease performance of any Services within thirty (30) days of the effective termination date;
- (iv) Both parties will return or destroy any Confidential Information of the other party in their possession within thirty (30) days of termination and certify compliance with this requirement in writing upon request. Each party will ensure that all data and content, including backups, are completely erased and not recoverable. Client will have ninety (90) days from the expiration date of a subscription to extract or download any Content stored in the Products. Granicus is obligated to assist the Client in extracting data upon termination to ensure no data loss occurs during the transition, subject to a mutually agreed-upon fee for such services. Granicus will retain the Client's Content only for the specified thirty (30)-day period after termination. If a separate written agreement is in place and additional fees are paid, Granicus will extend support for data extraction beyond the initial thirty (30) days.

g) **Survival.** Sections 4 (Fees, Payment), 9 (Confidentiality), 10 (Indemnification), 11 (Limitation of Liability), 13 (Governing Law) and any other clause that by its nature is intended to survive will survive termination of this Agreement indefinitely or to the extent set out therein.

4. **Fees; Payment.**

a) **Fees.** Client will pay all fees, costs and other amounts as specified in each Order or SOW. Annual fees are due upfront at the beginning of each annual term. Services fees and one-time fees are due according to the billing frequency specified in each Order or SOW. Client will remit payment of the fees due within sixty (60) days of receipt of an undisputed invoice from Granicus. Granicus may suspend Client's access to any Products if there is a lapse in payment not remedied within sixty (60) days after notice to Client. A lapse in the Term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees are exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).

b) **Payment.** Client will remit payment of the fees due within sixty(60) days of receipt of an accurate invoice from Granicus or its authorized reseller, or if Client is subject to different payment terms imposed by applicable regulation, such required payment duration. Any disputed amounts will be identified in writing to Granicus within the payment period or be deemed accurate and payable. With respect to any amount due to Granicus which is not paid within sixty (60) days of an undisputed invoice, Granicus may apply interest at the rate of one and half percent (1.5%) per month, or such lesser amount required by law, assessed from the due date through the date of payment. Client acknowledges and agrees that orders placed by Client for Products and Services will be non-cancellable and the fees paid are non-refundable unless otherwise expressly stated in the Agreement.

c) **Purchase Orders.** Upon request, Granicus will reference a purchase order number on its invoices if Client provides the corresponding purchase order information to Granicus prior to generating the invoice. Client agrees that a failure to provide Granicus with purchase order information will not relieve Client of its obligations to provide payment in accordance with this section.

d) **Price Changes.** Subject to any price schedule or pre-negotiated fees to which this Agreement or an Order may be subject, Granicus will provide notice of any proposed price changes prior to the end of the current Term. No price change will become effective unless the Client provides written consent. Such notification may be made via Order, email, or invoice provided by Granicus. Renewals at the same volume amount will not increase more than ten percent (10%) over the prior year's fees, provided the Client consents in writing. Purchases of additional Products will be at Granicus' then-current price and licenses, subject to volume or transaction metrics, and will be reviewed annually prior to commencement of the Renewal Term, with fees adjusted to cover increases in Client's use, contingent upon the Client's written approval.

e) **Cooperative Purchasing.** To the extent permitted by law the terms of this Agreement may be extended for use by other municipalities, school districts and governmental agencies. Orders and SOWs entered into by such third parties are independent agreements between the third party and Granicus and do not affect this Agreement or any Order or SOW between Granicus and Client.

f) **Overages.** For any Products or Services purchased in tiers, with volume caps, specified number of users, or other measured metrics, it is the Client's responsibility to purchase up to the level of use needed by Client. Any overage will be charged to Client at the then-current rate for such tier or volume, or the rate set forth in Client's pricing arrangements with Granicus or Granicus resellers.

5. **Client Responsibilities.**

a) **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property,

privacy or other legal rights of any third party. Content or data provided by Client and contact information gathered through Client's own web properties or activities will remain the property of Client. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client. In addition, Content does not include data generated by use of the Products, including system data and data derived from Content in an aggregated and anonymized form, which may be used by Granicus for any and all business purposes including diagnostics and system and product improvements.

b) **Data Backup and Protection.** Client will maintain a back-up of any data or data files provided to Granicus. For certain Products, Granicus offers functionality that requires subscribers to enable password protection of subscriber profiles and associated data. Client assumes all responsibility for implementing and enforcing this security functionality in its sole discretion.

c) **Passwords.** Sign-on credentials used to access the Products are non-transferable. Client is responsible for keeping all passwords secure and for all use of the Products through Client's sign in credentials.

d) **Cooperation.** Client will provide any assistance reasonably required by Granicus to perform the Services, including timely review of plans and schedules for the Services and reasonable access to Client's offices for Services performed onsite.

e) **Third-Party Technology.** Client will be responsible for securing all licenses for third party technology necessary for Granicus to perform the Services (including the right for Granicus to use such technology) and will be responsible for the performance of any third-party providing goods or services to Client related to the Services, including such third party's cooperation with Granicus.

f) **Use of Messaging Services.** Client may use Products to send emails and messages to users and third parties. Client is solely responsible for any such message and their content, including securing the legal right to send the message. Messages may be blocked, delayed, or prevented from being delivered by destination servers and other reasons outside of Granicus' control, and there is no warranty that messages will reach their intended destination in a given timeframe.

6. **Support.** Basic support and maintenance services provided to Client for Products ("Support") is included in the fees paid for the Granicus Product subscription or maintenance during the Term and will be provided in accordance with the Service Level Agreement set forth at www.granicus.com/legal/licensing. Granicus may update its Support obligations under this Agreement, so long as the level of Support agreed to by the parties is not materially diminished due to such modification.

7. **Representations; Warranties; Disclaimers.**

a) **Representations.** Each Party represents that it has validly entered into this Agreement and has the legal power to do so.

b) **Warranties:**

(i) Each party warrants that it has the rights necessary to grant to the other party the licenses granted in this Agreement.

(ii) Granicus warrants that it will perform its obligations in a professional and workmanlike manner in accordance with industry standards.

(iii) Client's sole and exclusive remedy and Granicus' sole obligation for breach of the warranties in this Section are as follows: (i) for a breach of the warranty in Section 7.b.(i), the indemnity in Section 10 of this Agreement; and (ii) reperformance of the non-conforming Services for a breach of the warranty in Section 7.b.(ii), provided that Client notifies Granicus of a non-conformity in this Section during the thirty (30) day period following Granicus' completion of the applicable Services.

c) **Disclaimers.** EXCEPT AS EXPRESSLY STATED IN THIS THIS SECTION, THE PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND GRANICUS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. GRANICUS DOES NOT WARRANT THAT PRODUCTS OR SERVICES WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.

8. **Services.**

a) Granicus will perform Services in accordance with this Agreement and the SOW. Granicus is not obligated to provide any Services unless set out in the SOW. Unless otherwise set out in the SOW or as agreed to by the parties the Services will be performed remotely. Any estimates provided in the SOW, including expected hours to complete the Services and any timeline provided by Granicus, are based on known functional requirements and technical environments as of the effective date of the SOW. Changes or delays in the work schedule originating with Client are subject to the project change procedure and may result in an increase in fees.

b) Granicus grants Client a non-exclusive, non-transferable, royalty-free, perpetual license to use the Deliverables on behalf of and for the benefit of Client independently and with the Products. Granicus retains all right, title and interest to the Deliverables except for those rights expressly granted to Client and reserves all rights not otherwise expressly granted herein. Deliverables and Services are deemed accepted upon delivery unless otherwise set forth in a SOW. "**Deliverable(s)**" means any computer software, and related written documentation, reports or materials developed by Granicus;

c) Any modifications to the Services must be in writing and signed by authorized representatives of each party. Granicus personnel performing Services at Client's offices will comply with Client's policies and procedures in effect at such location.

d) If agreed to by the Parties in the SOW, Client will also pay for all reasonable travel-related and out-of-pocket expenses incurred by Granicus in the performance of the Services in accordance with Client's travel and expense policy which will be provided to Granicus in writing (or Granicus' policy if none is provided by Client) and which will be billed monthly and due thirty (30) days following date of invoice.

9. **Confidentiality.** During performance of the Services, each party may receive Confidential Information of the other party.

a) "**Confidential Information**" means all confidential and/or trade secret information of either party ("**Disclosing Party**"), including but not limited to: (i) Granicus' Products; (ii) non-public information if it is clearly and conspicuously marked as "confidential" or with a similar designation at the time of disclosure; (iii) non-public information of the Disclosing Party if it is identified as confidential and/or proprietary before, during, or promptly after presentation or communication; and (iv) any information that should be reasonably understood to be confidential or proprietary given the nature of the information and the context in which disclosed, in each case that is disclosed to the other party ("**Receiving Party**") or to which the Receiving Party gains access in connection with performance of the Services. **Confidential Information** does not include information that: (i) is or becomes generally known to the public through no fault of, or breach of this Agreement by, the Receiving Party; (ii) is rightfully in the Receiving Party's possession at the

time of disclosure without an obligation of confidentiality; (iii) is independently developed by the Receiving Party without use of the disclosing party's Confidential Information; (iv) is rightfully obtained by the Receiving Party from a third party without restriction on use or disclosure; (v) is required to be disclosed by the Receiving Party pursuant to law, rule, regulation, subpoena, or court order, including but not limited to the California Public Records Act (CALIFORNIA PUBLIC RECORDS ACT GOVERNMENT CODE SECTION 6250 ET SEQ.); (vi) is disclosed due to a rule, order, referral, or request, including without limitation any rule, order, referral, or request of Client's City Council; or (vii) is disclosed as part of the Client's customary contract approval process.

b) Subject to freedom of information, government transparency, or similar applicable law, each Receiving Party will receive and hold any Confidential Information in strict confidence and will: (i) protect and safeguard the Confidential Information against unauthorized use, publication or disclosure; (ii) not reveal, report, publish, disclose, transfer, copy or otherwise use any Confidential Information except as specifically authorized by the Disclosing Party; (iii) not use any Confidential Information for any purpose other than in performance of this Agreement; (iv) restrict access to Confidential Information to those of its advisors, officers, directors, employees, agents, consultants, contractors, and lobbyists who have a need to know, who have been advised of the confidential nature thereof, and who are under express written obligations of confidentiality or under obligations of confidentiality imposed by law or rule; and (v) exercise at least the same standard of care and security to protect the confidentiality of the Confidential Information received by it as it protects its own confidential information, but no less than a reasonable degree of care.

c) If a Receiving Party is requested or required in a judicial, administrative, or governmental proceeding to disclose any Confidential Information, it will notify the Disclosing Party as promptly as practicable so that the Disclosing Party may seek an appropriate protective order or waiver for that instance, unless such notification is prohibited by law or judicial order.

d) The foregoing obligations do not apply to information that: (i) is already public or becomes available to the public through no breach of this section; (ii) was in the Receiving Party's lawful possession before receipt from the Disclosing Party; (iii) is lawfully received independently from a third party who is not bound by a confidentiality obligation; or (iv) is independently developed by or on behalf of the Receiving Party without use of any Confidential Information.

e) Upon written request of the Disclosing Party, the Receiving Party agrees to promptly return or destroy all Confidential Information in its possession, and certify its destruction in writing, provided that the Receiving Party may retain a copy of the returned or destroyed items for archival purposes in accordance with its records retention policies and subject to this section.

f) Disclosing Party may be irreparably damaged if the obligations under this section are not enforced and as such may not have an adequate remedy in the event of a breach by Receiving Party of its obligations hereunder. The parties agree, therefore, that Disclosing Party is entitled to seek, in addition to other available remedies, an injunction restraining any actual, threatened, or further breaches of the Receiving Party's obligations under this section or any other appropriate equitable order or decree. Any such relief sought must be initiated within thirty (30) days of the breach or threatened breach becoming known to the Disclosing Party.

10. **Indemnification.**

a) Granicus will defend, indemnify, and hold the Client harmless from and against all losses, liabilities, damages, and expenses, including reasonable attorney fees (collectively, "Losses"), arising from any claim or suit by an unaffiliated third party that:

- (i) The Products or Deliverables, as delivered to the Client and when used in accordance with this Agreement and the applicable Order or SOW, infringe a valid U.S. copyright or U.S. patent issued as of the date of the applicable Order or SOW (a "Claim"); or
- (ii) Any negligent, grossly negligent, or willful misconduct actions or omissions by Granicus or its employees, agents, or subcontractors in the performance of this Agreement.

b) To the extent permitted by applicable law, Granicus will have control of the defense and reserves the right to settle any Claim. However, Granicus will not agree to any settlement which requires acknowledgment of fault or incurs liability on the part of an indemnified party not otherwise covered by this indemnification without the Client's prior written consent. The Client must notify Granicus promptly of any Claim and provide reasonable cooperation to Granicus, upon Granicus' request and at Granicus' cost, to defend such Claim. The Client may elect to participate in the defense of any Claim with counsel of its choosing at its own expense.

c) If the Products or Deliverables are subject to a claim of infringement or misappropriation, or if Granicus reasonably believes the Products or Deliverables may be subject to such a Claim, Granicus will: (i) replace the affected Products or Deliverable with non-infringing functional equivalents; (ii) modify the affected Products or Deliverable to render them non-infringing; or (iii) terminate this Agreement or the applicable Order or SOW with respect to the affected Granicus Product or Deliverable and refund to the Client any prepaid fees for the then-remaining portion of the Order or SOW Term. Granicus will use its best efforts to implement options (i) or (ii) before resorting to option (iii).

d) Granicus will have no obligation to indemnify, defend, or hold the Client harmless from any Claim to the extent it is based upon: (i) a modification to the Granicus Product or Deliverable by anyone other than Granicus; (ii) a modification made by Granicus pursuant to the Client's required instructions or specifications or in reliance on materials or information provided by the Client; (iii) combination of the Products or Deliverable with non-Granicus software or data, unless such combination was performed or approved by Granicus; or (iv) the Client's (or any authorized user of the Client) use of any Products or Deliverables other than in accordance with this Agreement.

e) This section sets forth the Client's sole and exclusive remedy, and Granicus' entire liability, for any Claim that the Products, Deliverables, or any other materials provided by Granicus violate or infringe upon the rights of any third party. Notwithstanding the foregoing, Granicus' indemnification obligations shall not apply in cases of gross negligence, willful misconduct, or if indemnification is not allowed under applicable law

11. **Limitation of Liability.**

a) EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, , INCLUDING LIABILITY FOR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR ANY: (I) SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OR DAMAGE TO DATA, LOST PROFITS, SALES, BUSINESS, GOODWILL OR ANTICIPATED SAVINGS, WHETHER AN ACTION IS IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b) IN NO EVENT, EXCEPT FOR CLIENT'S OBLIGATIONS TO PAY AMOUNTS DUE UNDER THE ORDER OR SOW, OR GRANICUS' INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 10 (INDEMNIFICATION), WILL EITHER PARTY'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS ARISING IN CONNECTION WITH THIS AGREEMENT (IN TORT (INCLUDING NEGLIGENCE), CONTRACT OR OTHERWISE) EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO GRANICUS IN THE THIRTY SIX (36) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM.

12. **Integration of SOWs, Orders, and Addenda.** This Agreement, together with any Statements of Work (SOWs), Orders, and Addenda attached hereto or incorporated by reference, constitutes the entire agreement between the parties and supersedes all prior agreements, proposals, or understandings, whether written or oral, concerning its subject matter. The terms of this Agreement shall govern and take precedence over any conflicting terms in the Orders, SOWs, Addenda, Response to RFP, or RFP. In the event of any inconsistencies, the following order of precedence shall apply:

- a) This Agreement;
- b) The Addendum;
- c) The Order;
- d) The SOW;
- e) The Response to RFP; and
- f) RFP.

No modification, amendment, or waiver of any provision of this Agreement shall be effective unless in writing and signed by both parties. Any references to this Agreement shall be deemed to include all SOWs, Orders, and Addenda.

13. **Cybersecurity and Data Protection.**

a) **Data Protection Compliance:** Each party shall comply with all applicable data protection and privacy laws and regulations, including but not limited to the California Consumer Privacy Act (CCPA) and the General Data Protection Regulation (GDPR) where applicable. Both parties agree to implement and maintain appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing, accidental loss, destruction, or damage.

b) **Data Security Measures:** Granicus shall implement and maintain robust security measures designed to protect Client's data. Such measures shall include, but not be limited to:

- (i) **Encryption:** Use of industry-standard encryption protocols for data in transit and at rest.
- (ii) **Access Controls:** Strict access controls, including multi-factor authentication, to ensure that only authorized personnel have access to Client's data.
- (iii) **Regular Audits:** Conducting regular security audits and vulnerability assessments to identify and address potential security risks.
- (iv) **Security Policies:** Maintenance of comprehensive security policies and procedures, regularly reviewed and updated to reflect emerging threats and best practices.

c) **Incident Response:** In the event of a data breach or security incident involving Client's data, Granicus shall:

- (i) Notify Client without undue delay, but no later than seventy-two (72) hours after becoming aware of the incident.
- (ii) Provide detailed information about the breach, including the nature of the incident, the data affected, potential consequences, and measures taken or proposed to address the breach.
- (iii) Cooperate fully with Client in any investigation and mitigation efforts, including providing access to relevant records and personnel.

- d) Data Backup and Recovery: Granicus shall:
 - (i) Regularly back up Client's data to ensure data integrity and availability.
 - (ii) Implement and maintain comprehensive disaster recovery and business continuity plans to restore data and services in the event of a system failure or data loss incident.
 - (iii) Provide Client with documentation containing summaries of backup and recovery procedures upon request.

- e) Access Control and Monitoring: Granicus shall:
 - (i) Implement strict access controls to ensure only authorized personnel have access to Client's data.
 - (ii) Maintain detailed logs of all access to Client's data, monitoring for unauthorized access or suspicious activity.
 - (iii) Review and update access controls regularly to reflect changes in personnel and roles.

- f) Data Deletion and Retention: Upon termination of this Agreement, Granicus shall:
 - (i) At Client's discretion, either return or securely delete all Client data within thirty (30) days.
 - (ii) Certify in writing that all data has been returned or securely deleted in accordance with Client's instructions.
 - (iii) Ensure that all data and content, including backups, are completely erased and not recoverable.

- g) Third-Party Subprocessors: Granicus shall:
 - (i) Not engage any third-party subprocessors to process Client's data without prior written consent from Client.
 - (ii) Ensure that any approved subprocessors are subject to equivalent data protection obligations as those set forth in this Agreement.
 - (iii) Provide Client with a list of all approved subprocessors and promptly notify Client of any changes to this list.

- h) Audit Rights: Client shall have the right to review relevant documentation and request demonstrations of compliance with security measures.

- i) Employee Training: Granicus shall:
 - (i) Ensure that its employees and contractors receive regular training on data protection and cybersecurity best practices.
 - (ii) Maintain records of training sessions and attendance to demonstrate compliance with this requirement.

- j) Data Subject Rights: Granicus shall:
 - (i) Assist Client in responding to any requests from data subjects to exercise their rights under applicable data protection laws, including access, rectification, erasure, and data portability requests.
 - (ii) Implement procedures to promptly address such requests and ensure compliance within required timeframes.
- k) Data Minimization and Purpose Limitation: Granicus shall:
 - (i) Ensure that personal data is collected and processed only to the extent necessary for the performance of the Services.
 - (ii) Use personal data solely for the purposes specified in this Agreement and not for any other purpose without Client's explicit consent.
- l) Data Protection Impact Assessments: Where required by applicable law, Granicus shall:
 - (i) Conduct data protection impact assessments (DPIAs) to identify and mitigate risks associated with data processing activities.
- m) Data Transfer Restrictions: Granicus shall:
 - (i) Ensure that any transfer of personal data outside of the jurisdiction of origin complies with applicable data protection laws, including implementing appropriate safeguards such as standard contractual clauses or binding corporate rules.
 - (ii) Notify Client of any intended cross-border data transfers and obtain Client's prior written consent.

14. General

- a) **Force Majeure.** With the exception of payment obligations, any delay in the performance by either party of its obligations hereunder will be excused when such delay in performance is due to any cause or event of any nature whatsoever beyond the reasonable control of such Party, including, without limitation, any act of God; any fire, flood, or weather condition; any computer virus, worm, denial of service attack; any earthquake; any act of a public enemy, war, insurrection, riot, explosion or strike; provided, that written notice thereof must be given by such Party to the other Party within fifteen (15) days after occurrence of such cause or event.
- b) **Independent Contractor.** Each party is an independent contractor and employees of each party are not considered to be employees of the other party. No agency, partnership, joint venture or other joint relationship is created by this Agreement. The parties shall not make any commitments binding on the other or make any representation that they are acting for, or on behalf of, the other. Each party assumes full responsibility for the actions of its personnel while performing the Services and such party will be solely responsible for the supervision, daily direction, control of its personnel, and for the payment of all of their compensation and any taxes related thereto.
- c) **Publicity.** Neither party will use the name of the other party in publicity releases or similar activity without the consent of the other party, except Granicus may include Client's name and logo in client lists and similar communications.

d) **Waiver.** No waiver of any breach of any provision of this Agreement or the SOW by either party or the failure of either party to insist on the exact performance of any provision of this Agreement or the SOW will constitute a waiver of any prior, concurrent or subsequent breach of performance of the same or any other provisions hereof, and no waiver will be effective unless made in writing.

e) **Notices.** Other than routine administrative communications, which may be exchanged by the Parties via email or other means, all notices, consents, and approvals hereunder will be in writing and will be deemed to have been given upon: (i) personal delivery; (ii) the day of receipt, as shown in the applicable carrier's systems, if sent via FedEx, UPS, DHL, or other nationally recognized express carrier; (iii) the third business day after sending by U.S. Postal Service, First Class, postage prepaid, return receipt requested; or (iv) sending by email, with confirmed receipt from the receiving party. Either Party may provide the other with notice of a change in mailing or email address in which case the mailing or email address, as applicable, for that Party will be deemed to have been amended. The mailing and email addresses of the Parties are as follows:

Granicus	Client	
Contracts	ATTN:	Eleanor Manzano, City Clerk
1152 15 th Street NW, Suite 800 Washington DC 20005	Address:	415 Diamond Street, Redondo Beach, CA 90277
1-800-314-0147	Phone:	310-697-3737
contracts@granicus.com	Email:	eleanor.manzano@redondo.org

f) **Severability.** If any provision of this Agreement, Order, or SOW, or portion thereof, is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, such provision will be severed and the remaining provisions of the Agreement, Order or SOW will remain in full force and effect.

g) **Assignment.** Neither Party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party (such consent not to be unreasonably withheld). Notwithstanding the foregoing, either Party may assign this Agreement to an affiliate or to a successor in interest resulting from the acquisition of all, or substantially all, of the assigning party's business by means of merger, stock or asset purchase, or otherwise, provided that written notice is given to the other Party. Any assignment or attempted assignment in violation of this Agreement will be null and void. This Agreement will bind and inure to the benefit of each party's permitted successors and assigns.

h) **Amendment.** This Agreement may not be amended or modified except by a written instrument signed by authorized representatives of both Parties.

i) **Applicable Law.** Each party will, at all times, exercise its rights and perform its obligations under this Agreement in compliance with all applicable law, rules, and regulations.

j) **Headings.** The various section headings of this Agreement are inserted only for convenience of reference and are not intended, nor will they be construed to modify, define, limit, or expand the intent of the Parties.

k) **No Third-Party Beneficiaries.** This Agreement is binding upon and insures solely to the benefit of the Parties hereto and their respective permitted successors and assigns; there are no third-party beneficiaries to this Agreement.

- l) **Conflict of Interest.** Granicus certifies that it is not engaged in any current project or business transaction, directly or indirectly, nor has it any interest, direct or indirect, with any person or business that might result in a conflict of interest in the performance of the Agreement, Order, or SOW.
 - m) **Anti-Corruption.** Neither Party has received or been offered any illegal or improper bribe, kickback, payment, gift, or item of value from an employee or agent of the other Party in connection with this Agreement. If Client learns of any violation of the above restriction, Client shall immediately notify Granicus.
 - n) **Discrimination and Harassment Prohibited.** Each Party will comply with all applicable local, state and federal laws and regulations prohibiting discrimination and harassment.
15. **Governing Law.** If Client is a public entity (a state or any agency or authority thereof, or county, city or town, public educational institution or other entity that serves a public purpose), this Agreement will be governed by and construed in accordance with the laws of the state in which the public entity is located, with venue being a court of competent jurisdiction within such state. If Client is the Federal government of the United States or any branch or agency thereof, this Agreement will be governed by the laws of the United States with venue being any Federal district court of competent jurisdiction. If Client is a private or commercial entity, this Agreement will be governed by the laws of the state of California, without reference to the state's conflict of law principles, with exclusive jurisdiction of the state and federal courts located in the County of Los Angeles, California. If Client is located in Canada, this Agreement will be governed by the laws of the Province of Ontario with suit brought only in the General Division of the Ontario Court of Justice. No applicable principals of conflicts of laws, imputed terms of the Uniform Commercial Code, or the United Nations Convention on contracts for the international sale of goods will apply to this Agreement.
16. **Entire Agreement.** This Agreement and Orders and SOWs governed by this Agreement constitutes the entire agreement between Granicus and Client, and supersedes all prior agreements, requests for proposals or pricing and the corresponding responses, understandings, representations or correspondence relevant to the subject matter hereof. Perpetual licenses granted to Client under prior agreements remain in full force and effect. Inconsistencies between documents will be resolved in the following order: (i) this Agreement; (ii) Orders and SOWs; (iii) all other purchase documents executed by the parties (except for any pre-printed or standard terms contained on purchase orders which shall have no force or effect); (iv) Granicus' response to Client's RFI, RFP, RFQ; and (v) Client's RFI, RFP, RFQ. If Client issues a purchase order, Granicus hereby rejects any additional or conflicting terms appearing on the purchase order or any other ordering materials submitted by Client. Client has not been induced to enter into this Agreement or the SOW by any representations or promises not specifically stated herein.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly-authorized representatives on the Effective Date set forth below.

Granicus

By: 
8889E1DAE870450...


(Authorized Signature)

Name: Cale Brakke

(Print or Type Name of Signatory)

Title: Contracts Manager

Date: 7/9/2024 | 8:34 AM MDT


0F7DAA9D3DAD473...
Alex Bern, Contracts Manager
7/9/2024 | 8:53 AM CDT

Client

By: _____

(Authorized Signature)

Name: James A. Light

(Print or Type Name of Signatory)

Title: Mayor

Date: _____

ATTEST:

Eleanor Manzano, City Clerk

APPROVED AS TO FORM:

Michael W. Webb, City Attorney

EXHIBIT “ADDENDUM”
GRANICUS LLC AGREEMENT - ORDER #: Q-352625

This Addendum amends specific sections of the Agreement attached as the Granicus Proposal for Redondo Beach, CA of the Granicus, LLC contract for the City of Redondo Beach, CA. The changes are as follows:

1. Amendment to Page 2/10:

The following language shall replace and supersede the current language on page 2/10, Paragraph 4, regarding the Pricing Summary.

Current Language:

Upon the deployment of Client's new solution as determined at Granicus' sole discretion, Granicus shall remove access to the Client's terminating subscription(s).

Amended Language:

Upon the deployment of Client's new solution as determined by Granicus, a 30-day notice will be provided to the City of Redondo Beach, and jointly Granicus and the City shall determine and agree upon a fixed date to remove access to the Client's terminating subscription(s), but in no event shall the date of termination be greater than 120 days beyond the date Granicus provided the City of Redondo Beach notice of the new solutions deployment.

2. Amendment to Page 6/10:

The following language shall replace and supersede the current language on page 6/10, regarding Product Descriptions, Agenda Automation – Tier 1 outlined in the table.

Current Language:

Agenda Automation - Tier 1 Includes: 2 workflows, 1 post workflow, 2 forms and up to 4 meeting types

Amended Language:

Agenda Automation – Tier 1 Includes 2 workflows, 1 post workflow, 2 forms and up to 4 meeting types. This Agenda Automation Tier 1 will replicate all the workflows, forms, templates, and meeting types which are present in the Terminating Subscription's instance, as detailed here: 26 workflows, 3 post workflows, 5 Template Admin Reports, Agenda Forecast Report, 5 Meeting Types, 11 Permission Roles, 16 Item Types.

3. Amendment to Page 6/10.

The following language shall replace and supersede the current language on page 6/10, regarding Product Descriptions, Meeting Management – Tier 1 outlined in the table.

Current Language:

Meeting Management - Tier 1 Includes: 2 workflows, 1 post workflow

EXHIBIT “ADDENDUM”
GRANICUS LLC AGREEMENT - ORDER #: Q-352625

Amended Language:

Meeting Management - Tier 1 Includes 2 workflows, 1 post workflow which will replicate the Terminating Subscription’s workflows and post workflows, as outlined in 2 above, as applicable.

4. Amendment to Page 7/10.

The following language shall be added at the end of the section titled OneMeeting Agenda Automation - Setup & Configuration outlined in the table.

Added Language:

Product will replicate all the Terminating Subscription’s workflows, forms, templates, and meeting types, as detailed here: 26 workflows, 3 post workflows, 5 Template Admin Reports, Agenda Forecast Report, 5 Meeting Types, 11 Permission Roles, 14 meeting bodies, 16 Item Types.

5. Amendment to Page 9/10.

The following language shall replace and supersede the current language on page 9/10 titled Terms & Conditions.

Current Language:

Upon the effective date, this Agreement shall supersede and replace any previous agreement between the parties for the Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.

Amended Language:

Upon the effective date of the Master Subscription Agreement (MSA), this Order and any Addenda thereto shall be governed by the terms of the MSA. The MSA supersedes and replaces any and all previous agreements, proposals, understandings, and communications, whether written or oral, between the parties regarding the subject matter hereof, including but not limited to any agreements for Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.

6. Amendment to Page 9/10.

The following language shall be added at the end of the section titled Terms & Conditions.

Added Language:

EXHIBIT "ADDENDUM"

GRANICUS LLC AGREEMENT - ORDER #: Q-352625

This Addendum acknowledges that all termination terms and conditions are governed by the Master Subscription Agreement (MSA) between Granicus and the City of Redondo Beach. Refer to Section 3(f) of the MSA for detailed termination notice periods, data extraction procedures, and related terms.

[SIGNATURES FOLLOW ON NEXT PAGE.]

EXHIBIT "ADDENDUM"
GRANICUS LLC AGREEMENT - ORDER #: Q-352625

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly- authorized representatives on the Effective Date set forth below.

Granicus

By:

DocuSigned by:
Cale Brakke
8889E1DAE870450...

(Authorized Signature)

Name:

Cale Brakke

(Print or Type Name of Signatory)

Title:

Contracts Manager

Date:

7/9/2024 | 8:34 AM MDT

DocuSigned by:
Alex Bern
0F7DAA9D3DAD473...

Alex Bern, Contracts Manager

7/9/2024 | 8:53 AM CDT

Client

By:

(Authorized Signature)

Name: James A. Light

(Print or Type Name of Signatory)

Title: Mayor

Date:

ATTEST:

Eleanor Manzano, City Clerk

APPROVED AS TO FORM:

Michael W. Webb, City Attorney

Granicus Proposal for Redondo Beach, CA

ORDER DETAILS

Prepared By: Chloe Scheer
Phone:
Email: chloe.scheer@granicus.com
Order #: Q-352625
Prepared On: 11 Jun 2024
Expires On: 22 Jul 2024

ORDER TERMS

Currency: USD
Payment Terms: Net 60 of Client's receipt of an undisputed invoice
Current Billing Term
End Date: 30 Jun 2024
Period of Performance: The Agreement will begin on date of signature and will continue through the end of the then current billing term, and will continue for an additional 36 months thereafter.

PRICING SUMMARY

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

Terminating Subscriptions		
Solution	Quantity/Unit	Prior Annual Fee
eComment	0 Each	\$2,431.01
Legistar	0 Each	\$11,826.54
Upgrade to SDI 720p Streaming	0 Each	\$1,389.15
Open Platform Suite	0 Each	\$0.00
Meeting Efficiency Suite	0 Each	\$7,236.53
Government Transparency Suite	0 Each	\$5,899.49
Granicus Encoding Appliance Software (GT)	0 Each	\$1,378.39
VoteCast Standard Package (iLegislate)	0 Each	\$4,135.16
SUBTOTAL:		\$34,296.27

Upon the signing of this Agreement, annual fees for the terminating subscription(s) shall cease. Any pre-paid fees for the terminating subscription(s) after the signing of this Agreement will be prorated from the signing of this Agreement to the end of the Client's then-current billing term, credited, and such credit applied to the annual fees for new subscriptions.

Client will continue to have access to and use the terminating solution until the new subscription(s) is/are deployed.

Upon the deployment of Client's new solution as determined at Granicus' sole discretion, Granicus shall remove access to the Client's terminating subscription(s).

Existing Subscriptions			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Boards and Commissions	Annual	1 Each	\$6,891.93

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
OneMeeting Meeting Management - Setup & Configuration	Upon Delivery	1 Each	\$1,366.05
Advanced Caption Encoder/Decoder	Upon Delivery	1 Each	\$10,589.40
EASE™ H Streaming Appliance	Upon Delivery	1 Each	\$6,879.40
OneMeeting Agenda Automation - Setup & Configuration	Upon Delivery	1 Each	\$1,820.70
EASE™ or CaptionPrime Setup and Deployment	Upon Delivery	1 Each	\$1,356.80
Captioning Software Only	Upon Delivery	1 Each	\$3,413.20
Social Media eXstream Plus - Setup	Upon Delivery	1 Each	\$452.62
Upgrades Swagit's HD default 720p to 1080p - Setup	Upon Delivery	1 Each	\$0.00
Boards and Commissions: Custom Report Templates	Upon Delivery	9 Hours	\$2,385.00
Content Migration - 1 Year of Content	Upon Delivery	5 Each	\$3,180.00
SUBTOTAL:			\$31,443.17

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Agenda Automation - Tier 1	Annual	1 Each	\$10,468.93
Community Engagement - Tier 1	Annual	1 Each	\$4,187.28
Member Voting - Tier 1	Annual	1 Each	\$2,093.64
Meeting Management - Tier 1	Annual	1 Each	\$7,852.61
CaptionLive Standard (Automation with PM)	Annual	250 Hours	\$27,375.00
Social Media eXstream Plus	Annual	1 Each	\$3,949.30
EASE™ Custom	Annual	125 Each	\$22,630.00
Upgrades Swagit's HD default 720p to 1080p	Annual	1 Each	\$5,119.49
SUBTOTAL:			\$83,676.25

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages.

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Boards and Commissions	\$7,098.69	\$7,311.65
Agenda Automation - Tier 1	\$10,783.00	\$11,106.49
Community Engagement - Tier 1	\$4,312.90	\$4,442.29
Member Voting - Tier 1	\$2,156.45	\$2,221.14
Meeting Management - Tier 1	\$8,088.19	\$8,330.83
CaptionLive Standard (Automation with PM)	\$28,196.25	\$29,042.14
Social Media eXstream Plus	\$4,067.78	\$4,189.81
EASE™ Custom	\$23,308.90	\$24,008.17
Upgrades Swagit's HD default 720p to 1080p	\$5,273.07	\$5,431.27
SUBTOTAL:	\$93,285.23	\$96,083.79

PRODUCT DESCRIPTIONS

Solution	Description
Boards and Commissions	<p>Boards and Commissions is a Software-as-a-Service (SaaS) solution that enables government organizations to simplify the citizen application and appointment to boards process of the clerk's office. Boards and Commissions includes:</p> <ul style="list-style-type: none"> • Unlimited user accounts • Unlimited boards, commissions, committees, and subcommittees • Unlimited storage of citizen applications • Access to up to one (1) Boards and Commissions site • Access to customizable, embeddable iFrame websites for displaying information to citizens • Access to a customizable online citizen application form including board-specific questions • Customizable forms for board details, appointment details, and internal tracking details • Pre-designed document PDFs for applications, board details and rosters, and vacancy reports • Downloadable spreadsheets for easy reporting <p><i>Optional custom templates for document or report generation may also be purchased for an additional fee.</i></p>
Agenda Automation - Tier 1	Agenda Automation - Tier 1 Includes: 2 workflows, 1 post workflow, 2 forms and up to 4 meeting types
Community Engagement - Tier 1	Community Engagement - Tier 1. Includes: Public Comment and Public Speaker Management
Member Voting - Tier 1	Member Voting - Tier 1 Includes: Setup of voting members
Meeting Management - Tier 1	Meeting Management - Tier 1 Includes: 2 workflows, 1 post workflow
OneMeeting Meeting Management - Setup & Configuration	Meeting Management - Analysis, Setup and Configuration Services These services focus on the analysis of your agenda, minutes and miscellaneous output templates; and your live meeting process. They also include the setup and configuration of the templates, motions and votes, public speaking and comment options (if purchased) and live meeting display.

Solution	Description
Advanced Caption Encoder/Decoder	Advanced Caption Encoder/Decoder for IP-based handoff to captioners: HD492 is a three gigabits level B, high definition, serial digital interface closed caption encoder with audio and captions over IP. Synchronization of live captions and program video/audio with CCMATCH technology. Unit has an additional built-in SDI decoder output to show on-screen caption burn-in. Simultaneous support for two languages.
CaptionLive Standard (Automation with PM)	CaptionLive Standard - Automated Transcription Service in English with text cleanup, per hour
EASE™ H Streaming Appliance	Standard streaming encoder with EASE™ software and optional analog distribution: 1U Configuration - SDI, HDMI, DVI, VGA, Component, Composite, S-video Video, Osprey 827e Capture Card, Embedded SDI, AES, SPDIF, HDMI, Balanced (mini XLR), Unbalanced Audio
OneMeeting Agenda Automation - Setup & Configuration	<p>Agenda Automation - Analysis, Setup and Configuration Services. These services focus on the analysis of your agenda item approval process and the designing of the forms and workflows to facilitate the submittal and approval of agenda items in OneMeeting.</p> <p>Details:</p> <ul style="list-style-type: none"> - Up to 2 forms and 2 workflows with dynamic logic (Forms – 4 fields are required and up to 6 other fields can be added & two conditions for dynamic routing. Each form creates one cover letter/memo/staff report using one system template. This document is then routed through the workflow for approval.) (Workflows will be based on milestone approvals. Those milestones could include Department Director, Finance Review, Legal Review, City/County Manager. Each workflow may have up to 2 dynamic routing steps.) - Each form will produce one staff report and the staff report will be routed through all the steps of a designated workflow. Users may edit the report while in the workflow. - System document templates for agenda, minutes, agenda packet, and if applicable a notice of cancellation. Up to 5 unique meeting templates may be built. Different cover page does not require as a different template. - 4 default permission roles with the ability for clients to create custom roles if needed. - Standard agenda forecast report for tracking item approval progress - Up to 10 meeting bodies will be added to the system with up to 2 meeting types each. Clients can add additional bodies and meeting types. - Up to 3 item types. This may include items such as regular items, resolutions, ordinance or proclamations.

Solution	Description
Social Media eXstream Plus	Software combined with EASE™ licensing for Facebook Live, YouTube, Instagram, Twitter, LinkedIn and live streaming.
EASE™ or CaptionPrime Setup and Deployment	Standard EASE™ encoder setup and remote deployment
Captioning Software Only	Captioning Software Only (EASE™ H or EASE™ 2D Appliance Upgrade)
Social Media eXstream Plus - Setup	Social Media eXstream Plus - Setup
EASE™ Custom	EASE™ Custom Managed Service SaaS: Up To A Custom Amount of Indexed Meetings per year (EASE™) - Includes Media On- Demand, 24/7 LIVE Stream and up to 120 hours of additional specialty content per year (No staff involvement—Hands Free).
Upgrades Swagit's HD default 720p to 1080p	1080 Resolution: Upgrades Swagit's HD default 720p live streaming resolution and 720p archive resolution with no auto play embeds to 1080p (cost per year)
Upgrades Swagit's HD default 720p to 1080p - Setup	Upgrades Swagit's HD default 720p to 1080p - Setup
Boards and Commissions: Custom Report Templates	Custom report templates output Boards and Commissions data into pre-formatted reports as either a Word doc or PDF. (Examples: Snapshot of applicants for a board or specialized board demographics report)
Content Migration - 1 Year of Content	Migration of legacy video content into Swagit's streaming platform, per year cost

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-352625 dated 11 Jun 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Redondo Beach, CA to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Upon the effective date, this Agreement shall supersede and replace any previous agreement between the parties for the Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.

BILLING INFORMATION

Billing Contact:	Eleanor Manzano	Purchase Order Required?	<input checked="" type="checkbox"/> - No <input type="checkbox"/> - Yes
Billing Address:	415 Diamond Street Redondo Beach, CA 90277	PO Number: <i>If PO required</i>	
Billing Email:	Eleanor.manzano@redondo.org	Billing Phone:	310-697-4646

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

The pricing, terms, and conditions of quote Q-352625 dated 11 Jun 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

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

Redondo Beach, CA	
Signature:	
Name:	James A. Light
Title:	Mayor
Date:	

ATTEST:

Eleanor Manzano, City Clerk

APPROVED AS TO FORM:

Michael W. Webb, City Attorney



govMeetings

OneMeeting Implementation Scope of Work

v1.6 February 14, 2024

Instructions for Granicus Team Members:

Please check the modules (use the check boxes) that are a part of this project, print to PDF, and share with client and upload as an attachment on the Opportunity in Salesforce.

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Welcome to OneMeeting!

We are so excited that you have selected us for your Meeting Management/Agenda Automation and/or Committee Management needs.

This guide will:

- Provide a description of OneMeeting including components and integrations
- Help you understand the OneMeeting Implementation Process
- Describe what ideal project teams look like
- Help ensure a successful project

OneMeeting Components and Integrations

OneMeeting is a web-based agenda management application that has modules. These modules include Agenda Automation, meeting management, committee manager, and community engagement. These modules can be purchased together or separately. Please check the boxes for products or services included in this project.

Agenda Automation:

The ability to create a file (agenda item) with desired data fields, move the file through an approval process, generate an agenda, post an agenda online, generate minutes, and post minutes online.

What we will assist you with during the implementation:

- Up to 2 forms and 2 workflows with dynamic logic
- Forms – 10 fields including standard fields & two conditions for dynamic routing. Each form creates one cover letter/memo/staff report using one system template. This document is then routed through the workflow for approval.
Data available via APIs can be pulled into the form dynamically (ex: department of user etc.). All other data will be added manually by the user.
- Form information is only available for the user when user is on the page. When the user navigates to a different page the product doesn't have the ability to persist this information
- Each form will produce one staff report and the staff report will be routed through all the steps of a designated workflow. Users may edit the report while in the workflow.
- The workflow will be based on milestone approvals. Those milestones could include Department Director, Finance Review, Legal Review, City/County Manager. Each workflow may have up to 2 dynamic routing steps.
- Attachments can be added manually via Form/Workflow
- System document templates for agenda, minutes, agenda packet, and if applicable a notice of cancellation. Up to 5 unique meeting templates may be built.
- 4 default permission roles with the ability for clients to create custom roles if needed.
- Standard agenda forecast report for tracking item approval progress
- Up to 10 meeting bodies will be added to the system with up to 2 meeting types each. Clients can add additional bodies and meeting types.
- Up to 3 item types. This may include items such as regular items, resolutions, or proclamations.

The file or agenda item creation process accepts a wide range of file types. Flat PDFs are encouraged to make it easy for all users and viewers.

Meeting Management:

This module includes functions that can be used during a meeting including minutes taking; member portal for notes-taking, document review, manual recording of motions/votes, display pages, speaker management and speaker timer.

Digital Voting:

The ability to vote digitally during a meeting. Up to 7 members will be added for each meeting body using voting. Members can vote via computer or tablet using a preferred web browser.

Webcasting:

[Live Cast](#)

Swagit

The ability to stream and archive videos. provides the ability to stream meetings and events live and archive them. The player used for watching streams and archives shows related documents including the agenda and or minutes. The feature list includes:

- Viewing of videos, agendas, minutes, and supporting documents on computers, tablets, and other mobile devices
- Video indexing
- Multicasting – Stream through Granicus, Facebook, and YouTube simultaneously
- Automated management and distribution of unlimited meetings and events
- Option for closed captioning integration
- Statistics on video views
- Downloadable video in MP4 format
- Facilitation of sharing videos over social networking sites or through email RSS subscriptions and user search alerts

Committee Manager:

Assists with the process of managing boards including digital application. Status management and history of terms. This comes with the following reports:

Local Appointments list, Committee Vacancy Report

<may be an opportunity to have base application include more details>

<limit to 10 or 20 custom questions>

Community Engagement:

The ability to share agenda items online on a per item basis to receive written feedback/comments and or request to speak in a meeting. The Kiosk feature is available and the deadline to submit written feedback/comments and or request to speak is configurable.

Data Migration: (only check this box if we are proceeding with Option D.)

Clients may have existing data in a system today. That system can be PDF files in a folder, another

Granicus system, or another vendors system. There are options for handling this data.

Option A: A client can choose not to import any data

Option B: A client can create meetings in the past in the new solution and attach files as needed or requested.

Option C: Client can obtain the data from us or another vendor and load it into a CMS or content management system.

Option D: We can assist with migrating data for a fee.

This program consists of migrating agendas, minutes, and videos for up to five years' worth of meetings. If additional data or additional years are needed, scoping may be required.

If scoping is required, please include details here about the scope:

<scoping details here>

Integrations/Options included with one or all modules listed above includes:

- Office 365 (OneNote and Word)
- Single Sign In – Microsoft Azure and Google

Integrations/Options that are not included but may be purchased for an additional cost.

- Live Cast – Video Streaming
- Swagit – Video Streaming
- Data Migration – Requires scoping
- Laserfiche Integration
- API (Application Programming Interface)
- Additional instance(s) of OneMeeting used for training or testing
- Additional documents generated via workflows
- Additional forms/workflows
- Custom or additional reports
- Closed captioning (human or machine doing the captions)

Configuration, Training, Change Management and Adoption

Granicus will be understanding your current or desired process using the OneMeeting Questionnaire combined with configuration meetings that will be scheduled. This will allow us to assist in the configuration of OneMeeting. We have experience setting up thousands of organizations like yours and we are happy to make suggestions to improve or streamline your processes along the way. We will also be responsible for delivering product training.

It is important to note that change management and ultimately adoption is a client responsibility.

Implementation Methodology and Process

Our process aligns with a Waterfall Implementation Methodology. Some parts are required before we can proceed with other parts of the implementation. There is some room for decisions and prioritizing. Do not worry if you are not familiar with the terms Waterfall or Agile, we are here to

help. Implementation is the process by which we work together with you to ensure that OneMeeting is configured correctly for your organization, and that your entire organization adopts and integrates OneMeeting into your existing business processes. The implementation process has four phases, Planning, Configuration, Training, and Go Live. Each phase has parts or stages.

How the project will be tracked

We will use an implementation plan to track your project in a project management tool called Wrike. We can create an account for you in Wrike if there is a desire to collaborate online with us in Wrike.

Projected Implementation Timeline

The estimated project timeline is 9-15 months for a standard project. We will collaboratively work together on the project schedule during the kickoff call. The project timeline can vary based upon organization size, complexity, availability, and modules/services included in the implementation.

Project Team

We view our relationship with you as a partnership and the implementation is the next step in our partnership journey. We will work together with you using our proven implementation methodology to ensure that your OneMeeting implementation is successful. There are some tasks that we will complete, there are several tasks that you'll need to complete on your own and many that we'll work on together. We'll introduce the OneMeeting project team and share expectations about the ideal project team on your side in the next sections.

OneMeeting Project Team Roles

OneMeeting's Project Team includes a Project Manager, an Implementation Consultant, Design Services Developer, and a Migration Engineer if we are migrating data. Throughout the project, our team's goal is to ensure a successful implementation together. Our team brings industry best practices and product expertise to all sessions to ensure we are meeting your needs and working to simplify and improve processes, workflows, committee management, and meeting management.

Project Manager (PM)

Your OneMeeting Project Manager will be responsible for leading the project to drive dates, deliverables, and completion of the project. The OneMeeting Project Manager will partner with your project lead project manager during the entire project cycle to ensure transparency, accountability, and successful implementation.

Implementation Consultant (IC)

Your Implementation Consultant is responsible for reviewing your OneMeeting Questionnaire and scheduled discussions to learn and configure your OneMeeting system appropriately. Your IC will also conduct an end-to-end review of your configuration when it is complete and assist during your first live

meeting.

Trainer

Your Trainer is responsible for all product training. Your trainer will attend the configuration review session so they can familiarize themselves with your specific configuration.

Design Services Developer (DS)

Your Design Services Developer will also review the OneMeeting Questionnaire and uses their technical skills to create your workflows and documents.

Data Migration Engineer

If we are migrating data from another system into OneMeeting, you will be assigned a Data Migration Engineer who will work with the Implementation Team to understand requirements and complete the data migration.

Client Project Team Roles

It is important for you to create a solid project team for a successful OneMeeting implementation and wide adoption of the solution. Below are the recommended project team roles with an *estimated* weekly time commitment. In many organizations an individual may take on multiple or all roles.

Executive Sponsor/Project Champion

The Executive Sponsor will ensure that the project's goals are aligned with their organization's overall strategy. The Executive Sponsor will use their position and authority to remove impediments, make quick and effective decisions and influence cross-functional executive buy-in on the project.

The Executive Sponsor's responsibilities will also include, but not be limited to:

- Gathering support, communicating goals, and overcoming resistance from senior executives
- Providing ongoing direction to the project team during a project's lifecycle
- Estimated weekly time commitment 1-2 hours

Project Manager

The Project Manager will manage your team's completion of project tasks and secures acceptance and approval of deliverables from your stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues, and, in general, making sure the project is delivered on schedule and within scope. The Project Manager may have signature authority for the acceptance of deliverables by Client. The Project Manager's responsibilities will also include, but not be limited to:

- Collaboration with OneMeeting resources on the project schedule deliverables
- Coordination with key stakeholders, representatives, and decision makers for project management, testing, training, obstacle removal
- Facilitation of timely decision-making and resolution of issues
- Estimated weekly time commitment 5 hours

OneMeeting Admin

The OneMeeting Admin should be a person who is closely involved with the legislative process: from the approval process of legislation to the creation of minutes. This person should be fairly computer-

savvy. The OneMeeting Admin is responsible for managing the configuration of the system, including user management, etc. in OneMeeting. The OneMeeting Admin's responsibilities will also include, but not be limited to:

- Collaboration with OneMeeting resources on the project schedule deliverables
- Serving as internal resource to OneMeeting users
- Coordination with key stakeholders, representatives, and decision makers
- Estimated weekly time commitment 3-4 hours

Backup OneMeeting Admin

This Backup OneMeeting Admin will serve as support to the OneMeeting Admin and preferably has a solid understanding of the legislative process of your organization—from the approval process of legislation to the creation of minutes—as well as a good level of technological skill.

- Estimated weekly time commitment 3-4 hours

IT Lead

The IT Lead works closely with the Project Manager to ensure that OneMeeting is deployed properly and helps solve IT issues that might arise. This individual may also need to help ensure that the Public Portal components of OneMeeting are embedded properly on your website.

- Estimated weekly time commitment 3-4 hours.

Key Stakeholders

This includes representatives for users who submit reports, middle management who review/approve reports, and those who will see the output such as City Managers, General Managers and Board/Committee members.

- Estimated weekly time commitment 1 hour

Audio/Visual Lead/Subject Matter Expert (SME)

If you are implementing Video Streaming with OneMeeting, you will need a AV Subject Matter Expert to work with the OneMeeting implementation team to ensure that the encoder(s) are installed and configured correctly.

- Estimated weekly time commitment 1-2 hours

Agendas/Minutes SME

If you are implementing OneMeeting's Agenda Automation and/or Meeting Management solutions, we will need to work with a subject matter expert for agendas and minutes throughout the project to ensure that OneMeeting is configured properly for your organization.

- Estimated weekly time commitment 1-2 hours

Committee Application SME

If you are implementing OneMeeting's Committee Manager solution, we will need to work with a subject matter expert for your committee, boards and commissions application and appointment process throughout the project to ensure that OneMeeting is configured properly for your organization.

- Estimated weekly time commitment 1-2 hours

Migration SME

If we are migrating data from your legacy system to OneMeeting, we will need to work with someone who can help us get access to the legacy data.

- Estimated weekly time commitment 1-2 hours

Implementation Phases

The Pre-Implementation Call is an important preliminary meeting that occurs during the sales process. It is designed so that Granicus Implementation Services can meet with clients and discuss implementation related topics with the client (topics are below). **There are four phases of implementation: 1. Project Start Up 2. Configuration 3. Training 4. Go Live.** Each phase has stages or parts that are included.

Project Startup Phase

Pre-implementation Call

The Pre-Implementation Call is an important preliminary meeting that occurs during the sales process. It is designed so that Granicus Implementation Services can meet with clients and discuss the implementation together. discuss implementation related topics with the client (topics are below).

Topics

- Introductions
- Confirm the features and functionalities match expectations
- High level overview of the implementation process and timelines
- Provide this Statement of Work
- Provide the client with the OneMeeting questionnaire. This is extremely important to be complete and accurate. This questionnaire will reduce the number of hours required during the configuration stage of this project for Granicus and the client. This will be sent to you via a zipped file or other method. You are welcome to ask questions when reviewing and completing these. The questionnaire is organized into folders by product. If the client purchases only agenda automation, the items in the General Folder and the Agenda Automation Folder are required to be completed. If the client buys all modules and a data migration, then all items in all folders are required to be completed. The questionnaire should be completed before, during or immediately after the project Kick Off Call.
- Implementation Consultant and Design Services reviews current and or expected output (agenda, minutes, etc.) to confirm there are no system limitations. If there are limitations, explain what we can do.
- Project Coordinator to discuss any items related to hardware (if included in the deal)

Project Kickoff

The purpose of the kickoff call is to formally start the project. The Granicus Project Manager schedules the kickoff call. It is important that the Opportunity Owner, all assigned members on the Granicus project team and the client project team are present for the Kickoff Call.

- A. **Introductions:** Project Owner will start the call by introducing all meeting attendees.
- B. **Project and Solution Overview:** Review the products included in the project and an overview of the deployment process.
- C. **Hardware Implementation Process:** If an encoder or other hardware is included in the solution, provide a brief overview of the hardware shipment, configuration process, and then schedule a meeting for the hardware implementation call. It is the client's responsibility to physically install and connect the hardware, and they need to complete this step prior to the hardware implementation call. Therefore, make sure the call is scheduled out far enough to give the client adequate time to receive and properly install the hardware.
- D. **OneMeeting Configuration Process:** Implementation Consultant will provide a brief overview of the OneMeeting Configuration process and training process, and then will re-introduce the implementation consultant so they can talk about the process in more detail and schedule time with the client as necessary.
- E. **Training Process Review and Scheduling:** The Product Trainer to review the training process. The trainer will then discuss the training process and schedule the training sessions on the call.
- F. **Scheduling dates: Schedule dates collaboratively. This will inform our project plan.**

Post Kick Off Call:

- A. **Recap Email:** A recap email of the kickoff call should be sent and include the project plan in two business days or less.
- B. **Calendar invites for scheduled activities:** Each member of the Granicus Project Team should send out calendar invites for scheduled activities. Please invite others on the Granicus project team as optional.

Confirmation of Work

We will work with you to create a Confirmation of Work (COW) document that details the specifics of what the implementation will be completing within the system. This document is created based on the samples and information that the client organization provides. This document is shared with and will need to be approved by the client organization. It will list the details about and provide clarity on the items listed in this Scope of Work (SOW) including: forms, workflows, document templates, and any other configurable details. This document serves as the agreement of what can and will be completed by the implementation team. Upon completion of configuration, the team will walk through the completed work with the client organization to confirm that the configuration in question is complete and ready-to-use.

Configuration Phase

During this stage, your OneMeeting team will work on setting up your system based on your OneMeeting Questionnaire. We will likely meet weekly or twice a month to ask questions and

provide updates. We will also conduct walk-throughs and get your approval of the system for each major configuration step. Configuration will be done in phases, by system module. Work on the next module will not begin until the previous module is complete and deemed ready-to-use. Here is a list of modules that may be configured: Agenda Automation, Meeting Management, Community Engagement, Member Voting, Laserfiche integration, etc. Your actual list may vary based upon what was purchased. There are configuration walkthroughs at the end of module configuration that will be led by Granicus.

Third-Party Software Integrations

Your organization may opt for third party software integrations with OneMeeting. These include integrations with *Laserfiche* and *Microsoft OneDrive* and *Word*. These integrations require knowledgeable client organization staff to complete. The *OneMeeting* implementation team is unable to alter the functionality of these integrations and cannot offer support for third-party software beyond basic troubleshooting. If necessary, please contact the third-party software provider for further support.

Your organization will need to complete the setup instructions within the third-party software that will enable the integration. The implementation team will provide instructions on how to do so. Once complete, the required information created during setup will need to be shared with the implementation team. Only then will the implementation team be able to connect the integration on the *OneMeeting* side.

Testing and Acceptance

This system is a web-based system (there is hardware used for streaming video). The system works “out of the box” but most clients will require configuration. Testing is encouraged to make sure that the configurations are accurate. System acceptance will be required before proceeding to the next phase.

Configuration Walkthroughs

As module configuration is complete, the team will hold walkthrough with the client organization to review and confirm that configuration. The system configuration should match the Confirmation of Work (COW) document. After a walkthrough, the client organization will have a set time to review the system on their own. Clients will use provided checklists and the Confirmation of Work (COW) document to complete their review. This review process is the organization's opportunity to make changes to configuration. We recommend involving super users and key stakeholders in the review process so that their feedback can be applied at this point.

As a result of the review, the client organization may provide any requested changes in writing no later than the given deadline, typically 1-2 weeks.

If no changes are requested, then the configuration in question will be considered ready-to-use once the deadline for changes has passed.

Any requested changes will need to be in writing and must contain the following information: *Item, Current Status, Requested Change*.

For example:

Item	Current Status	Requested Change
Form Field	Labeled as "Environmental Review"	Change label to "Ecological Review"

Small changes can be accomplished typically within a few weeks. Larger requests, such as changes to the workflow routing, will take longer and may add time to the overall project timeline. This will be determined by the project team. Client review is the point in the project where changes are able to be made. Once the configuration is confirmed, it will be much more difficult to make changes. It is important for clients to review carefully and get necessary feedback during this review period so that potential changes can be addressed and the project can confidently proceed to the next steps.

The review is done in phases focusing on different modules. Once the review is complete and/or any changes are made, the configuration in question will be considered complete and ready-to-use. The project will then move onto the next steps.

Data Migration

Some of our customers want to have their existing meeting data migrated into OneMeeting. If we are doing a data migration, we will want to begin work on it shortly after the project is kicked off to ensure that it is complete after you go live. Before we begin the data migration process, please review your current data, and purge any data that you don't want to bring into OneMeeting. The table below provides general guidelines of the activities and time frames for migrating data. Your actual plan may vary.

Our data migrations include agenda, minutes, and video for a period of 5 years. Other options are available.

Activity	Description	Estimated Duration	Recommended Attendees
Data Migration Discussion.	How many meetings and documents do we have, what is this going to look like in OneMeeting, and timing.	60 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
Move sample set of data	Granicus will move a sample set of data.	1 – 2 Weeks	<ul style="list-style-type: none"> • Granicus
Client review of sample data	Client to review and approve the sample set of data migrated.	1 Week	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
Move all data	Granicus will move all data into the production environment once customer approves the sample migrated data.	1 – 6 Months	<ul style="list-style-type: none"> • Granicus

Client review of all data	Client to review and approve all data migrated into the production environment	2 Weeks	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
Client Signoff	Client signoff on the data migration being complete.	10 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins

Training Phase

The training that we conduct is tailored to your organization's configuration of the system. We use the train-the-trainer approach where we train select people in the organization. The team that is trained will assist in training other members or other groups as necessary. Additional training may be purchased if you desire to have us train others.

As part of system set-up, OneMeeting offers live training sessions through Zoom or Teams. The full training package includes up to 13 hours of live training and is organized to train three user groups: System Admins, Clerks/Staff and Council Members.

We include 2 hours that can be used for any additional training needs as determined by the project team. Training hours are valid during the training stage of implementation and expire two weeks after your first live meeting with OneMeeting.

Training Notes

- Training sessions are delivered virtually through Zoom and range between 60-120 minutes per session
- Trainings are recorded for future reference and links to recordings will be provided
- We recommend OneMeeting Admins attend all trainings
- Training will be conducted remotely via Zooms or Teams

Training Requirements by Audience

- All Trainings: please ensure that training participants can login into the system prior to the training. Refer to the implementation team with any inquiries.
- System Admins: 13 hours of training sessions. We recommend Admins attend all sessions
- Clerks/Staff: 7.5 hours of training sessions
- Council/Committee Members: One 60-minute training session. Members need their tablet or laptop devices typically used for voting and viewing documents with them at these trainings

Training Sessions

Training Session	Training Session Description	Estimated Duration	Recommended Attendees
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OneMeeting Overview	During this session we will give an overview of OneMeeting so that you have a better understanding of the purpose of the information we have obtained/collected during data collection phases of the implementation.	30 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
System Management	This is a session for OneMeeting Admins only. This training will dive into the Admin area in OneMeeting and cover “maintenance” or “system upkeep” responsibilities like updating positions, user access, meeting roles, etc.	90 minutes	<ul style="list-style-type: none"> • System Admins
Pre-Meeting: Preparing an Agenda for Items	This session will cover all areas of building an agenda before a meeting. We'll start with submitting an agenda item through a form and continue through managing tasks and moving items through the workflow to ultimately create the agenda.	90 minutes	<ul style="list-style-type: none"> • Clerks & Agenda Coordinators • System Admins
Pre-Meeting: Submitting Items and Managing Task Lists	This session will cover all areas of building an agenda before a meeting. We'll start with submitting an agenda item through a form and continue through managing tasks and moving items through the workflow to ultimately create the agenda.	90 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins • Client training staff
Live Meeting: Finalizing the Agenda, Conducting a Meeting & Post- Meeting Processes	This session will cover all areas of finalizing and compiling agendas for the public before a meeting. We'll also dive into a live meeting, covering your steps right before “go-live” and during the meeting actions. Lastly, we will review post-meeting clean up, time stamping videos and compiling Minutes and Packets to publish publicly.	120 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
Mock Live Meeting	This will be a practice walkthrough of a live meeting. This is an interactive session mimicking the behaviors and actions of a meeting where you and your team will activate items, do roll call, add minutes and motions, etc. while your Implementation Consultant observes and assists. The session will also include a Q&A session.	120 minutes	<ul style="list-style-type: none"> • Clerks/Staff • System Admins
Council/Committee Member Training #1	During this session we will show council and committee members how to use the OneMeeting system for their meeting participation. We'll cover viewing agenda details along with voting. Voting devices are required for this session for each member.	60 minutes	<ul style="list-style-type: none"> • Council Members Group 1 • System Admins
<i>Optional</i> Council/Committee Member Training #2	During this session we will show council and committee members how to use the OneMeeting system for their meeting participation. We'll cover viewing agenda details along with voting. Voting devices are required for this session for each member.	60 minutes	<ul style="list-style-type: none"> • Council Members Group 2 • System Admins
TBD	This is a 2-hour bucket of optional training sessions to be used at the discretion of the project team.	120 minutes	<ul style="list-style-type: none"> • TBD
Committee Manager	During this session we will go over multiple processes involved in managing positions in Committees, including new member and applicant's dashboard, workflow application process, and several configurable and exportable reporting options.	90 minutes	<ul style="list-style-type: none"> • System Admins • Staff

Go Live Phase

Go Live:

When training is complete and you have conducted a mock meeting, you will be ready to go live with OneMeeting. At least one member of the OneMeeting implementation team will attend your first meeting conducted in OneMeeting so that you have the support you need if you have questions or run into an issue.

Preparing to go live with the system is a pivotal part of the project. During this time, your organization will be making the switch from your old methods/system to using OneMeeting. There is much to consider to make this process smooth. Ultimately, your organization will need to take the lead during this phase to ensure successful system adoption. Here are some best practices that we recommend for a successful go live:

- Having a member of your team who is focused on change management so that they can anticipate organizational needs and plan accordingly.
- Communicate early and often about adopting OneMeeting and how that will affect the organization and individual staff. A purpose statement may be helpful with this.
- Run parallel processes using your old methods/system and OneMeeting. We strongly recommend doing this for your first meeting cycle using OneMeeting
- Provide resources to users and identify who in your organization they can go to for questions. Holding office hours for questions or help has been useful for clients.

Transition to Support and Customer Success

After you have gone live on your OneMeeting Solutions and you are using your new system, our Project Manager will schedule a Transition to Support and Customer Success call. This call will include a member of the Support team and a member of the Customer Success team and will provide you with information on how best to report tickets, what to expect from Support, who to contact for what type of question and what your escalation path is should you need to escalate. Note that you **should not** contact the Support Team or submit tickets until this call has occurred.

Tips for a Successful Implementation

There are several things that you can begin thinking about to make the implementation most successful. Please let us know if you did not see a demo or would like to watch another demo.

Demo the whole solution prior to starting implementation.

It is important that every organization has a full demo of the solution.

Information Gathering (OneMeeting Questionnaire)

To configure OneMeeting properly for your organization, we are going to ask you for information about your processes, your output, and your staff. This is an extremely important part of the implementation. Thoroughly and accurately completing this questionnaire will ensure a great

setup and reduce the implementation time.

Form, Agenda, and Minutes

These items go into the output or are the output of the system. What data fields are in the form, and how the agenda and minutes documents look are very important. Please carefully review as early in the process as possible. Last-minute changes to these can be stressful. Form, agenda, and minutes changes can take 2-3 weeks or even longer if revisions are required; therefore, changes can't be made in these areas the days leading up to training or go live.

Change Management

Using a new system can seem scary to some users/stakeholders. If you don't currently have a change management framework that you follow for implementation projects, you will want to think about what will make your organization's users feel most comfortable with the new system. For some customers, this might mean holding an internal kickoff to get key stakeholders excited about the product and project. For others it might mean holding regular stakeholder update meetings. It may also mean that after end-user training has occurred that you hold office hours for users to have a safe place to ask questions.

System Settings

System Permission Roles

Below are the default permission roles that users can have in the system. Only the default roles are set up by the implementation team. Additional, roles may be created and managed by the client organization.

Default Role Labels	Description	Permissions
Administrator	Any staff or person who would be tasked with adding new users or other back-end administration.	Full access to everything in <i>OneMeeting</i>
Clerk	Power users review all items to be added to agendas, compile agendas, minutes and packets as well as run meetings.	Access to committees & meetings. Can create agendas, run meetings, and publish documents
Member	Elected officials have limited access to view items until they are published. Vote on items in Live meeting.	Board, council, or committee member that uses the system primarily to vote
Author	Generic user, normally restricted to creating staff reports and reviewing/approving staff reports through workflow	Creates reports, and completes tasks as part of a workflow including approving items in a workflow

System Notifications

The system will send automated messages that alert users when a task is assigned to them. The email will contain the title/task title, an announcement that they have a task in *OneMeeting*, and a link to view and complete the task. Notifications may be added to all steps in the workflow. The content of the notification message is not configurable.

Integrations with *Microsoft*

Integrations with Microsoft products require knowledgeable client organization staff to complete. The *OneMeeting* implementation team is unable to offer support for *Microsoft* products beyond basic troubleshooting. If necessary, please contact *Microsoft* for further support.

***One Drive / Word* Integration**

OneMeeting utilizes an integration with *OneDrive* that enables users to open and edit *OneMeeting* system documents in *Word*. This allows users to seamlessly update system documents as they are in the workflow approval process. Once an item has completed the workflow, it will need to be downloaded and opened in *Word* to be edited.

Your organization will need to complete the setup within the *Azure* environment that will enable this integration. The implementation team will provide instructions on how to do so. Once complete, the required information created during setup will need to be shared with the implementation team. Only then will they be able to connect the integration on the *OneMeeting* side.

Client organization staff will need to reauthorize the *Azure* settings based on organizational security policies. *Microsoft* requires that these settings be updated within a range of 6months to two years. Client's staff will set this duration when completing the integration. It will need to be reauthorized by client staff on a regular basis.

Sign In with *Microsoft* or *Google*

OneMeeting offers the ability to sign in with *Microsoft* or *Google* credentials. This allows a user only to login to *OneMeeting*. Users cannot manage their *MS* or *Goggle* credentials via *OneMeeting*. The *OneMeeting* team will simply enable the option to Sign In with *Microsoft* or *Google*. No further steps will be taken.

Laserfiche

Set up of the integration with *Laserfiche* requires knowledgeable client organization staff to complete. The *OneMeeting* implementation team is unable to offer support for *Laserfiche* beyond basic troubleshooting. If necessary, please contact *Laserfiche* or your *Laserfiche* vendor for further support.

Your organization will need to complete setup within the *Laserfiche* server that will enable this integration. The implementation team will provide instructions on how to do so. The integration requires the installation of a *Laserfiche* SDK, which may need to be purchased from *Laserfiche* or the vendor. Once complete, the required information created during setup will need to be shared with the implementation team. Only then will they be able to connect the integration on the *OneMeeting* side.

Additionally, your organization may need to create a new publishing template in *Laserfiche* to maximize the data that is transferred between the two systems.

The following metadata fields can be moved between the two systems as text only:

- Committee Name

- Meeting Title
- Meeting Date
- Meeting Time
- Meeting Date/Time
- Document/Template Type
- Publish Date/Time
- PrimeGov User Name
- Publish Type (Internal/Public)
- Document Type (PDF/DOCX)
- Publish Time
- Publish Date

Additional Information

We Want Your Feedback!

We love hearing from our customers so that we can continually improve our services and processes. There are two surveys that all customers will receive that are related to implementation. There is one regarding the implementation and another specifically about training. These may come from salesfore.com domain or leanupon.com domain. If you do not receive one, please check your spam or junk folder. If you still do not see it please let us know and we can resent it.

Feature Requests

OneMeeting includes many features and is purpose built. However, there are times when a client wants or needs a feature that requires code changes to the product. In this situation, we will submit a Feature Request on your behalf. Our Product Management team reviews feature requests periodically to determine how many customers would benefit from the feature, if it fills a gap and positions OneMeeting better in the market, and the complexity of adding the feature. After that analysis, the item may be included on a list of features to potentially be added to the product roadmap.

Product Release Notifications

We encourage clients to sign up for Product Release Notifications. These notifications are sent out 72 hours in advance of a release. Releases generally occur every 4 weeks on a Friday Night/Saturday Morning. Releases typically last a few hours and OneMeeting may or may not be available during this time. You can sign up using either of these links below.

<https://primegov.releasenotes.io/>

<https://support.rocksolid.com/hc/en-us/sections/8196111341083-Release-Notes>

Support Portal

Our [Support Portal](#) is your gateway to our Support Team after you are using OneMeeting live. You will be able to log tickets, see the status of your tickets and communicate with the Support Technician assigned to the ticket. Our Support Portal also includes knowledge base articles, user guides and training guides. You will receive your username and password after your Project Kickoff call.

Escalations

Client and Granicus Teams 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 Team should feel comfortable escalating to the following leaders at Granicus.

Manager of Product Training

Brandon Weninger
Email: brandon.weninger@granicus.com
Phone: 415-671-6484

Manager of Design and Data Migrations

Keerthi Kanneganti
Email: keerthi.kanneganti@granicus.com

Manager of Project Management

Victoria Lelchuk
Email: victoria.lelchuk@granicus.com
Phone: 720-689-7066 X1275

Director of Implementation

Aaron Levin
Email: aaron.levin@granicus.com
Mobile Phone: 650-787-7161

Revision History

Document Owner: Aaron Levin, Director of Implementation Services for GovMeetings and various member of Implementation Services.

Rev. 1.6 Data migration program update. Added option of Laserfiche integration.

Rev. 1.5 Added info on project phases, updated go-live info, edited the Components for AA, added Confirmation of Work and Testing information including walkthroughs, updated Digital Voting, added System Setting Section

Rev 1.4 Emphasized the importance of the OneMeeting Questionnaire. Reorganized sections for better flow and placement. Added a new section about configuration, training, change management and adoption.

Rev 1.3 Moved Tips to end of document. Updated Table of Contents. Change to Arial font.

Rev 1.2 Escalations section added.

Rev 1.1 Data Migration Program details and timeline update.

Rev 1. 9/30/2023 Standard SOW modified to fit the Migration Program. Many changes.

Welcome Aboard from the Swagit Deployment Team

What Swagit Needs From You

The Swagit Deployment Team would like to welcome you to our family. Our goal is to make the deployment of your new services as smooth as possible. This document is designed to explain what information we need from you and to outline the phases of implementation. Please note that the sooner we receive all the information from you, the quicker you can be up and running.

Swagit Contact Information

Please email all questions as it relates to your set up and deployment as well as the answers to pages 2 - 5 to deployment@swagit.com or feel free to call us at any time.

Once your Swagit service is up and running, email video@swagit.com with your broadcast schedule, agendas, and any changes to scheduled meetings that may come up. This will be your go to contact for all basic meeting information.

Install/Deployment (Deployment contact during install):

deployment@swagit.com

Support/Technical (support contact after install):

support@swagit.com

Video Department (contact after go-live):

video@swagit.com

Fax: 214-750-9513

Phone: 214-432-5905

Toll Free: 800-573-3160

Swagit/Granicus: 12801 N. Central Expy
Suite 900
Dallas TX 75243

Client Checklist:

Please complete & return pages 2 - 5 to deployment@swagit.com as soon as possible.
Without this checklist completed your deployment may be delayed.

1- **Design Elements**

In order to design a branded player with the look and feel of Client's website, Swagit requests any logos, graphics and text that you can provide. Please attach any such content to your return email. Additionally please forward the URL for a page within your site that Swagit should use as the basis for styling your video library/archive.

Artwork Attached: Y: N:

Example url:

2- **Content Migration**

Will Swagit be migrating content from a previous provider? Y: N:
If yes which provider? E.g. Granicus, Sire, YouTube, Vimeo, etc.

Provider:

3- **Tax Exempt Certificate**

If you are exempt from paying tax on this service please fax your certificate to 214-750-9513 or e-mail to deployment@swagit.com.

Y: N:

4- **Google Analytics Address**

If you would like to view stats via the Google Analytics system that we use, you will need to have a Google account. If you don't already have one, you can create a new one or register an existing non .gmail account here: <https://accounts.google.com/SignUpExpress>

Email:

Please return this completed page to deployment@swagit.com

5- _____ Broadcast Schedule

We need to know what regularly scheduled meetings or programs we will be recording and when they normally air in order to set recording times for your specific content. Where possible, please include average and maximum runtimes.

E.g. City Council - 1st & 3rd Mondays 10am, 2 - 5 hrs.

P&Z - 3rd Thursday 3pm, 1-3 hrs.

Extra meetings and schedule changes can easily be made at a later date by communicating with video@swagit.com .

Programming:

6- Preferred Labeling of Content Categories

Online content can be broken up into categories to organize all boards and commissions. If you desire specific labeling for these categories, please let us know

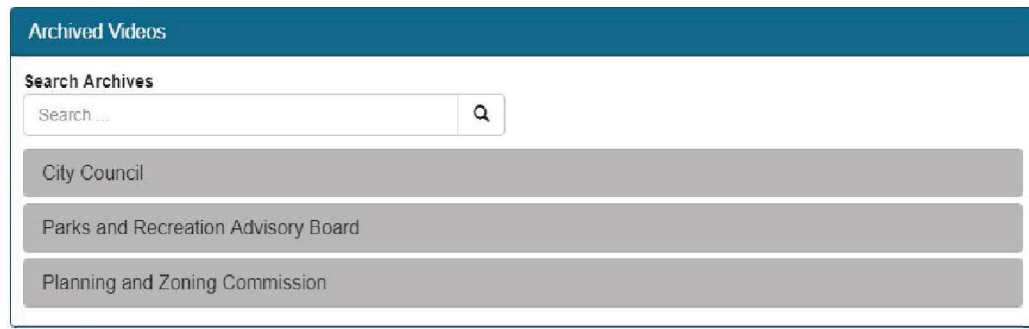
Here are a few examples:

City Council

Park and Recreation Advisory Board

Planning and Zoning Commission

Specialty Content



Category Labeling:

Please return this completed page to deployment@swagit.com

12801 N. Central Expy • Suite 900 • Dallas TX 75243 • 214-432-5905 • www.swagit.com

Connectivity Information:

7- Audio/Video Connectivity

Are you able to provide SDI with Embedded Audio?

Yes

No

Elaborate:

8- Internet Connectivity

Swagit's encoding server is equipped with 10/100/1000 Base-TX Ethernet adaptors. We recommend that at least 2.5 Mbps for SD and 5 Mbps for HD of outbound Internet bandwidth be allocated to support optimal live and on-demand service.

The Swagit Encoder should preferably have outbound access to TCP ports 21, 80, 443, 1935, 5721 and UDP port 123.

--If live captioning, the captioning encoder will require the following

outbound port requirements:

Destination Ports: 9736 and 9744 (TCP) and 6900-6904 (UDP)

Swagit utilizes ConnectWise to support and update servers. The link below will

reflect the ports we required to be open for remote access:

[Required Ports for ConnectWise Control Cloud](#)

Please Enter Your Swagit Encoder's Information Below

Static IP Address:
Subnet:
Gateway:
DNS:

(Only if Live Captioning) Please Enter Your Captioning Encoder's Information Below

Static IP Address:
Subnet:
Gateway:
DNS:

Please return these completed pages to deployment@swagit.com

Client Contacts and Roles for Swagit Project

Please provide us with the primary contacts for the following roles:
(The same person may fulfill multiple roles)

Primary Contact for Swagit Video Dept. re: Agendas, Meeting Dates, General Meeting info:

Name:
Phone:
Email:
Title:

IT/Emergency Contact re: Internet & Network Info:

Name:
Phone:
Email:
Title:

A/V Emergency Contact re: Audio/Video Signal:

Name:
Phone:
Email:
Title:

Billing Contact

Name:
Phone:
Email:
Title:
Billing Address:

Project Manager Contact:

Name:
Phone:
Email:
Title:
Encoder Shipping Address:

Please return this completed page to deployment@swagit.com

Implementation Phases

Swagit will begin implementation once we receive an executed agreement and any deposit that may be required. Please note that completion of the client checklist on pages 2 - 5 is imperative to keeping the project timeline.

Third Party Contractor Involvement: If this project is in concert with a new or remodeling project of the meeting room, the work that the Project Contractor is performing may delay the date that Swagit can begin their installation. Please let us know if any such work is being planned.

Phase 1 - Hardware Provisioning/Development

- Hardware ordered (out of stock items may impact delivery)
- Hardware assembled by Swagit engineers
- Operating system installed and configured per installation
- Swagit EASE Encoder software installed
- System burn-in testing conducted under fail-test load
- Hardware sign off by Swagit
- Information on pages 2 – 5 received from jurisdiction.*

Phase 2 – Web Element Design

- Video library and player designed by Swagit in consultation with Client
- Linking instructions provided to webmaster/IT
- Design sign off by jurisdiction

Phase 3 – Deployment/Implementation

- Assembled hardware shipped
- Remote configuration and testing of audio/video feed quality by Swagit engineers
- Confirmation of correct video library linking and integration with client's website
- Installation sign off by Swagit

Phase 4 - Acceptance Testing

- Dry run of meeting capture, indexing and encoding process
using next available meeting rebroadcast, alternate content or live meeting
- Final signoff by client and fulfillment of purchase order

Deliverables

- Installation checklist
- Configured, tested and installed Swagit EASE Encoder
- Secure FTP account for pre-edited digital content
- Customized video library
- Customized video player
- Monthly usage statistics

* We cannot move onto Phase 2 without the completion and return of pages 2 – 5.

General Questionnaire

The following questions consist of business and technical requirements. This is required to be considered.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated/N/A)	Vendor Response and Comments Please describe how your product complies with the requirement
General Questions and Requirements			
G.1	Has the company been in business >10 years?	Yes	Granicus was founded in 1999.
G.2	What is your standard system implementation schedule, from Contract Signing to Go-Live/Implementation? Please briefly describe.	Yes	Typical OneMeeting deployments last for 9 months. This can go longer depending on the number of meeting bodies and complexity of configuration.
G.3	Does your solution have any mobile apps? If so, please state the name and all devices it does/does not support.	No	OneMeeting is a cloud-based, web based solution. It is viewable from any modern device with a web browser, anywhere, and without needing to be tethered to a VPN or a specific device. It does not have any dedicate mobile apps.
G.4	Does your solution support single sign-on (SSO)?	Yes	The application can either use its own user directory, or can be configured to authenticate with Azure AD or Google Sign-in for SSO. We do not currently support integration to on prem AD / ADFS. If this a requirement, we will be happy to have a conversation to explore the possibility of adding support for this.
G.5	Are there operational maintenance procedures required (e.g. reboot server, or provide attention to peripherals, or clear caches)? Please describe frequency and how this is accomplished.	Yes	Since OneMeeting is a web-based service, a screen refresh will be needed when the system updates. Updates, patches, etc. are generally implemented on a monthly basis and on weekends when there is less system traffic. Granicus will inform the City a few days in advance of any necessary maintenance shut downs.
G.6	Do you provide technical support? Please describe the levels of support, including hours and average response times.	Yes	Yes/True. We provide 24/7 support for level one emergency issues such as publishing an agenda or an interruption of service during a live meeting. Granicus insists that customers always have access to staff and resources to ensure an outstanding customer experience. Regular Support Services are provided between 5:00 am and 7:00 pm Eastern Time, Monday through Friday. On-call and emergency support are provided outside of regular Support Service hours.
G.7	What time is customer support available in Pacific Time?	Yes	Regular Support Services are provided between 5:00 am and 7:00 pm Eastern Time, Monday through Friday. On-call and emergency support are provided outside of regular Support Service hours online and by phone.
G.8	Does your customer support (interchangeable to Service Desk and Customer Service department) provide support for trouble-shooting?	Yes	If a system error notification is received and the resolution is not currently listed in the online Knowledge Base, the customer should contact Support Services via email or phone to notify them of the error and to begin a resolution. Support Services' contact information will be located in an easily accessible place on the website for ease of use. Once the information about the error is received, Support Services will assess the severity level and keep in contact with the customer.
G.9	Can an approximate count of service requests per week, month, and/or past year be provided for your solution (per component bidding)?	No	Granicus does not share this information
G.10	Does solution support product and OS updates as they are released? Please describe how this will be satisfied.	Yes	OneMeeting is web based software so there are no OS updates at any time. All client run the current version of software and all product updates are QA'd and tested thoroughly prior to release to clients.

General Questionnaire

The following questions consist of business and technical requirements. This is required to be considered.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated/N/A)	Vendor Response and Comments Please describe how your product complies with the requirement
G.11	What are the client device hardware and software requirements (Browser product/version, Java, .Net, ActiveX, etc.) for your solution? Please describe and list any web browsers the solution does/does not support.	Yes	OneMeeting's cloud-based software is device-agnostic and works on all modern browsers. We recommend Chrome for best performance.
G.12	Are there third party products, proprietary hardware, applications, and/or services required to support your application? If so, please explain any dependencies, additional costs, and life expectancy.	Yes	Granicus LiveCast proprietary video streaming encoder - The hardware includes a 3-year warranty. We use no 3rd party products or applications.
G.14	Is your solution completely web based and not require download to user devices?	Yes	
G.15	Does your solution require any software/uncommon files to be installed on user devices?	No	OneMeeting is web based software and only requires a modern web browser. However it integrates with Microsoft office 365 for building staff reports/Board memos. Client is responsible for providing all software needed to run microsoft office, or other needed software solutions to open core files included in the agenda
G.16	Will standard hardware satisfy the requirements of your solution? Please describe how this will be satisfied.	Yes	OneMeeting only requires a modern web browser and an internet connection. It is compatible with all modern operating systems.
G.17	Are there any warranty and/or licensing product constraints? Please describe how this will be satisfied.	No	Granicus' LiveCast encoder includes a 3 year warranty. OneMeeting is an enterprise site license.
G.18	Does your solution currently provide or is it capable of providing integrations to other systems? Please list the most common.	Yes	We provide out-of-the-box Laserfiche, Zoom, Livecast, Microsoft Office365, Azure AD SSO, Google SSO, integrations to pair our best-in-class solutions with our clients' existing systems.
G.19	Does your solution provide the ability to produce various types of files for integration to multiple systems (e.g. ability so other vendors can embed link)? Please describe how this will be satisfied.	Yes	OneMeeting produces HTML, Word and PDF documents for easy use by staff and members of the public. OneMeeting does not offer a public API.
SECURITY			
G.20	May City users authenticate from any internet-connected workstation on the City network?	Yes	OneMeeting is web based and does not require users to be on the city network.
G.21	Does your solution support the creation of audit trails to: 1. Identify all modifications to security settings and parameters 2. Prevent deletion, overwriting, or modification of audit trails 3. Provide management reports of security access Please describe how this will be satisfied.	Yes	Key actions performed by a user appears in an audit log. We can adjust the definition of key actions based on feedback from the Agency if needed. OneMeeting has extensive application monitoring via Microsoft App Insights that is regularly reviewed by our team. The audit logs capture username, user ID, timestamp, success/failure of transaction, and transaction description as part of the security log attributes.

General Questionnaire

The following questions consist of business and technical requirements. This is required to be considered.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated/NA)	Vendor Response and Comments Please describe how your product complies with the requirement
G.22	Does the application support Single Sign On (SSO) or otherwise force a complex password and a password change on initial login? Please describe how this is accomplished.	Yes	The application can either use its own user directory, or can be configured to authenticate with Azure AD or Google Sign-in for SSO. We do not currently support integration to on prem AD / ADFS. If this a requirement, we will be happy to have a conversation to explore the possibility of adding support for this.
G.23	Does your solution lock the user account after consecutive unsuccessful attempt to log on? Please describe how this will be satisfied.	No	OneMeeting can be configured to work with Azure AD or Google SSO, in which case, authentication is passed to AD/Google system. If the client uses internal user authentication, OneMeeting does not lock accounts after consecutive login attempts.
G.24	Does your solution limit users to a single login preventing concurrent sessions?	Yes	
G.25	Do you have a data/workflow backup plan? Please briefly describe.	Yes	All data is backed up and stored in multiple locations in real-time. Databases have Point in Time Restore up to 35 days. This means we can restore at any minute within the last 35 days. After that it is weekly up to 6 months. Files have Point in Time Restore up to 2 days, daily backups for 30 days afterwards.
G.26	Does your company have world class reliability standards? What is your SLA? How many 9's of service do you provide? Please describe how this will be satisfied.	Yes	The City can have confidence in Granicus's commitment to service availability through a 99% uptime per calendar quarter Service Level Agreement (SLA). In all previous months-long uptime tests, our system has averaged 99.95% uptime or higher. Notifications for Granicus Solutions of any system-wide outages will occur within one hour from the time the issues are first recognized
G.27	Is your solution capable of operating for a minimum of 7 years?	Yes	
G.28	Please describe your process to migrate current data to your platform.	Yes	Our OneMeeting team has developed custom data migration tools to transfer the City's data into the OneMeeting system to ensure the Client keeps all its meeting information and videos. Granicus will work with the City to establish the scope of migration, which varies based on volume of data and current systems. The migration tool can access the data (read-only) to pull it

End of General Questionnaire

Agenda Management Component

The following questions consist of requirements for the Agenda Management System.
This is a required to submit a proposal for this component.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
	GENERAL		
A.G.1	Does your solution provide a comprehensive agenda management system?	Yes	OneMeeting provides the most comprehensive agenda management system in the industry, which is why the City of Los Angeles, Orange County, and so many other jurisdictions have selected us through a rigorous RFP process.
A.G.2	Does your solution allow agenda management of 30 or more meeting bodies?	Yes	OneMeeting supports unlimited meeting bodies.
A.G.3	Does your solution provide a comprehensive, real-time meeting management system?	Yes	
A.G.4	Does your solution have a video streaming component to play/live and archived meetings online?	Yes	
A.G.5	Proposers must include a list of web browsers and devices their system does/does not support.	Yes	OneMeeting's cloud-based software is device-agnostic and works on all modern browsers. We recommend Chrome for best performance.
A.G.6	Does your solution integrate with Laserfiche and store agenda and materials?	Yes	OneMeeting has an out-of-the-box integration with Laserfiche. Documents can be published to selected Laserfiche folders when published from OneMeeting. Laserfiche folders can be accessed to select files to upload when adding attachments to sections and items in OneMeeting.
A.G.7	Is your solution compatible with use Microsoft Office, Adobe, and Nitro Pro?	Yes	The OneMeeting application is compatible with all major document processing software, including the Microsoft Office365 Suite as well as Adobe PDF Reader and Writer. While Nitro Pro has not been officially tested, OneMeeting's solution allows for .pdf files to be uploaded and downloaded within the system, so any other non-Adobe PDF readers can be used, too.
A.G.8	Does your solution produce a standard data format for all documents and corresponding meta data about those documents in an XML, JSON, RSS, or CSV export in a public URL link to integrate with the city's campus kosk system?	Yes	OneMeeting outputs documents to HTML, Word, and PDF formats. OneMeeting does not have any APIs publicly available and outside of secondary solutions ingesting these document types integration will not be possible. OneMeeting accepts any number of different document formats for attachments and other supplemental documentation going into the agenda.
A.G.9	Does the application support and integrate with document management applications like Laserfiche or SharePoint? If so, please describe integration capabilities including integration with any and all components in this RFP.	Yes	OneMeeting has an out-of-the-box integration with Laserfiche. Documents can be published to selected Laserfiche folders when published from OneMeeting. Laserfiche folders can be accessed to select files to upload when adding attachments to sections and items in OneMeeting.
A.G.10	Does your solution have unlimited hosted data storage?	Yes	Granicus provides unlimited data storage for its clients as part of our standard solution offerings.
A.G.11	Does your solution have the ability to integrate with the City's website with search and browsing capabilities to view and download documents and files accessible by City employees and the public? Please describe how this is satisfied.	Yes	The OneMeeting Public Portal easily integrates with our clients' websites through direct link or iframe at their discretion.
A.G.12	Does your solution have an eComment portal for the public to use for the main meeting body as well as other boards, commissions, and committees? Are there any limitations such as maximum number of eComments per agenda/item? Please describe the level of effort required to add/edit various meetings for eComments.	Yes	OneMeeting offers the public engagement module which allows residents to submit digital comments as well as request to speak during the meeting. The system does not have a limit on the number of comments per item.
A.G.13	Does your solution provide the ability for the public to submit comments during Public Comment period prior to the meeting? The comments should be easily viewable in real time by the Clerk, Council, and published for public viewing and can be acted upon within the system. Please describe how this is satisfied and name the mobile app, if any.	Yes	Yes/True. A public comment feature can be turned on and set to automatically disappear at a given time. The Client can then generate a report that shows the public comments. These comments can be published for public viewing.
A.G.14	Does your solution allow for eComments to be closed during a live meeting as the meeting is progressing and time stamp this action?	Yes	Yes eComments/Requests to speak can be set to close at a desired date/time set by the client.
A.G.15	Does your solution allow eComment reports to be exported into PDF by agenda item in a simple one-step process?	Yes	There is a button to export comments by item to PDF on the Report page in OneMeeting.
A.G.16	Does your solution allow previous meetings with eComments to be available in the public portal?	Partial	OneMeetings portal will display archived (historical) meetings automatically. The public comment module does not show other residents comments either before or after a meeting is completed. Public comments could be included in minutes to display to the public that way.

Agenda Management Component

The following questions consist of requirements for the Agenda Management System.
This is a required to submit a proposal for this component.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.G.17	Does your solution prevent an individual from entering multiple comments on the same item? If so, briefly describe how this will be satisfied.	No	OneMeetings public engagement module does not prevent more than one comment from the same user.
A.G.18	Does your solution support configurable data elements (e.g. user roles, agenda item categories, standard text inserts)?	Yes	All of those items are highly configurable by either Granicus or the City.
A.G.19	Does your solution support for user(s) to have administrative rights to add, remove, and configure users and user roles? If so, please briefly describe the level of configuration administrators can perform.	Yes	The system administrator can create unlimited and granular roles for the City team in OneMeeting.
A.G.20	Does your solution support administrative users to have the rights to configure templates, drop downs, etc.?	Yes	The OneMeeting system is very flexible and we encourage clients to configure it as much as they like and to take full advantage of its capabilities.
A.G.21	Does your solution allow for different user roles? Please list all roles and elements.	Yes	The OneMeeting solution provides an unlimited number of highly configurable security roles.
A.G.22	Is your user interface intuitive and easy to navigate?	Yes	OneMeeting prides itself on a "clean" user interface that is easy to understand and navigate for users of all technical skill sets and levels. We consider our UI to be the best in the business.
A.G.23	Does your solution provide a single, centralized means to receive, finalize, and publish agenda's and agenda packets?	Yes	Not only is the OneMeeting solution a centralized place for agendas and packets but minutes as well, so that the entire meeting process and its supporting documentation is easy to access and organize.
A.G.24	Does your solution allow an agenda packet in .pdf be condensed to a smaller file size?	No	OneMeeting's one-click option to compress and auto-hyphenated attachments into a minimized HTML agenda, as well as, a printable PDF packet. Internal and external users can download, print and export/share the agenda as a Summary Agenda (without the attachments) or as a complete packet (with attachments) from the web-based application. The size of the packet will be entirely dependent on the number of files, and file type of all attachments in the packet. Any need to make the packet smaller in file size need to be attached by making individual attachments smaller or compressing the packet outside of OneMeeting.
A.G.25	Does the solution have the ability to compress large files for publication online?	Yes	OneMeeting does automatically convert most attachments from their native format into pdf which can reduce the files size. However very large files may need to be altered prior to being submitted to the agenda to keep packet size low.
A.G.26	Can the application be configured to support multiple system environments (e.g. development, test, and production)?	No	Due to the amount of setup and configuration we do not setup test environments for clients. All updates go through a rigorous testing and quality assurance process prior to being released to clients.
A.G.27	Does your solution easily add minutes using the agenda as a template?	Yes	This is standard functionality within the OneMeeting solution.
A.G.28	Does your solution have easily searchable features and display options to view agendas, attached documentation, and minutes with key words and phrases? For both internal users and the public.	Yes	The OneMeeting Public Portal has advanced search options and all documents added to the system are OCR'd for full text/highlighted search.
A.G.29	Does your solution have Optical Character Recognition (OCR), allowing for full text search of all documents from the hosted website?	Yes	Yes/True. The OneMeeting Public Portal has advanced search options and all documents added to the system are OCR'd for full text/highlighted search.
A.G.30	Does your solution allow for authorized users to publish agendas, minutes, and other related material to the public research page in a single, automated step?	Yes	OneMeeting's allows users with the appropriate permissions to publish agendas with the click of a button.
REGULATORY			

Agenda Management Component

The following questions consist of requirements for the Agenda Management System.
This is a required to submit a proposal for this component.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.R.1	<p>Does your solution comply with The Brown Act? Examples below.</p> <ol style="list-style-type: none"> Show "current" meeting at the top of the displayed web page Ease of public portal e.g. download/view the agenda Customizable and comprehensive search options for agenda, minutes, and videos Ability to manage and publish unlimited meetings and events Ability to post the agenda, marked agenda, approved minutes, and associated documents for public web access Capable of displaying/reviewing archives meetings, agendas, and associated documents Display votes on minutes in an easy to read and efficient manner including names of voters <p>Please describe how this will be satisfied.</p>	Yes	OneMeeting allows for all of the stipulations above to be actioned accordingly. However compliance to the Brown Act is entirely reliant on staff and their actions to publish agenda and corresponding documents on time and in the appropriate places.
A.R.2	<p>Does your solution guarantee 24/7 access to upcoming agendas?</p> <p>Please briefly describe what measures are in place to ensure compliance.</p>	Yes	OneMeeting has a uptime of over 99%
A.R.3	<p>Is your solution completely compliant with the American Disabilities Act (ADA)? Are all incorporated attachments' compliance maintained (PDF's not converted to images, Powerpoints and PDF's remain searchable, etc.)? Please describe in detail.</p>	Yes	ADA compliance is not pass fail, there are different levels of compliance. OneMeeting can output agendas and packets into a HTML format which is more compliant for ADA rules. While clients can product fully compliant agendas through OneMeeting staff must take the appropriate actions to ensure each attachment is ADA compliant, the system will not do that for staff. This may include alt tagging images, Using documentation with appropriate contrast and font size. The biggest area a agency can violate ADA is through their website, so while all the appropriate steps are taken to make documentation ADA compliant it be
A.R.4	<p>Does your solution have the ability to generate and/or edit a legal caption within the agenda and within attached documents?</p>	Yes	All documents submitted to the system are editable until finalized and approved. If you can generate or edit a Legal caption in the file type you are working on today, you will be able to in OneMeeting.
A.R.5	<p>Does your solution have the ability to ensure the legal caption matches the agenda and the attached document?</p>	Yes	The agenda is compiled of documents submitted into the system. OneMeeting uses the actual files submitted so documents will appear in the agenda identically to what was submitted.
A.R.6	<p>Does your solution allow the uploading of new and/or replacement of audio/video files for a published meeting with history?</p> <p>Please describe how this will be satisfied and the required format options.</p> <p>If a third party is used (e.g. Youtube), describe your level of support for troubleshooting.</p>	Yes	Livecast allows users to upload any MP4-format video file to an archive. It also allows for trimming a video file prior to publication.
USER MANAGEMENT			
A.U.1	<p>Does your solution provide a screen that allows for the reset of a self service channels user's password without the assistance or intervention of an administrator?</p>	Yes	Yes/True.
TRAINING & ADDITIONAL SUPPORT			
A.T.1	<p>Please describe how training will be delivered (e.g. online, in class, number of site training days, number of instructors, etc.)</p> <ul style="list-style-type: none"> System Administrator Training: 6 Clerk User (Including agenda/minutes production): 40 Agenda Item Drafter/Approver: 100 	Yes	<p>OneMeeting provides a comprehensive online training via zoom or teams as part of the standard offering. Courses are available upon request, at cost, and can be tailored to the needs of the client. Below highlights the online training structure:</p> <p>OneMeeting System Administration - 2 hours (dedicated) Primary User - Clerk and Staff Training - 8 hours Council/Board Members - 2 hours</p>
A.T.2	<p>Does your organization provide onsite or local training that covers all aspects of the system prior to go-live?</p>	Yes	<p>Our standard offering is remote training via zoom or MS Teams. All remote trainings are recorded and provided to the client at no additional fee. This allows users to review the material at their own pace and on their own time.</p> <p>Onsite training is available upon request and at additional cost.</p>

Agenda Management Component

The following questions consist of requirements for the Agenda Management System.
This is a required to submit a proposal for this component.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.T.3	What ongoing training is available for your solution? - Annual workflow review - Free webinars - Videos - Guides - Online Manuals	Yes	OneMeeting users have access to an online knowledge base full of helpful training videos, manuals, and articles. All online trainings will be recorded and provided to the client for staff to use for self-paced training and review. Additional training and classes may be provided upon request for additional fees.
A.T.4	Does your solution roll out enhancements and new features? If yes, please describe the frequency.	Yes	OneMeeting uses an Agile project management approach to enhance and update our solutions on a monthly basis. We schedule our maintenance windows to minimize any potential disruptions to our clients while providing them with best-in-class, innovative software solutions.
A.T.5	Is your organization willing to provide all training materials in an editable format (e.g. .doc)?	Yes	Granicus provides its clients with video recordings of all remote trainings as well as documentation to support users' learning at their own pace and on their own time. Documentation can be provided in Word or PowerPoint formats upon request.
A.T.6	Does your organization provide any ongoing support to promote efficiencies with your customers? Please describe how this will be satisfied.	Yes	Granicus offers support included in all its subscription costs. For deeper details see our SJA.
OPERATIONAL			
A.O.1	Does your solution allow for roll-call vote and manual entry into the system?	Yes	Yes/True, OneMeeting real-time meeting management tools such as roll call, motions, votes, notes and speakers also populate automatically as text in the minutes.
A.O.2	Does your solution support effective and efficient internal controls so that errors and loss are prevented, detected and minimized (e.g. standardized text, attachment requirements for agenda items, etc.)? Please describe how this will be satisfied.	Yes	OneMeeting can provide standard text in fields and through check boxes or optional data can inform staff what its required within each item.
A.O.3	Does your solution allow a variety of standardized text options within drafting an agenda item and within minutes?	Yes	OneMeeting can import the agenda into the minutes application to use as a minutes template. Real-time meeting management tools such as roll call, motions, votes, notes and speakers populate automatically as text in the minutes.
A.O.4	Does your solution allow for "Hot Key" functionality in order to perform various functions (including shortcuts and macros) with minimal keystroke or one screen selection?	Yes	OneMeeting has a word glossary where clients can create short codes to generate longer standard text. Example type "cto" and the system will generate Call to Order
A.O.5	Does your solution allow for the creation of agendas in both a Microsoft Word and PDF format?	Yes	The format for the published agenda is configurable and includes all industry-standard programs such as HTML, PDF, and Microsoft Word. Both the agenda and the packet are automatically collated for printing or publishing.
A.O.6	Does your solution support Microsoft Word as the drafting editor, including minutes and agenda attachments?	Yes	The OneMeeting application is compatible with all major document processing software, including the Microsoft Office365 Suite as well as Adobe PDF Reader and Writer.
A.O.7	Within your solution, can a user edit and save attachments automatically and save the new version? If so, how does your solution prevent overriding if multiple people are working within the document(s)?	Yes	OneMeeting uses Office 365 to alter and edit files, edits to the staff report will automatically flow back into the system. Office 365 supports collaborative work where simultaneous edits appear on both users screen at the same time. Currently, supporting documents would need to be reattached although this is planned for future updates.
A.O.8	Does your solution allow a user to modify a variety of fields (added, removed, and/or revised) that are entered by the user in the item and/or staff report, such as agenda title, department, environmental language, recommended action, and others? - Can it be limited by user vs Administrator	Yes	
A.O.9	Does your solution have real-time spell check feature? Please describe how this will be satisfied.	Yes	Spell checking would occur via the browser or if you are using our Word integration then via Word.
A.O.10	Does your solution have a built-in redaction feature? Please describe and include details on any automated redaction (e.g. search and redact a word or number).	Yes	Yes/True, This is standard OneMeeting functionality. Users will click the redaction tool and highlight the desired information. Only users with the appropriate view/edit permissions will be able to view the redacted information.

Agenda Management Component

**The following questions consist of requirements for the Agenda Management System.
This is a required to submit a proposal for this component.**

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.O.11	Does your solution have a built in read aloud feature for eComments submitted to be read into the record?	No	
A.O.12	Does your solution allow for links on the each agenda item to other applications such as video and online codes?	Yes	Yes/True. OneMeeting's video streaming links to agenda items, minutes, votes, motions and any supporting materials.
A.O.13	Does your solution provide for an automated attachment feature? This includes the ability to embed or link any and all file types. Please indicate the file types, if any, that are compatible	Yes	OneMeeting supports the attachment of multiple file types to agenda items, including word processing applications, spreadsheets, HFML, photos, graphics, and other digital images (PDF, PNG, TIFF, JPEG, etc.) at any point in the workflow.
A.O.14	Does your solution support drag and drop for attachment adding?	Yes	Out-of-the-box. OneMeeting allows for multiple attachments to be dragged and dropped into the system.
A.O.15	Does your solution support tagging documents and/or stored files with location metadata such as address, street, street intersection, etc?	Yes	OneMeeting has an integration with Laserfische for more advanced document control, such as automatic metadata assignment.
A.O.16	Does your solution allow to enable and disable agenda items and documentation from public view until the final agenda is published? Please describe how this will be satisfied.	Yes	OneMeeting will not publish any agenda content until actioned by the clerk or agenda preparer. It can also hide individual items or attachment from the public typically user for closed session (executive session).
A.O.17	Does your solution have an "internal only" feature for closed items or other confidential attachments that don't become part of the agenda packet?	Yes	
A.O.18	Is your solution capable of attaching unlimited number of supporting documents in any file format and of any size? Please describe how this will be satisfied and any file/size restrictions.	Yes	There is no file size limitation when uploading or attaching to an agenda item. OneMeeting supports all standard formats.
A.O.19	Does your solution have the ability to create PDF documents from submitted items via scanning software or software conversion? Please describe how this will be satisfied.	Yes	Documents are automatically OCR scanned and converted into searchable PDFs.
A.O.20	On the public viewing site, does your solution have search and display options for the agendas and documents to be viewed by date, date range, meeting body type, and location? Please describe.	Yes	Yes/True. OneMeeting's search will do a full text and metadata search. Search filters include dates, date ranges, titles, keywords, Committee types, item types, tracking numbers, sponsors, and more.
A.O.21	Does your solution have the ability to identify the agenda category (e.g. Special Orders, Consent Calendar, etc.)? Please describe how this will be satisfied.	Yes	Standard feature of OneMeeting.
A.O.22	Does your solution clearly label each agenda with the meeting date, version number, and time stamp?	Yes	This would be done with a customizable template.
A.O.23	Does your solution assign an agenda and minutes status (e.g. draft, final, marked, etc.) and note it clearly on the document?	Yes	Full Functionality Out of the Box. The status of an agenda or item (draft, revision or approved/final) will display along with the version and full legislative audit history. The OneMeeting solution can generate minutes using the agenda as a template. All attached information from the agenda will be linked to the appropriate items in the minutes.
A.O.24	Does your solution allow for items to be grouped together and automatically add them under one header (e.g. consent calendar, action items, etc.)? Please describe how this will be satisfied.	Yes	This is a standard feature of OneMeeting.
A.O.25	Does your solution allow for the creation of multiple draft agendas to be routed for final approval? Please describe how this will be satisfied.	Yes	This would be done through customizable workflows. All draft agendas would follow the approval routes as outlined in the workflows.

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A.O.26	Does your solution allow a user to work on multiple agendas, meeting dates, and minutes?	Yes	
A.O.27	Does your solution allow an agenda drafter to request the meeting date on which the item will be presented?	Yes	
A.O.28	Does your solution allow the listings of future meetings?	Yes	
A.O.29	Does your solution allow for agenda items to be copied and added to another meeting date (e.g. first reading, second reading, etc.)?	Yes	OneMeeting's software includes functionality to move an item from a "preliminary" meeting to the "regular" meeting, making it easy to move and/or copy an item from meeting to the next.
A.O.30	Does your solution have the capabilities to allow draft agendas to be restricted to agenda categories and items only with no supporting documents?	Yes	Items can be submitted into any agenda section (agenda category) that permissions allow. Permissions can be set at the item level to determine what sections are allowed. Attachments can not be restricted.
A.O.31	Please describe how this will be satisfied. Does your solution allow, based on workflow rules, an agenda item to be routed or returned to the appropriate department for approval and/or revision? Please describe how this will be satisfied.	Yes	OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms. Triggering a workflow process to automate tasks like approval, collaboration, and editing. Staff can create a peer review group as part of a workflow that allows reviewing or editing permissions for staff members without disrupting the standard approval process if permissions allow. While these workflows are created as part of the implementation process they are also designed to be easy to change, requiring no special coding or programming knowledge to iterate so that the solution continues to meet your needs as your needs evolve.
A.O.32	Does your solution have the capabilities of approval sequences be preset by an administrator user role and configured for departments and sections? If yes, please state if there is a limit to unique sequences.	Yes	Yes/True. Not only does OneMeeting offer unlimited approval sequences, but we can also automate tasks such as appointing someone to a board upon approval or generating customized emails.
A.O.33	Does your solution allow for agenda items and attachments be routed to an administrator designated by workflow? Please describe how this will be satisfied.	Yes	OneMeeting's proposed solution, OneMeeting, provides powerful and flexible workflows that closely align with Redondo Beach's goals. OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms. Triggering a workflow process to automate tasks like approval, collaboration, and editing. Staff can create a peer review group as part of a workflow that allows reviewing or editing permissions for staff members without disrupting the standard approval process if permissions allow. While these workflows are created as part of the implementation process they are also designed to be easy to change, requiring no special coding or programming knowledge to iterate so that the solution continues to meet your needs as your needs evolve.
A.O.34	Does your solution provide the ability for the approver to edit item(s) and attach documents? Please describe how this will be satisfied.	Yes	OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms. Triggering a workflow process to automate tasks like approval, collaboration, and editing. Staff can create a peer review group as part of a workflow that allows reviewing or editing permissions for staff members without disrupting the standard approval process if permissions allow. While these workflows are created as part of the implementation process they are also designed to be easy to change, requiring no special coding or programming knowledge to iterate so that the solution continues to meet your needs as your needs evolve.
A.O.35	Does your solution provide the ability to have multiple approvers ordered by workflow? Please describe how this will be satisfied.	Yes	OneMeeting's proposed solution, OneMeeting, provides powerful and flexible workflows that closely align with Redondo Beach's goals. OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms. Triggering a workflow process to automate tasks like approval, collaboration, and editing. Staff can create a peer review group as part of a workflow that allows reviewing or editing permissions for staff members without disrupting the standard approval process if permissions allow. While these workflows are created as part of the implementation process they are also designed to be easy to change, requiring no special coding or programming knowledge to iterate so that the solution continues to meet your needs as your needs evolve.
A.O.36	Does your solution allow certain approvers to be set to approve concurrently and prevent simultaneous edits? Please describe how this will be satisfied.	Yes	Office 365 support simultaneous editing by multiple users without the risk of losing work.
A.O.37	Does your solution allow authorized users to see the status of an item or entire agenda? Please describe how this will be satisfied.	Yes	Agenda forecast reports can be run based on date filters or a specific meeting. This report can filter down to one meeting body, across multiple departments or multiple meeting bodies. Our task list can show the status of agenda items by individual user, departments or all items. This report can then have custom field for you to sort on to drill down into additional variables such as rushed items or item type for example.
A.O.38	Does your solution allow the insert of a placeholder item on an agenda? Within this feature, can the user hide or delete the placeholder?	Yes	Items can be submitted at any level of completion with deadlines to ensure it becomes completed on time. Items can always be pulled from a meeting or moved to a different meeting.
A.O.39	Does your solution allow a copy and/or a revision of a postponed or second reading item from a past agenda and place it on a future agenda?	Yes	Yes/True. Users can copy and move items with associated attachments among agendas, future agendas, without modifying the current item status. Users have the option to copy item with or without the attachments, start a new workflow or copy items in bulk or individually.
A.O.40	Does your solution use Microsoft Outlook to e-mail notices and/or calendar events?	Yes	Yes/True. The system is built and configured to use the native email account currently in place. Communication and email notification are handled within OneMeeting through the email system like Outlook or Office365.

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	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.O.41	Does your solution have the capability for subscribers to easily register to receive agenda emails and for the City to send the agenda directly within your solution? If so, does this feature have a report available detailing the number of subscribers or any other analytics information? Does this feature allow a customizable field such as asking which district they are in? Please describe how this will be satisfied.	Anticipated	Currently OneMeeting does have a agenda distribution email system, however that system is only designed for internal users not the public. We are building a send agenda feature which would meet the requirements above that is slated for release this year.
A.O.42	Does your solution, within the eComment feature, allow the Council and administrative users or other designated user(s) to reply to an eComment submitted by a member of the public, but restrict the ability for the public users to comment on each others comments?	No	Comments can not be replied to through the system for internal users or the public.
A.O.43	Does your solution have customizable cover pages for eComment reports, such as a graph or chart with the overall sentiment of the comments by agenda item or topic?	Yes	Yes, there is a button to export comments by item to PDF on the Report page in OneMeeting.
	STRATEGY		
A.S.1	Does your solution have the capability to capture subscribers interested in receiving meeting and agenda emails?	Anticipated	Granicus is building the send agenda feature which will satisfy this request. It is currently slated for delivery this year.
A.S.2	Does your solution support approval workflows for agenda minutes?	Yes	
A.S.3	Does your solution provide the ability for an approval workflow for draft, final, and approved minutes?	Yes	
A.S.4	Does your solution provide the ability to produce various reports using various data points and export as an .csv and .xlsx and other formats? - Number of Agenda Items added by user or user group - Number of Agenda Item types - Statistical information in relation to various deadlines - List upcoming items by department Please describe how this will be satisfied.	Yes	The OneMeeting reporting engine allows users to configure reports on any data stored in the system. Users can create "views" using system tools then use those views to create their own report. Reports can be exported to (PDF, CSV, and Excel). Votes, attendance, training and certifications can also be tracked over a specific period of time.
A.S.5	Can your solution have an embedded Google translate widget to allow the public to translate the agenda and agenda packet in google translatable language?	Yes	OneMeeting features integrations with Google Translate and Office 365. The translation integration allows the user to translate our HTML agenda into over 100 languages with a single click, drastically increasing access to agency information for more people. City users can translate their individual submissions using OneMeeting's Office translation tool into Spanish or other languages. https://www.google.com/translate https://www.officeapps.microsoft.com/translate/translate.aspx https://www.officeapps.microsoft.com/translate/translate.aspx
A.S.6	Does your solution have the ability to selectively print items and documents within the application? Ex. option to print item #4, and it would print all related documents.	Yes	Any document can be printed out of the system if needed.
A.S.7	Does your solution allow the download of an agenda and/or documentation to any device for easy offline access?	Yes	Internal and external users can download, print and export/share the agenda as a Summary Agenda (without the attachments) or as a complete packet (with attachments) from the web-based application. The solution supports all industry-standard Microsoft file formats and image formats: PDF, GIS, and AutoCAD.
A.S.8	Does your solution allow the public to bookmark an agenda/item for future reference and share it through different channels (e.g. Facebook, Outlook)?	Yes	Our system creates hard copies files for download for the public. Depending on the file format different applications may be able to offer bookmark functionality but it doesn't natively live in what our system produces. It is possible for member of the public to share an item to facebook when looking at a HTML agenda.
A.S.9	Does your solution allow for search functions within an agenda packet and for the user to make private notes directly onto the agenda or document? If yes, can those notes be available offline and/or saved? - For Councilmembers, staff, and the public. Please describe how this will be satisfied.	Yes	OneMeeting allows the public to search through the agenda and supporting documents. Items do have a internal and Private notes field natively in the system as well as the ability to put notes directly into the file in Microsoft Office. All notes are kept electronically as long as that item is stored in OneMeeting.
A.S.10	Does your solution have the ability to create a summary description, title, recommended action, and other possible fields for each agenda item with these values transferring to the Staff Report?	Yes	

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A.S.11	Does your solution allow redline versions of the attachments to be finalized with the redline showing?	Yes	
A.S.12	Does your solution provide for the use of unlimited number fonts, numbering, groupings and headers for the agenda template(s)? Please describe how this will be satisfied.	Yes	OneMeeting allows for an unlimited number of templates within its system. However templates are build into Office 365 and thus are limited to fonts available in that application.
A.S.13	Does your solution allow a numbering system for each item per a definable format? If an item is added/removed, does it adjust the numbering accordingly? - A,B,C in some sections and numeric in others. Please describe how this will be satisfied.	Yes	Standard feature of OneMeeting.
A.S.14	Does your solution allow the creation of a marked agenda and sub-sequently assign an ordinance or resolution number accordingly? Please describe how this will be satisfied.	Yes	OneMeeting provides automation for Post-meeting activities such as ordinance/resolution numbering, document numbering, tracking, electronic signatures, redactions, follow-up activities and approvals.
A.S.15	Does your solution allow the creation of a marked agenda and sub-sequently assign an ordinance or resolution number accordingly and finaliza? - Add number, complete applicable variables, enter vote, date, and signature line preparation. Please describe how this will be satisfied.	Yes	OneMeeting can automatically assign Res and Ord numbers for the org. OneMeeting also offers post meeting workflow to help staff keep track of signing completed legislation and additional tasks like adding items to codification system.
A.S.16	Does your solution allow insert, edit, reorder, delete agenda items, and attached documents based on user permissions?	Yes	Yes/True. Agenda items can be created and edited with attachments in the agenda screen/module, with revision control. You can edit items directly in the form and have the form itself route and with our Word integration you have the ability to use full Word functionality to edit your staff reports and have things like track changes show on your screen in the system.
A.S.17	Does your solution have the ability to electronically distribute complete agenda packets compatible with all user devices? Please list any deficiencies.	Yes	OneMeeting's one-click-publish completes, auto-paginates, and hyperlinks attachments into a finalized HTML agenda, as well as, a printable PDF packet. This action will notify anyone on the email list that the agenda has been published. Internal and external users can download, print and export/share the agenda as a Summary Agenda (without the attachments) or as a complete packet (with attachments) from the web-based application. External users would access the packet through the Public Portal located in the client's website. (Please see information below about the Public Portal).
A.S.18	Does your solution have the capabilities to create distribution groups of users and non-users, and send notifications to different groups when a new agenda is available (with a link to the agenda) for any agenda status (draft, final, revised, etc.)?	Yes	Internally it does right now. As mentioned in previous questions this functionality will be coming out this year for public facing.
A.S.19	Does your solution provide configurable automated email notifications? - When agenda packets in the workflow need approvals, additional information/processing, upon completion, status changes, or other user-defined process milestones.	Yes	We have a number of email notification options from letting a user know that an item is in their queue to escalating it to their manager, if they have not approved it on time.
A.S.20	Does your solution allow deadlines to be set based on a meeting date and response time? If so, does this include a feature to "lock" the meeting and prevent additions after the deadline.	Yes	Yes/True. Deadlines can be set on meeting date, response time, or extended deadline dates for supplementary document approval.
A.S.21	Does your solution support addition of late items or last minute-agenda items with notifications sent to users? Please describe how this will be satisfied.	Yes	Users with the appropriate permissions can override submission deadlines.
A.S.22	Does your solution provide a screen view of status of items for a selected meeting date to see at a glance the status/disposition/status of "current approval"?	Yes	Agenda forecast reports can be run based on date filters or for a specific meeting. This report can filter down to one meeting body, across multiple departments or multiple meeting bodies. Our task list can show the status of agenda items by individual user, departments or all items. This report can then have custom field for you to sort on to drill down into additional variables such as rushed items or item type for example.
A.S.23	Does your solution maintain audit trails of any changes made to the final agenda or attachments? Does the Email include details of "text change"? Please describe how this will be satisfied.	No	No/False. Once the agenda is published, changes can be made and republished as the Amended agenda, which will have its own audit trail. Following the Robert's Rules of Order, OneMeeting does not have the ability to make changes to published meetings without republishing.

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	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.S.24	Does your solution allow approvers to easily review and approve from a mobile device?	Yes	Yes/True. As a completely web-based solution, anyone with permissions can view and access the agendas, minutes, and supporting documents from any device that has a web browser. The solution has been designed with mobile-first technology so that the product displays and scales appropriately depending on the device the user is viewing it on.
A.S.25	Does your solution have automatic notification to submitters and other designated users when a document is removed (e.g. Agreements)?	N/A	More information on what document is being removed and what its being removed from would be needed to answer this question.
A.S.26	Does your solution support the ability to configure workflow to support the business goal of getting agenda items approved per deadline dates/certain timeframes? Please describe how this will be satisfied.		OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms, triggering a workflow process to automate tasks like approval, collaboration, and editing. We have a number of email notification options from letting a user know that an item is in their queue to escalating it to their manager if they have not approved it on time.
A.S.27	Does your solution have the ability to allow authorized users to override a submitter's item category and agenda routing path? Please describe how this will be satisfied.	Yes	This would be done using role-based access permissions. Only those with the appropriate permissions would be able to override or edit the changes made by a subordinate access role.
A.S.28	Does your solution have the ability for authorized users to override the final agenda and insert/change items, capture the reason, note this on the agenda, and distinctly mark agenda as such (e.g. revised)? Please describe how this will be satisfied.	Yes	Yes/True. The status of an agenda or item (draft, revision or approved/final) will display along with the version and full legislative audit history.
A.S.29	Does your solution support rules-based workflow generated according to actions and document type?	Yes	
A.S.30	Does your solution provide for configurable templates, and workflows for creating, editing, tracking, monitoring, and approving agenda packets, summary of actions, and capture minutes? These templates should be able to match the City's branding style. Please describe how this will be satisfied.	Yes	OneMeeting provides easy to edit minute templates with default options. The OneMeeting system is very flexible and we encourage clients to configure it as much as they like and to take full advantage of its capabilities. An admin can create, configure and modify minute templates as needed by themselves. You do not need to put in a request to Granicus to make changes to any of your minutes or agenda templates. Admins will be taught how to do this as part of training. The HTML minutes template is very configurable. The Word template has some limitations.
A.S.31	Does your solution allow designated users to revise the templates mentioned above? If not, explain the process and turnaround times.	Yes	
A.S.32	Does your solution have the ability to allow a user to revert back to a previous version of any document in the system?	Yes	
A.S.33	Does your solution allow the ability to set reminders that will alert designated staff when an item has been left in a queue beyond a designated time? - Both as part of a workflow and also an alert the user can set themselves.		OneMeeting's user-friendly workflows are tightly integrated with built-in customized templates/forms, triggering a workflow process to automate tasks like approval, collaboration, and editing. We have a number of email notification options from letting a user know that an item is in their queue to escalating it to their manager if they have not approved it on time.
A.S.34	Does your solution provide the ability to override and reassign workflow for "out of office" conditions? Please describe how this will be satisfied.	Yes	Admins can override log ins and individual users can designate people as substitutes when they are out of the office.
A.S.35	Does your solution support routing, approval, and tracking of documents not associated with a meeting (e.g. memos) and create ad-hoc workflows? Please describe how this will be satisfied.	No	OneMeeting is currently used for items going to the agenda only. Workflow setup is fairly technical and while an admin user could absolutely set up a workflow on their own, many clients rely on support from granicus for this function. We are building some new functionality around non-agenda item storage and workflow but it is not yet released or included in this proposal.
A.S.36	Does your solution allow concurrent approval, such that multiple approvers are notified and can review simultaneously, as opposed to a linear approval sequence where approvers must approve in a pre-established order? If so, please explain how the concurrent approval works and how approvers are prevented from overwriting each others edits.	Yes	Staff can create a peer review group as part of a workflow that allows reviewing or editing permissions for staff members without disrupting the standard approval process if permissions allow. OneMeeting has Microsoft Word functionality, which allows for concurrent editing.

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	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
A.S.37	Does your solution allow an unlimited number of approval sequences based on meeting body type or need?	Yes	Yes/True. Not only does OneMeeting offer unlimited approval sequences, but we can also automate tasks such as appointing someone to a board upon approval or generating customized emails.
A.S.38	Does your solution support collaboration of multiple staff members to compile information simultaneously on a file draft? Please describe how this will be satisfied.	Yes	OneMeeting provides internal collaboration options such as annotating and commenting on agenda items as they are created and sent through the workflow. There are many options for collaboration, etc. in the system. Each change made to an item is automatically tracked through the item's history.
A.S.39	Does your solution provide the ability to add notes, add comments, and track changes by submitters? Please describe how this will be satisfied.	Yes	OneMeeting has Microsoft Word functionality, which allows for notes or comments and tracks all changes made by submitters.
A.S.40	Do all users have access (read-only) to prior agenda items?	Yes	Yes, for all publicly available prior agenda items.
A.S.41	Does your solution allow for voting during a meeting, automatically record the vote to minutes, and have the vote appear on integrated displays in the City Hall Council Chambers and online?	Yes	Full Functionality Out of the Box. Our voting solution is browser based allowing council to vote on their device of choice (ex. iPhone, tablet, laptop, etc.) from anywhere (home, council chambers, on vacation). This has proven to be a critical component during the pandemic.
A.S.42	Does your solution have the ability to have multi-part items and vote individually (e.g. multiple ordinances and resolutions on one item)?	Yes	
A.S.43	Does your solution allow for the movement of names for voting results if Councilmembers are absent?	Yes	Board members who are marked absent are not able to submit motions or vote.
A.S.44	Does your solution allow for Councilmembers to conference call in and vote off-site? If so, is the information transferrable to the minutes? Please describe how this will be satisfied.	Yes	OneMeeting's digital voting system allows board members to submit motions and votes remotely. All minute actions are automatically stored and used in Minutes. Granicus does not provide any teleconference solutions so calling into the meeting needs to happen on a 3rd party teleconference tool (zoom, teams, webex etc).
A.S.45	Does your solution integrate with any video conferencing platforms (e.g. WebEx, Zoom, GoToWebinar, etc)? If so, please list the platforms applicable	Yes	OneMeeting does have an integration with zoom.
A.S.46	Does your solution, post Council meeting, integrate Resolutions, Ordinances, and Contracts, to DocuSign?	No	OneMeeting offers the same functionality that electronic signatories submit motions into DocuSign provide without the need to manage and login into multiple solutions. The ability to electronically sign documents within the OneMeeting application is controlled by the workflow system. Users can designate the signature's location and the required signee. Documents may be signed singly or in bulk. Moreover, controls within the workflow allow for iteration and finalization of the document before it reaches the signatory for final signature. This eliminates the need for multiple steps of finalizing a document within the document management system as well as the need for additional signatories. OneMeeting offers both functionality within the application and
A.S.47	Does your solution allow for Councilmembers to mark up, annotate, move bookmarks and make other commentary to agendas prior to and mid-meeting, not impacting official/published copies?	Yes	OneMeeting allows for private notes/ annotations to be attached to each item by individuals on mobile or client devices.
A.S. 48	Does your solutions support sub item to roll behind an agenda item?	Yes	OneMeeting supports supplemental items.
A.S.49	Does your solution allow for supplemental materials to be attached to an item after an agenda has been published?	Yes	Yes/True. OneMeeting has a supplemental item feature in its system and you could always add additional materials directly to the agenda without going through an approval process with the right permissions.
A.S. 50	Does your solution provide Grammarly or similar service to review staff reports?	Yes	OneMeeting uses office 365 to build and edit staff reports. O-365 has spelling and grammar checking natively.

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A.S. 51	How many agenda items (per agenda) do you support?	Yes	There are no limits to the number or size of agenda items per agenda.
A.S. 52	Does your solution have ability to index automatically, such as have A.I. keyword? If so, explain.	Yes	The public portal offers robust search functionality through the agenda, staff reports and supporting documentation.
A.S. 53	Does your solution compress PDF's that are too large and take excessive time to download? If so, explain.	No	OneMeeting will automatically convert documents to PDF but the file size is entirely dependent on the initial file submitted. The system does not compress any files.

End of Agenda Management Questionnaire

Video Streaming Component			
The following questions consist of requirements for the Video Streaming system. This is a required to submit a proposal for this component.			
Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement	
GENERAL			
V.G.1 Are you also bidding on the Agenda Management component? If so, is this a 3rd party? Who is the 3rd party vendor?	Yes	Graniticus offers agenda and video streaming services, no 3rd parties.	
V.G.2 Does your solution allow the streaming of live events as well as ability to upload archived videos from any video source?	Yes	Yes/True.	
V.G.3 Does your solution have restrictions on format or size?	No	Livecast streams videos in H.264 format and requires MP4 files for direct upload into the system. Livecast has unlimited storage of content.	
V.G.4 Does your solution have the ability to upload an audio file instead of a video file?	Partial	Livecast is a video streaming solution and requires a video input. Clients can be setup to audio only but this cant be toggled back and forth.	
V.G.5 Is your user solution intuitive and easy to navigate? Are video's indexed and searchable?	Yes	Livecast allows clients to timestamp all their videos while seamlessly taking minutes. All videos with timestamps inputted are indexed and searchable.	
V.G.6 Please describe how this will be satisfied. Does your solution have a web portal that supports the latest versions of Chrome, Safari, Internet Explorer, Edge, and Firefox? Please state any limitations.	Yes	The public portal works on all current web browsers.	
V.G.7 Is your solution hosted on world-class infrastructure and media servers? Please describe which pieces of your solution are on premise or in the cloud. What CDN are you using? Please expand.	Yes	Yes OneMeeting lives in a tier 4 Azure datacenter. Graniticus video is powered by a tier 3 AWS data center and uses a world-class CDN for video distribution.	
V.G.8 Does your solution have a server up time of 98% or higher? How many 9's do you have video and your CMS? If available, please provide your SLA.	Yes	Yes/True.	
V.G.9 Does your solution have unlimited hosted data storage for videos?	Yes	Livecast includes unlimited storage.	
V.G.10 Does your solution have the ability to integrate with the City's website as an embedded page within a City website frame, with search and browsing capabilities to view and download documents and files accessible by City employees and the public?	Yes	OneMeetings public portal can embed into any website and has full search functionality.	
REGULATORY			
V.R.1 Does your solution allow the integration or provide closed captioning services?	Yes	Livecast encoders can accept 3rd party captions. We offer a closed captioning service that integrates directly with the Graniticus encoder but clients can also use 3rd party caption service that deliver compatible captions to our encoder.	
V.R.2 Is your solution completely compliant with the American Disabilities Act (ADA)? Please describe in detail.	Partial	ADA compliance is not pass fail. There are levels of compliance. OneMeeting can output totally ADA compliant agendas, or non-compliant agendas. Making an agenda compliant is totally dependent on the actions of staff to include ADA compliant attachments and documentation. Depending on the level of compliance the organization is looking to meet there may be components of the public portal that are not fully compliant.	
V.R.3 If a meeting has a translator, does your solution provide the ability to embed the audio and/or video of the translation? -- Spanish - any other language(s)?	No	Each Graniticus encoder is capable of pushing out 1 video stream. That stream consists of a video and audio portion. 1 encoder can push out video and audio in whatever language it is fed into the system. If the client wants a English stream and a Spanish stream that would require 2 encoders and the appropriate audio fed into that stream. A view could not toggle between English and Spanish on the same stream.	
V.R.4 Does your solution have ability to have A.I. keyword search?	N/A	Its not clear what AI keyword search means.	

Video Streaming Component			
The following questions consist of requirements for the Video Streaming system. This is a required to submit a proposal for this component.			
Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement	
V.R.5 Does your solution allow for video and audio backup files to be uploaded into the system to allow for the possibility of system failure? Please describe how this will be satisfied.	Yes	This is not necessary all content is redundant across two separate datacenters with full data backup and recovery plans.	
TRAINING & ADDITIONAL SUPPORT			
V.T.1 Please describe how training will be delivered (ex: online, in class, number of site training days, number of instructors, etc) -- System Administrator Training: 6	Yes	OneMeeting provides a comprehensive online training as part of the standard offering. On-site is available upon request and can be tailored to the needs of the client (Travel and expense would apply.) Below highlights the online training structure: OneMeeting System Administration - 2 hours (dedicated)	
V.T.2 Does your organization provide onsite or Local training that covers all aspects of the system prior to go-live Please describe how this is accomplished for each solution.	Yes	Clients can opt for Onsite training for additional cost.	
V.T.3 Is your organization willing to provide all training materials in an editable format (ex: .doc)? Please describe how this will be satisfied.	Yes	OneMeeting provides its clients with video recordings of all remote trainings as well as documentation to support users' learning at their own pace and on their own time. Documentation can be provided in Word or PowerPoint formats upon request.	
V.T.4 Does your solution roll out enhancements and new features? Please describe how this will be satisfied.	Yes	OneMeeting uses an Agile project management approach to enhance and update our solutions on a monthly basis. We schedule our maintenance windows to minimize any potential disruptions to our clients while providing them with best-in-class, innovative software solutions.	
OPERATIONAL			
V.O.1 Does your solution provide adaptive display to allow viewing on any device such as tablets and smartphones?	Yes	Livecast uses a proprietary video player that is compatible with all modern tablets and cell phones.	
V.O.2 Does your solution support High definition recording (1080p or higher)?	Yes	Livecast supports up to 1080p resolution.	
V.O.3 Does your solution allow for videos to be searched based on agenda and meeting criteria and closed captioning?	Yes	Yes searching content is a standard function of Livecast.	
V.O.4 Does your solution provide reports of public participation and viewing of video as well as performance monitoring? Please describe how this will be satisfied.	Yes	Livecast uses google analytics to provide data on views, viewers and a number of metrics. It supports performance monitoring.	
V.O.5 Does your solution allow for redundant and intelligent routing to avoid network congestion?	Yes	Yes/True.	
V.O.6 Does your solution use industry standard encoders (e.g. mp4)?	Yes	Yes/True.	
V.O.7 Does your solution use adaptive bit rate streaming to deliver the best picture quality for any device?	Yes	Livecast has a proprietary video player that optimizes video for the specific device that is viewing the video. It does not currently support multi-bitrate.	
V.O.8 Does your solution integrate with any video conferencing platforms such as Zoom or Teams? If so, please state the name of the platform and if it can simultaneously stream to social media and/or Youtube.	Yes	Livecast offers a multicast feature that allows for simultaneous streams to Youtube and Facebook live.	
V.O.9 Does your solution allow for easy live-streaming via social media (e.g. facebook)?	Yes	Livecast offers a multicast feature that allows for simultaneous streams to Youtube and Facebook live.	

Video Streaming Component

The following questions consist of requirements for the Video Streaming system.
This is a required to submit a proposal for this component.

Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
V.O.10 Does your solution have portable capabilities and live stream events from various City locations (e.g. parks, libraries, etc.) via smartphones and tablets?	Partial	All streams must be fed directly to the granicus encoder which is not typically moved. Many clients still capture remote meetings directly into the granicus encoder using teleconference solutions like zoom. Instead of using in chambers cameras, the zoom meeting itself can be fed to the encoder and livestreamed and archived.
V.O.11 Does your solution allow the user to bookmark the video, allowing the public to jump to a particular agenda item within the video?	Yes	Yes/True.
V.O.12 Does your solution allow for authorized users to trim and add bookmarks, time stamps, voting results, minutes, and their post meeting additions?	Yes	
V.O.13 Does your solution allow for customers to specify maintenance/downtime windows to avoid maintenance during a meeting?	No	Granicus pushes updates to clients around Midnight on Friday evenings and is tested over the weekend to minimize client impact.
V.O.14 Please provide/describe what is your content delivery network, in order to mitigate buffering.	Yes	Granicus uses a dedicated content delivery network and supports unlimited number of concurrent viewers anywhere in the world.
V.O.15 What do you use to back up data (i.e. CD, Laserfiche (if it's integratable)?	Yes	All data is backed up and stored across separate redundant datacenters. OneMeeting also has a integration into laserfiche.
V.O.16 Does your solution have formats accessible on laptops, desktops & phones?	Yes	OneMeeting supports all industry-standard Microsoft office file formats and image formats, PDF, GIS, and AutoCAD.

End of Video Streaming Questionnaire

Boards and Commissions

**The following questions consist of requirements for the Boards, Commissions, and Committees.
This is a required to submit a proposal for this component.**

Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
GENERAL		
B.G.1 Does your solution currently provide the ability to create, receive, and store board and commission applications?	Yes	Yes/True.
B.G.2 Does your solution have unlimited hosted data storage?	Yes	OneMeeting provides unlimited data storage for its clients as part of our standard solution offerings.
B.G.3 Does your solution currently provide the ability to store attachments that come with the applications such as a resume/letter of recommendation? Please describe any file restrictions.	Yes	There are no limitations on the size or number of attachments to applications in the OneMeeting solution.
B.G.4 Does your solution have the capability to combine multiple applications and selected attachments and export into a single PDF document?	No	OneMeeting committee manager does not combine multiple applications into a single PDF.
B.G.5 Does your solution currently provide the ability to track appointed board and commission members? -Terms, seat history, clearly state vacancies, etc. Please describe how this will be satisfied.	Yes	Committee manager allows for tracking of terms, history and vacancies as standard functions of the solution.
B.G.6 Can your solution provide a data transfer migration of our past and currently seated board and commission members?	Yes	We can import historical appointments into Committee manager.
B.G.7 Does your solution allow Agenda management of multiple meeting bodies (up to 50)?	Yes	OneMeeting allows for unlimited number of boards and committees.
B.G.8 Does your solution support configurable data elements: ex: User Roles, Board Member Positions, terms, etc.?	Yes	Committee manager allows, for tracking of all of those fields.
B.G.9 Is your user interface intuitive and easy to navigate?	Yes	OneMeeting has a very easy to use interface.
B.G.10 Can the application be configured to support multiple system environments (e.g. development, test and production)?	No	Due to the extensive amount of setup and configuration we do not typically offer sandbox sites.
B.G.11 Does your solution have the ability to integrate with the City's website with search and browsing capabilities to view and download documents and files accessible by City employees and the public? Please describe how this is satisfied.	Yes	See previous question asking this same thing.
B.G.12 Is your solution completely compliant with the American Disabilities Act (ADA)? Please describe in detail.	Yes	See previous question asking this same thing.
B.G.13 Does your solution include self-service channels (Internet and Mobile) to allow non-users to provide updated personal information such as address, phone number, employment? Please describe how this will be satisfied?	Yes	Board members can update their application at any time.
B.G.14 Is your solution compatible with use Microsoft Office, Adobe, and Nitro Pro?	Yes	Yes/True. The OneMeeting application is compatible with all major document processing software, including the Microsoft Office365 Suite as well as Adobe PDF Reader and Writer. While Nitro Pro has not been officially tested, OneMeeting's solution allows for .pdf files to be uploaded and downloaded within the system, so any other non-

Boards and Commissions

The following questions consist of requirements for the Boards, Commissions, and Committees.
This is a required to submit a proposal for this component.

Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
B.G.15 Does the application support and integrate with document management applications like Laserfiche or SharePoint? If so, please describe integration capabilities including integration with any and all components in this RFP.	Yes	OneMeeting has an integration into Laserfiche.
B.G.16 Does your solution have the ability to track member attendance with customizable notes? Please describe how this will be satisfied.	Yes	Yes meeting manager allows for tracking attendance across Roll Call.
B.G.17 Does your solution allow administrative users to customize reports? -Headings, columns, etc	No	The system comes with a number of prebuilt reports but does not offer the ability to customize data fields or order.
B.G.18 Does your solution have the capability to run and export the following reports: Board/Commission Roster (with and without member contact information), member attendance, Chair/Vice Chair, Board Secretaries & Liaisons, applicants who have applied to a specific board or commission, current vacancies, upcoming vacancies, and other annual recruitment reports (rank preferences)? Ex. Report verifying AB1234, F700, Oaths of Office Please list the formats the reports can be viewed.	Partial	OneMeeting has prebuilt reports for board roster, vacancies, upcoming vacancies, expired trainings. It does have ability to track required trainings and their expiration. It doesn't have specific functionality for form 700 submissions but the submission form can be stored in the system along with the date of the last submission.
B.G.19 Does your solution have the capability to redact or ability to hide information/fields in the reports listed above?	Yes	OneMeeting uses microsoft office 365 for editing its files and redactions can be made manually in that application.
REGULATORY		
B.R.1 Does your solution comply with the Maddy Act vacancies with terms ending in a certain calendar year? 1. Annual Report of vacancies expiring on September 30th	Partial	Committee manager can hold term dates for partial terms. This allows someone coming into a partial term to pick up the remainder of the existing term without starting a new term. There is not a report specifically for this data.
USER MANAGEMENT		
B.U.1 Does your system support an extensive amount of users with varying access levels? Please list the amount of users your system supports (capped, unlimited, etc.).	Yes	OneMeeting support unlimited users and has robust user permissions and controls.
B.U.2 Does your solution allow for different user roles? Please list all roles and elements.	Yes	OneMeeting supports an unlimited amount of user roles, custom defined by each client.
B.U.3 Does your solution support for user(s) to have administrative rights to add, remove, and configure users and user roles?	Yes	this is a standard feature of OneMeeting.
B.U.4 Does your system provide a troubleshooting page and ready assistance if an error(s) occur? Please describe how this will be satisfied.	Yes	Granicus offers support included on every product it sells. For details on support see SLA.
B.U.5 Does your solution provide a screen that allows for the reset of a self-service channels users password without the assistance or intervention of an administrator?	Yes	Yes/True.
TRAINING & ADDITIONAL SUPPORT		

Boards and Commissions

**The following questions consist of requirements for the Boards, Commissions, and Committees.
This is a required to submit a proposal for this component.**

Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
B.T.1 Please describe how training will be delivered (ex: online, in class, number of site training days, number of instructors, etc.) -- System Administrator Training: 6 -- Applications Management/Approvals: 20 -- Board staff: 40	Yes	Training is included for all modules purchased by the city. Classes are typically delivered online but onsite can be requested.
B.T.2 Does your organization provide onsite or local training that covers all aspects of the system prior to go-live?	Yes	Training is included for all modules purchased by the city. Classes are typically delivered online but onsite can be requested.
B.T.3 Is your organization willing to provide all training materials in an editable format (ex .doc)?	Yes	Yes/True. OneMeeting provides its clients with video recordings of all remote trainings as well as documentation to support users' learning at their own pace and on their own time. Documentation can be provided in Word or PowerPoint formats upon request.
B.T.4 What ongoing training is available for your solution? - Annual workflow review - Webinars or online classes/trainings	Yes	Yes/True. OneMeeting users have access to an online knowledge base full of helpful training videos, manuals, and articles. All online trainings will be recorded and provided to the client for staff to use for self-paced training and review.
B.T.5 Does your solution have the ability to independently create templates and reports? - To generate reports with selected fields	Yes	OneMeeting comes with a number of standard reports. We are happy to discuss any additional reporting needs by the agency.
OPERATIONAL		
B.O.1 Does your solution allow an unlimited number of approval sequences based on meeting body type or need?	Yes	Yes
B.O.2 Does your solution use Microsoft Outlook to e-mail notices and/or calendar events?	Yes	Yes/True. The system is built and configured to use the native email account currently in place. Communication and email notification are handled within OneMeeting through the email system like Outlook.
B.O.3 Does your solution assign rights, privileges or access at the user and group level to processes for specified tasks? Please describe how this is accomplished.	Yes	OneMeeting has robust user permissions and controls.
STRATEGY		
B.S.1 Does your solution allow for multiple customizable workflows from receiving applications to appointment? Please describe how this will be satisfied.	Yes	OneMeeting supports an unlimited number of workflows.
B.S.2 Does your solution allow for multiple customizable approval workflows in your agenda management component? If yes, how many?	Yes	OneMeeting supports an unlimited number of workflows.
B.S.3 Does your solution have the capability to send out customizable emails and attachments within the solution? Please list any format/size restrictions.	Yes	
B.S.4 Does your solution allow for multiple users to view, and rate, and leave internal notes for applicants? If yes, please state if the ratings can vary by Board & Commission.	No	Committee manager allows for an unlimited number of users all of which could submit notes or rankings on an applicant.
B.S.5 Does your solution have a scheduling component for interviews?	No	No Committee manager does not offer scheduling natively. However it can work alongside any number of scheduling solutions.

Boards and Commissions

The following questions consist of requirements for the Boards, Commissions, and Committees.
This is a required to submit a proposal for this component.

	Requirement Description	Compliant (Yes/No/Partial/Anticipated)	Vendor Response and Comments Please describe how your product complies with the requirement
B.S.6	Does your solution allow for selected applicants to self-register for certain times/dates the City has made available?	No	
B.S.7	Does your solution have the ability to notify members via customizable emails for interviews within the solution?	Yes	Committee manager does allow staff to send emails to board members or applicants. However it does not offer prebuilt email templates. Each email must be written or copied in for use.
B.S.8	Does your solution clearly assign a status to each individual, ex. 1st interview, rejected, Current member, etc? If yes, are these status' customizable?	Yes	Yes applicants and board members both have client defined statuses.

End of Video Streaming Questionnaire

Glossary of Terms used in this document

Acronym/Term	Definition
Agenda	List identifying each item to be discussed or transacted at a legislative body meeting per Brown Act requirements.
Agenda Drafter	City staff employee who adds/edits/submits an agenda item and attachments.
Agenda Item	One of the items to be discussed on the Agenda for that meeting body.
Agenda Packet	Complete Agenda with all attached reports, presentations, resolutions, ordinances, written communication, and other attachments.
Approver	City staff employee who approves an item in the approval workflow.
Audit Trails	An audit trail is an immutable, security-relevant chronological record, set of records, and/or destination and source of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event.
Boards, Commissions, & Committees	Legislative meeting bodies established by the Redondo Beach Charter or ordinance and subject to the Brown Act.
Brown Act	Ralph M. Brown Act, beginning in Section 54950 in the California Government Code.
Maddy Act	California Government Code Section 54972
Marked Agenda	Agenda that notes motion voting results, attendance, and other notes taken during the meeting. This is not minutes, nor official record of the meeting.
Staff Report	A template agenda drafters and staff must use when adding an Agenda Item to further describe the item, provide information, and give more information as an attachment to the Agenda.
Submitter	Staff who submits an agenda item for approval. Kicks-off the approval workflow.

COPY



GRANICUS

Empowering Modern Digital Government

Effortlessly organize and conduct meetings through a single integrated solution with OneMeeting and Live Cast

City of Redondo Beach, CA

RFP NO. 2324-005: Agenda Management, Meeting, Video Streaming, and Boards & Commissions Information Systems

Chloe Scheer
Account Executive - Midmarket
800-314-0147
chloe.scheer@granicus.com

Granicus
1999 Broadway, Suite 3600
Denver, CO 80202
www.granicus.com
Date: February 8, 2024

Commercial – In Confidence

Cover Letter

Dear Eleanor,

Few people outside of local government fully comprehend the essential role that City Clerks play in their communities and how many critical functions you coordinate before, during, and after public meetings. At Granicus, our goal is to not only to make your job easier, but also to equip your organization for future growth. We are excited about the opportunity to continue to partner with Redondo Beach and confident that Granicus' govMeetings **OneMeeting solution** will be the best fit for your needs.

At Granicus, our goal is to relieve the burden with modern technology solutions that allow you to focus on serving your community. We have been partnering with government organizations since 1999. We have used that experience to create multiple agendas and meeting management solutions, ensuring our clients can always find the perfect fit for their needs. Many cities, counties, and special districts, like Gilroy, CA who implemented our OneMeeting and Swagit solutions, have seen extraordinary improvements in performance, service, and citizen engagement including:

- **Industry-leading protection from malicious attacks and natural disasters.** Granicus invests heavily in application and security infrastructure to ensure that information is accessible to you and your constituents need it.
- **Seamless, technology-led productivity.** Our technology solutions can be critical components to making local government run smoothly by automating tedious manual work and facilitating efficient collaboration and accountability.
- **Community-focused digital participation.** Members of the public, now more than ever, are looking for ways to engage with the government online. Granicus's agenda and meeting management solutions are purpose-built to ensure that you have a wide range of options to suit your community's unique needs.
- **Good governance and informed policy decisions.** From publishing meeting materials to live streaming public meetings to recruiting members to serve on public boards and commissions – our full scope of solutions are rooted in the principles of public transparency and engagement.

In this response, we will detail why the OneMeeting & Live Cast solutions are the best fit for the City of Redondo beach's needs. Along with our amazing customer service, the City of Redondo Beach will also be provided with an ongoing learning resource with online training features. Granicus continues to provide support before, during, and after the implementation and will consistently deliver the best product for our customers.

The proposal and the prices contained therein will remain firm for a period of one hundred eighty (180) days after receipt by Redondo Beach.

Sincerely,

Chloe Scheer, Account Executive – Midmarket

800-314-0147 | chloe.scheer@granicus.com

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Company Information

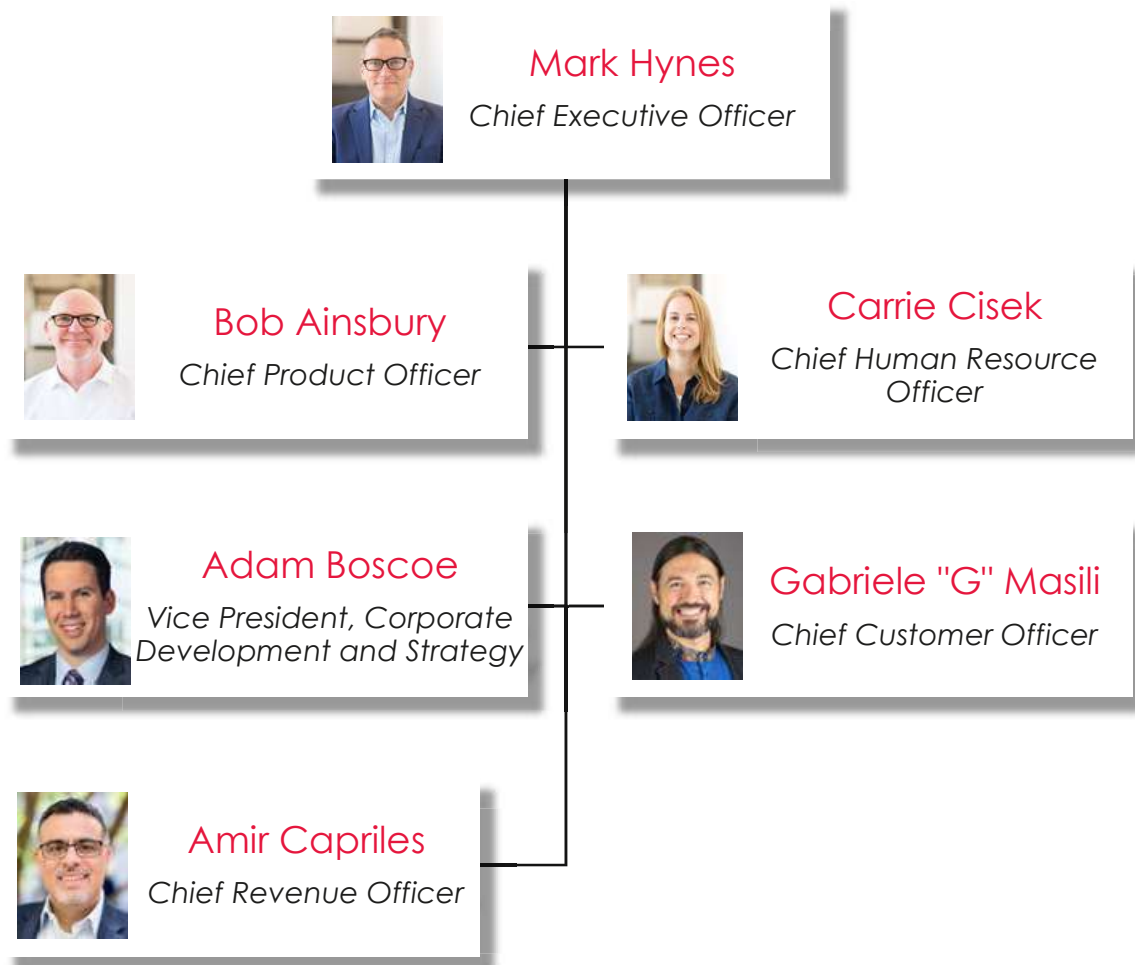
Provide company information to include all of the following: Owner(s) information and List of Board of Directors (if applicable); How long has company been in business; List history, dates and company name regarding mergers and/or acquisitions; List of company/vendor qualifications; Current Status of Standing with the Secretary of State (Provide print out) and Board of Equalization (Must be in good standing)

Granicus Leadership Team

With decades of combined leadership experience, the Granicus executive team brings a wealth of knowledge from some of the world's most formidable companies.

Executive Level Organizational Chart

The following information is publicly available. If you would like a more detailed Organizational Chart, we can provide one once a mutual NDA is in place.



Company History and Acquisitions

Granicus merged with GovDelivery (also founded in 1999) in late 2016. While Granicus had traditionally been focused on innovation in the legislative and rule-making process, GovDelivery led the way in transforming how governments communicate with the public on a day-to-day basis to support everything from flu shot programs to new veterans' benefits. The two companies' missions aligned perfectly to cover the full range of government's mission – to craft the rules and laws we live by while delivering services that bring value to the public. This powerful alignment allows us to bring even more scale and innovation to the clients we serve.

Granicus has also acquired several other companies that have increased our capabilities and offerings, and we continue to operate exclusively in that space. Other acquisitions include:

- Novusolutions in 2017, which expanded our meeting and agenda management offerings.
- Vision in 2018, which expanded our offerings to CMS and website design.
- IQM2 in 2018, which further expanded our meeting and agenda management offerings.
- SouthTech Systems in 2018, which expanded our records management offerings.
- Firmstep in 2019, which provided us with a new Civic Engagement Platform.
- Host Compliance in 2019, which provided us with a new line of business monitoring and managing short term rentals for local governments.
- Calytera in 2020, which allows us to provide Digital PCL & FOI services.
- BangTheTable in 2021, which expanded our community engagement offerings.
- OpenCities in 2021, which further expanded our CMS and Website Services offerings.
- GovQA in 2021, which brought a new Public Request Management offering into our portfolio (FOIA).
- Rock Solid in 2022, which expanded our agenda management portfolio with OneMeeting, doubled our available video streaming solutions with Swagit, and added customer request management services with OneView.
- SmartGov in 2024, which enhances our current permitting and licensing management options.

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.

By the Numbers



1999 FOUNDED



9 OUT OF 10 PROJECT SATISFACTION



6,000+ GOV CLIENTS

250+ AWARD-WINNING WEBSITES



48 OF THE 50 MOST
POPULOUS U.S. CITIES

COMPANY RECOGNITION



Quantifiable Results

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 & success teams**

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.



Status with California Secretary of State

Please see the attached form on the next page.

Status with California Board of Equalization

Granicus, LLC is in good standing with the California Board of Equalization as of February 8, 2023.



Secretary of State Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name: GRANICUS, INC.
Entity No.: 2204926
Registration Date: 12/17/1999
Entity Type: Stock Corporation - CA - General
Formed In: CALIFORNIA
Status: Active

The above referenced entity is active on the Secretary of State's records and is authorized to exercise all its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of January 29, 2024.

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 177681632

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov.

Technical Approach/Work Plan (SOW, Questionnaire, Agreement)

Provide a detailed narrative addressing the technical approach/work plan proposed to perform the work described in Section 3 - Scope of Work (SOW) requirements, and demonstrating the understanding of and ability to meet City's needs and requirements. Include Excel Spreadsheet Questionnaire(s) (See Section 3.5) and Acknowledgement Form (Attachment I).

Solution Overview

OneMeeting is an all-in-one, cloud-based agenda and meeting management platform designed to be flexible and built specifically for government needs. We know a one-size-fits-all solution doesn't fit all governments, so we've **intentionally designed features and functions to meet a wide variety of needs**. At the core of OneMeeting are powerful forms and workflow engines that are designed to be flexible enough to permit a wide range of uses and preferences. To maximize your use of the product, we don't place limitations on the number of users you have, the number of meetings you create, or the amount of documents or media you store.

Manage your entire public meeting process all from one single platform:

Pre-Meeting

- Create and manage as many meeting types as you need
- Customizable forms ensure complete agenda submissions
- Complex workflows truly automate the approval process
- Easily reschedule items and adjust your agenda
- Track upcoming agenda items and priorities with Agenda Forecast

During-Meeting

- Record motions, minutes, actions, and notes on an item
- Manage speaker list and timer
- Quick motion shortcuts and block voting maximize meeting efficiency
- Elected officials can vote digitally in-person and in hybrid meetings
- Involve residents with Request to Speak & Public Comment
- Engage your public with a video streaming solution designed especially for communities like you

Post-Meeting

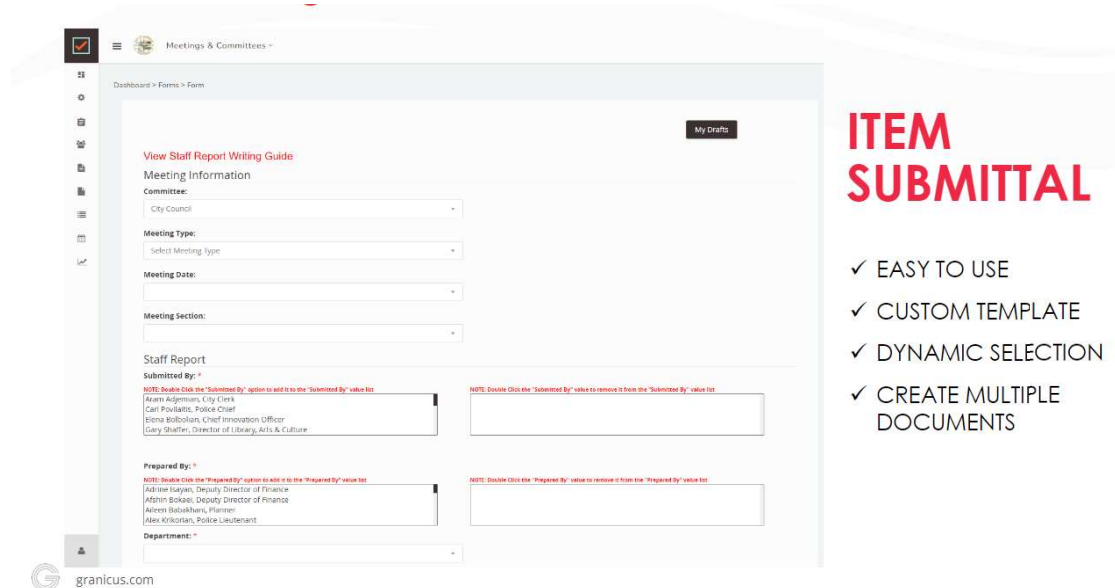
- Update meeting minutes and information immediately
- Generate comprehensive reports
- Full text search capability for items and supporting materials
- Indexed, HD video with multi-bit rate eliminates buffering, and multideestination streaming delivers video to social media, PEG channels, Roku, web, and more
- Closed captioning available for video

The OneMeeting platform is **a single, hosted solution** that can be partitioned into separate modules when clients wish to start with specific functions only. Should you decide to add services in the future, you never have to worry about integration or data migration issues because all modules share the same database.

Agenda Automation

With OneMeeting, you can **manage the entire agenda process**--from submitting an agenda item for a meeting to ensuring that the item has all the necessary supporting materials to be heard. Agenda items can have pertinent item information tracked such as sponsor, background, speaker, recommendations, etc. All custom fields can be searched and tracked for reporting purposes.

Agenda items can be moved or copied to another meeting with a **full legislative history available**. As items are moved, copied, or arranged within the meetings, the numbering and formatting of the item is automatically adjusted. This makes last-minute changes and item prioritization simple to handle. Agendas may be generated from draft formats of items or fully approved versions. Draft versions of an agenda with sections that have not yet been approved or reviewed are viewable at any point in time with the appropriate permissions.



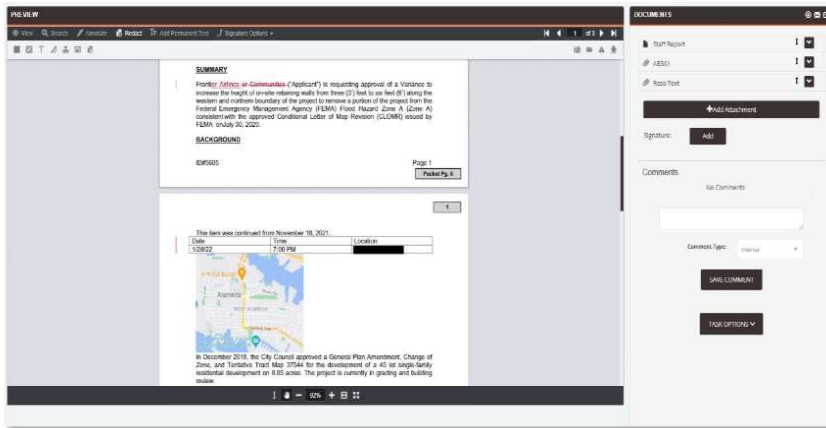
ITEM SUBMITTAL

- ✓ EASY TO USE
- ✓ CUSTOM TEMPLATE
- ✓ DYNAMIC SELECTION
- ✓ CREATE MULTIPLE DOCUMENTS

As part of Agenda Automation, OneMeeting includes **customizable electronic forms** and our Workflow module. Using this automation, the Client can add an agenda item and send it through an approval process. This automation provides an efficient and trackable way of making sure that an item is properly reviewed and ready to be presented at a meeting. Spell check is performed automatically by the browser of choice or Microsoft Word.

There is **no limit to the number of agenda templates** that can be created in the solution. Multiple templates can even be created for individual meeting types. For example, there could be a regular meeting and a closed session meeting for the same body. The Client has complete control of the templates, and how they are formatted.

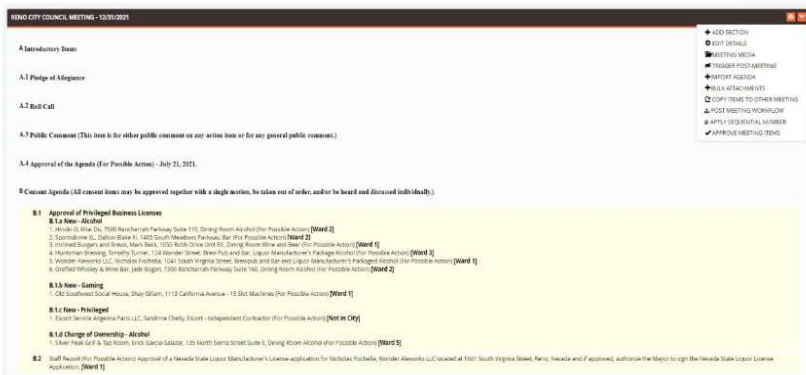
Documents that are added to an item either directly or through workflow can be **in any format and will have OCR performed on them** so they can be searched easily. There is no limit to the number or type of documents that can be added to an item. They will also be converted to PDF. There are **no proprietary file formats used in the solution**.



STAFF REPORT PREPARATION

- ✓ WORD INTEGRATION
- ✓ INSERT TABLES/IMAGES
- ✓ TRACK CHANGES
- ✓ REDACTIONS
- ✓ NO FILE SIZE LIMIT

OneMeeting has an **out of the box integration with Office 365/ Office 2016**. This gives you full Word functionality and then the ability to pull everything from Word or Excel including track changes, tables, and images into OneMeeting. **All changes to a file are automatically tracked** and logged by the system. OneMeeting provides automatic versioning of items and the ability to see differences between versions. All prior versions are kept. When opened, the status of an agenda or item (draft, revision, or approved/final) will display along with the version and full legislative audit history.



FINALIZE AGENDA

- ✓ ADD LAST MINUTE ITEMS
- ✓ MOVE ITEM TO ANOTHER MEETING
- ✓ DRAG AND DROP NUMBER
- ✓ CLEAN UP FORMATTING, ETC.

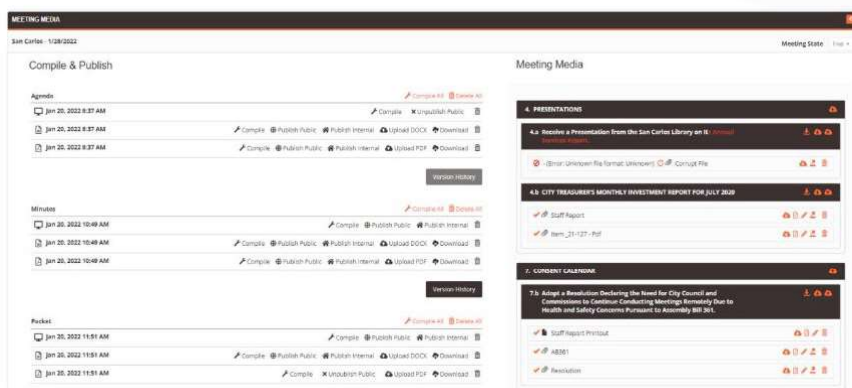
Supporting documents may be **linked to specific items in the agenda**; these links will remain if the agenda is used to generate meeting minutes. Auto-generated minutes may be rearranged and formatted as necessary to reflect the actual order of the meeting. Agenda items may be **searched by any indexed category** including, but not limited to, date range, key words, title, content, or legislation number.

OneMeeting features integrations with Google Translate and Office 365. The translation integration allows the City to **translate our HTML agenda into over 100 languages** with a single click, drastically increasing access to agency information for more people. City users can translate their individual submissions using OneMeeting's Office translation tool into Spanish or other languages, so individual submissions can be available in multiple languages within the final agenda.

Agenda Compilation and Publishing

Once an agenda and all its supporting materials have been added to the system the Client can **compile them into a packet with the click of a button**. That packet as well as the agenda can be published to the Client website with another click of a button. The format for the published agenda is configurable, including customizable, automatic numbering for each item and automatic insertion of blank PDF pages for printing, and includes all of the industry-standard programs such as HTML, PDF, and Microsoft Word. Both the agenda and the packet are automatically collated for printing or publishing. Internal and external users can download, print, and export/share the agenda as a Summary Agenda (without the attachments) or as a complete packet (with attachments) from the web-based application.

OneMeeting's state-of-the-art agenda compiler **automatically checks each item in the packet for errors**. Should an item cause an error during compilation, the OneMeeting system will flag the item and notify the user. This makes fixing the error simple and effective, saving hours of time and effort that would otherwise be wasted by manually searching for problem.



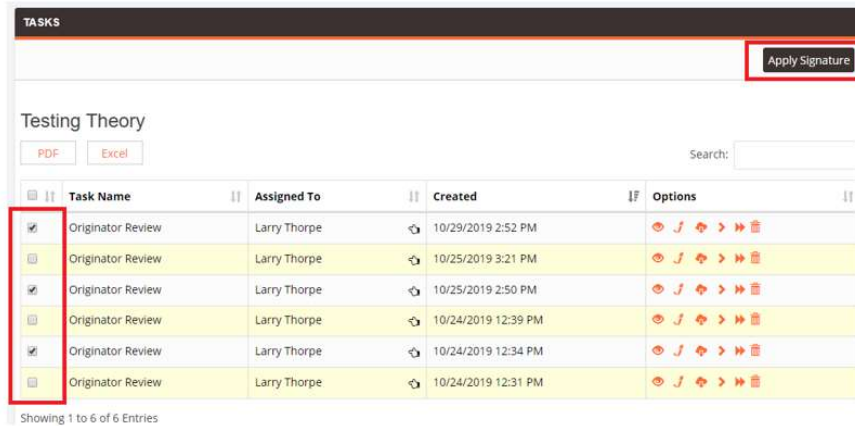
PUBLISH AGENDA

- ✓ ONE CLICK PUBLISHING
- ✓ PUBLISH INTERNALLY
- ✓ QUICK COMPILE
- ✓ BAD FILE NOTIFICATION

OneMeeting also **supports unlimited meeting bodies**, allowing each Board and Commission the unique permission levels to create and publish their own agendas and minutes. Publish dates can be controlled by each Board and Commission to meet State requirements.

Automatic Electronic Signatures

OneMeeting offers the same functionality that electronic signature solutions like DocuSign provide without the need to manage and login into multiple solutions. The ability to **electronically sign documents within the OneMeeting application** is controlled by the workflow system. Users can designate the signature's location and the required signee. Documents may be signed singly or in bulk. Moreover, controls within the workflow allow for iteration and finalization of the document before it reaches the signatory for final signature. This eliminates the need for multiple steps of finalizing a document within the document management system as well as needing another application for electronic signature. OneMeeting offers both functionality within the same process and in the same system.



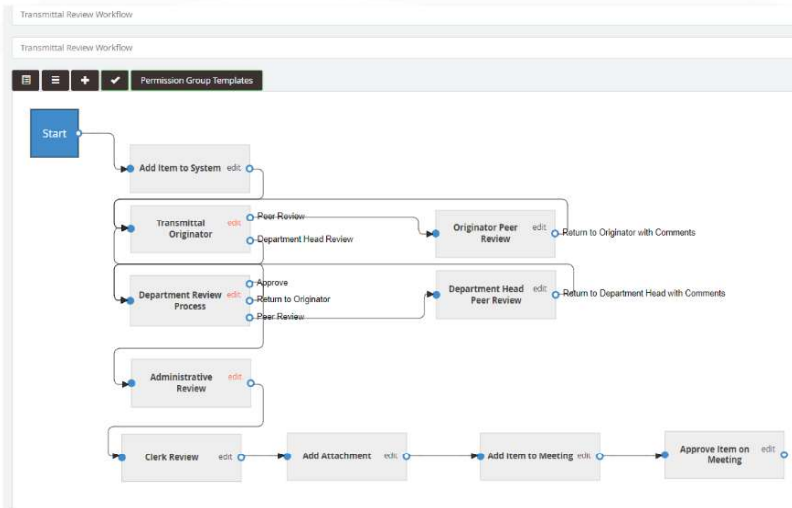
Task Name	Assigned To	Created	Options
Originator Review	Larry Thorpe	10/29/2019 2:52 PM	[Icons]
Originator Review	Larry Thorpe	10/25/2019 3:21 PM	[Icons]
Originator Review	Larry Thorpe	10/25/2019 2:50 PM	[Icons]
Originator Review	Larry Thorpe	10/24/2019 12:39 PM	[Icons]
Originator Review	Larry Thorpe	10/24/2019 12:34 PM	[Icons]
Originator Review	Larry Thorpe	10/24/2019 12:31 PM	[Icons]

E-SIGNATURE

- ✓ NO 3RD PARTY SOFTWARE
- ✓ DESIGNATE LOCATION AND SIGNEE
- ✓ SINGLE OR BULK SIGNATURE
- ✓ MS WORD COMPATIBLE

Key Module: Workflow

The OneMeeting Workflow module allows for the **automation of virtually any business process**. This means that not only can it be used to track and manage the submission of agenda items, but it can also be configured to automate the processes surrounding meeting such as forward planning, scheduling, notifications, agenda review, agenda distribution, citizen input, meeting actions, and staff follow up after the meeting.



WORKFLOW

- ✓ FLEXIBLE AND CONFIGURABLE
- ✓ GRANULAR PERMISSIONS
- ✓ DYNAMIC ROUTING
- ✓ FUNCTIONALITY SUPPORTING BACK-UP REVIEWERS
- ✓ SKIPPING REVIEW STAGES

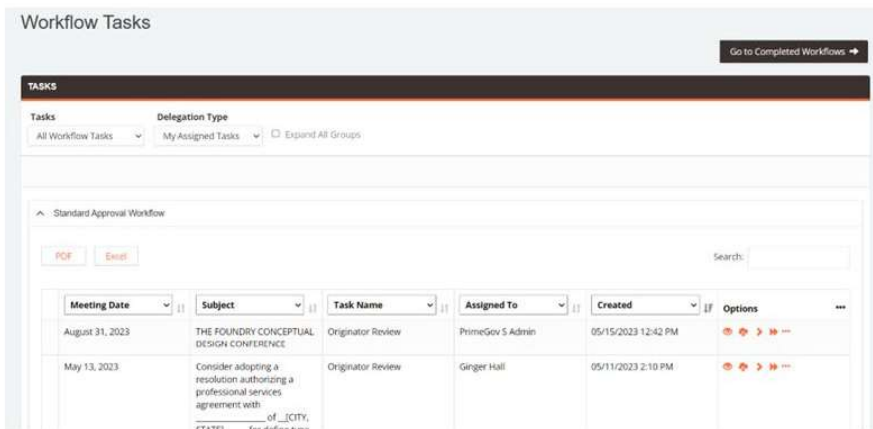
Included Features:

- Automatic initiation of workflow when an action request is submitted electronically
- Automatic text replacement shortcuts such as financial formatting, committee/ councilor names, and title prefaces
- Easy document routing for review and approval
- Document versioning and track changes
- Role-based permissions for editing and viewing privileges
- Automatic notification via email or workflow queue
- Parallel work process
- Unlimited workflows can be created to automate any process

- Reporting
- Real-time monitoring of flows to show where action requests are in the process
- Deadlines can be set for tasks to be completed

OneMeeting **workflows and security levels are highly flexible** and can assign tasks, priorities, and security at both the individual and group levels. Creating, tracking, and prioritizing an item for inclusion on the common agenda is simple and efficient when utilizing the workflow's parallel work process and real-time status updates. Highly editable, **custom workflows** would also allow for easy maintenance of the list of pending agenda items to ensure nothing gets left out of the next meeting.

The OneMeeting workflow system **allows for easy, visual changes to business rules** as needs grow and evolve. These changes can be made without impacting in-flight work. Peer Review adds an additional level of inter-departmental review prior to moving on to the next approver in order.



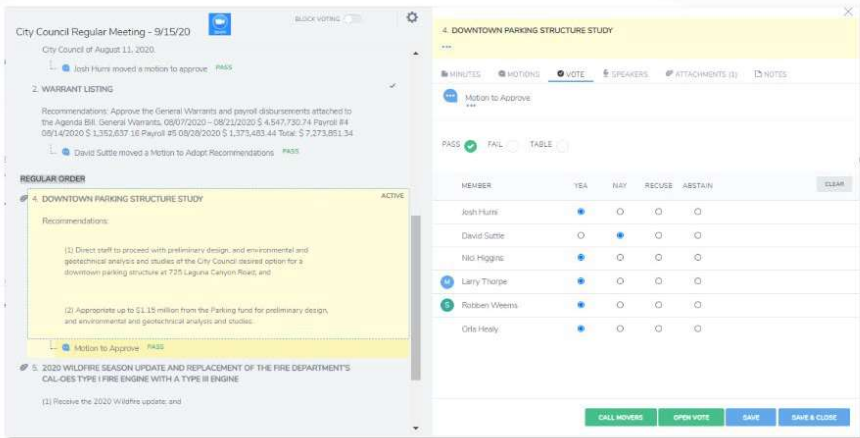
TASK SCREEN

- ✓ VIEW ASSIGNED TASKS
- ✓ VIEW SUBMITTED ITEM STATUS
- ✓ CONFIGURABLE BY USER
- ✓ SHORTCUTS AND SUB-MENUS FOR QUICK NAVIGATION

The OneMeeting **Task screen** allows staff members to see what tasks they've been assigned and the status of any documents they have submitted in the workflow. Shortcuts and sub-menus within the Task menu help streamline navigation and quick actions such as signatures or approvals.

Meeting Management

During a meeting, all roll calls, motions, votes, minutes, notes, actions, and video streaming can be performed with ease. The OneMeeting real-time meeting management tools provide **a single interface that allows all aspects of the meeting to be managed**, often by a single user. This includes such actions as starting/ stopping the speaker timer, pausing, or starting the video during recesses, and taking meeting minutes. OneMeeting can import the agenda into the minutes application to use as a minutes template. Real-time meeting management tools such as roll call, motions, votes, notes, and speaker names populate automatically as text in the minutes. Information about the current item, speakers, motions, and votes can be displayed in the meeting or online via the public portal in real time.



CLERK VIEW

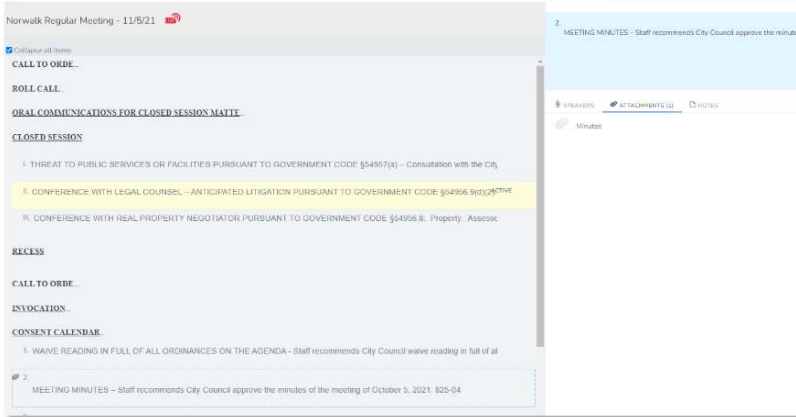
- ✓ DYNAMIC ROLL CALL
- ✓ BLOCK VOTING
- ✓ QUICK MOTIONS
- ✓ INTEGRATED SPEAKER LIST
- ✓ HOT KEYS
- ✓ ACTION REPORT

The OneMeeting **live meeting interface for Board members** allows elected officials to see the current item with links to all supporting material. They can also request to speak, move or second a motion, and vote on items that are called for a vote. As OneMeeting is a web-based solution, Board members may access the interface from within the meeting or remotely.

Citizens can also **participate in conversations with other citizens** and leave comments about the meeting as it progresses via the public portal. All the comments, conversations, and information about the meeting and specific agenda items can be archived and stored or made available to the public post meeting as part of the meeting page or legislative history if the Client chooses to do so. In addition, a **Speaker Management system** is built in that allows for speakers to sign up for a topic they want to address the board about. Once they begin speaking a user can start the timer, so they know when their time is up.

Key Module: Meeting Viewer and Annotations

The OneMeeting Meeting Viewer is provided with the solution. Meeting Viewer allows users to **view different document types** without having to have the native application on their device. It also allows users to **annotate their copy of the agenda** and supporting materials. Some of the annotations included are notes, highlighting, redaction, signatures, and more.



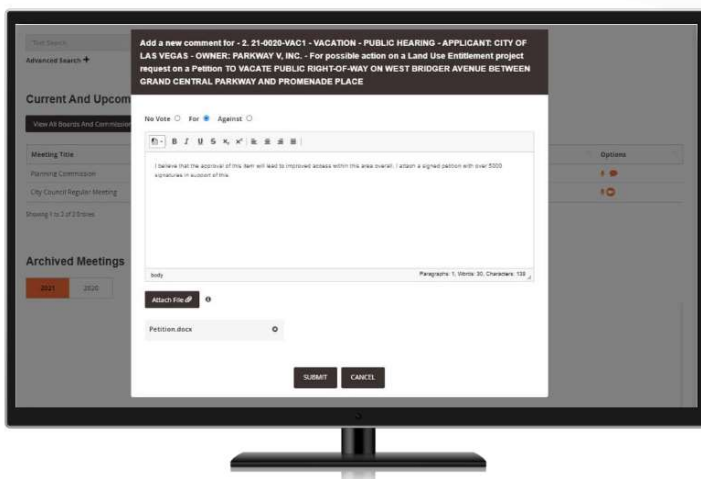
COUNCIL VIEW

- ✓ CLEARLY SHOWS CURRENT ITEM
- ✓ ANNOTATION AND NOTES
- ✓ COUNCIL MEMBER REQUEST TO SPEAK
- ✓ SPEAKERS
- ✓ VOTING
- ✓ VOTING RESULTS

When a user annotates their copy of the agenda, they will have their annotations on the agenda when they log in for the meeting. Because the OneMeeting solution is **100% web-based and has been designed with mobile-first technology**, users can access the system from any device that has a web browser.

Key Feature: Speaker Management

A **speaker management interface** is included as part of Meeting Management and includes a timer that can be displayed in chambers. Speaker Management can be configured in a few different ways. Members of the public that would like to speak about a particular item can either sign up online and be automatically added to the system, or they can be manually added by the clerk or other user that is managing the meeting in the system. How they are placed in the system is completely up to the Client. Once it is time for the speaker to start talking the clerk or other user can start the timer. Additional time can be added if needed.

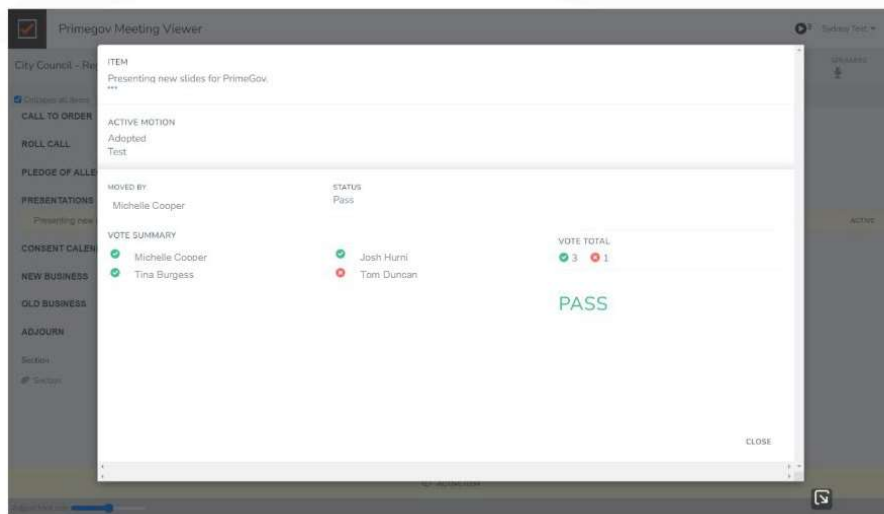


PUBLIC COMMENT

- ✓ PRE-MEETING
- ✓ ENABLE BY MEETING, SECTION, OR ITEM
- ✓ CAN ACCEPT ATTACHED MATERIALS
- ✓ CONFIGURABLE CUT OFF TIME
- ✓ NO MORE BAD HANDWRITING
- ✓ VIEW & SHARE COMMENTS INTERNALLY

Member Voting (add-on)

The Meeting Management interface known as Meeting Viewer also provides a means for the members to **record their vote during a meeting** and offers the ability to communicate the voting process of agenda items to the public. The Member Voting add-on allows voting members and support personnel the opportunity to view the current item on the agenda and to **electronically cast votes on motions**. This electronic voting solution provides an automated and effective approach to recording the events of the meeting to make it easy for the supporting personnel to follow along and manage the meeting as it is in session.

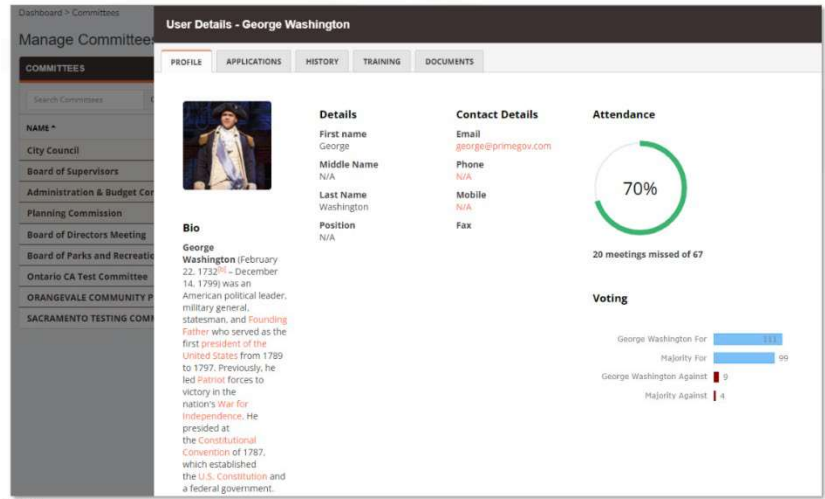


PUBLIC DISPLAY

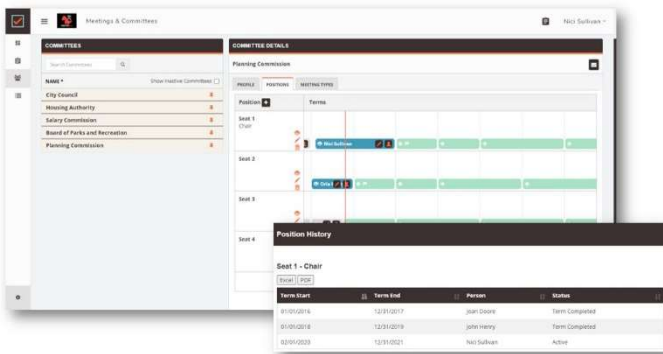
- ✓ VIDEO
- ✓ CURRENT AGENDA ITEM
- ✓ VOTING RESULTS
- ✓ IN CHAMBER VIEW

Committee Management

OneMeeting has integrated the **management of boards and commissions** as an enhancement to our solution. Viewing, editing, and adding committees, boards, members, or positions, has never been easier. In one succinct view, a user can take care of all committee tasks efficiently and effectively. They can quickly create initial and subsequent terms, and even split terms if a seat becomes vacant mid-term.



Citizens can easily **apply for vacant positions** through fully customizable online forms. The application will be efficiently routed through the designated approval process using the workflows from the agenda automation. Once an applicant is selected, acceptance or rejection letters can be sent to multiple or individual applicants through the Committee Management's notification system.



Customers can **create meetings customized to a committee's schedule**, including the ability to specify the exact cadence, time, and location of meetings. Once the meeting is scheduled, the OneMeeting Committee Management will keep committee members regularly informed about their upcoming meetings. Committee members

have access to their schedule and meeting materials on their mobile device so that they are always informed wherever they go.

Integrating Committee Management as an enhancement of our already responsive software allows **an unlimited number of meeting types** to be created for each committee. Each meeting type can have a variety of templates (agenda, minutes, action summary, confidential, etc.) that allows for maximum flexibility without duplicating data entry or administrative efforts.

Community Engagement

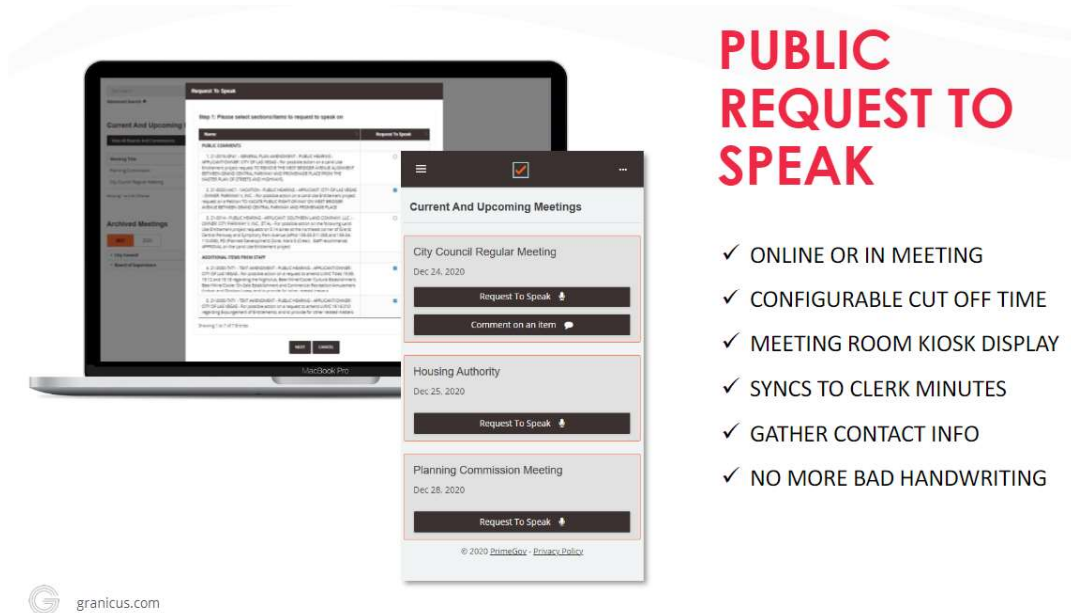
Improving community engagement options is core to the Granicus mission. We believe technology can improve communications between elected officials and their local community. The Community Engagement module includes the following:

Key Feature: Community Comment

This software creates a public portal for citizens to comment on individual agenda items. The comments are text-based, and a character limit can be established to replicate the time limit used for public speakers when meetings are in person. All comments will be aggregated into a simple report and provided to elected officials. Comments are not publicly viable until they are published by the agency during or after the meeting.


Key Feature: Community Request-to-Speak

The Request to Speak functionality allows community members to sign up to request to speak for any agenda item. The software will manage the sign-up and provide an ordered list of public speakers that can be called on during the meeting.



**PUBLIC
REQUEST TO
SPEAK**

- ✓ ONLINE OR IN MEETING
- ✓ CONFIGURABLE CUT OFF TIME
- ✓ MEETING ROOM KIOSK DISPLAY
- ✓ SYNCs TO CLERK MINUTES
- ✓ GATHER CONTACT INFO
- ✓ NO MORE BAD HANDWRITING

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Key Feature: Kiosk View

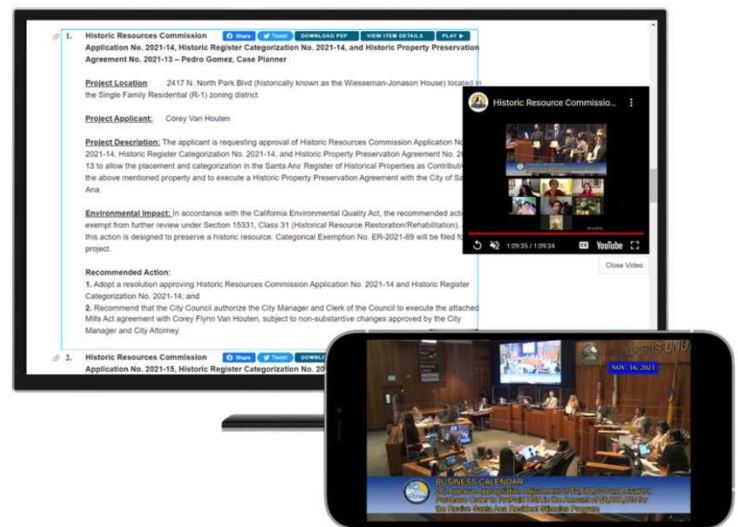
The Kiosk View functionality is a tablet-based kiosk view, which allows community members to sign up to speak quickly and easily in meetings.

Video Streaming with Live Cast

Live Cast 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. Live Cast 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 Live Cast, equaling 12,000 daily streams and 1 petabyte of stored video content.

Live Cast 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 Encoding Appliance

The Granicus Encoding Appliance is designed and built for our platform and streaming protocols to provide government organizations with superior live and on-demand webcasting performance. The hardware is pre-configured and delivered ready to stream. Simply connect power, network and an analog or Digital (SDI audio/video source). Full appliance control is available through a web browser or locally-installed client application.

Front View



Rear View



Specifications

- Dell OptiPlex 7040
- Intel Core i7-6700
- 8GB RAM
- 1TB hard disk space
- 180W auto-switching Power Supply
- 1-year warranty (from Dell)
- 64-bit Windows 7 Embedded OS
- Dimensions 11.4 x 11.5 x 3.6
- Optional 3U rack mount shelf:
 - Shelf can be used in a round or square hole and 2-post or 4-post rack
 - Dimensions 19" rack, 3U Tall, 14" Deep

Granicus' hosted infrastructure supports the encoding appliance and offers unlimited bandwidth, storage, and the highest security standards through a cloud-based platform. The Granicus team works around-the-clock to ensure your applications are protected and operating smoothly. This ensures long-lasting success with our technologies while maximizing your solution's performance.

Live Cast 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.

Integrations with Zoom

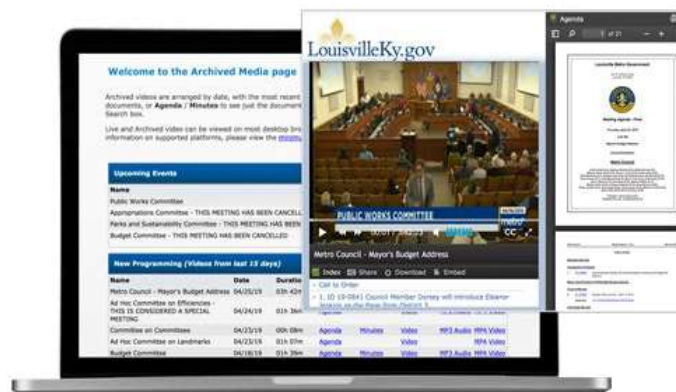
Stream hybrid or fully remote meetings online with Zoom. This out of the box integration accepts video feeds from Zoom, allowing remote participants to be shown in the livestream or on the meeting room display.

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. Live Cast 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 (optional, not included in pricing)

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)

The Performance Accelerator is required when:

- Demand exceeds the 50-concurrent internal stream limit of the Granicus Encoding Appliance
- Internal distribution is desired for more than two Granicus Encoding Appliances

How It Works

The Performance Accelerator becomes the central distribution point for all live and on-demand streams. For live streaming, the Performance Accelerator pulls a single stream from each Granicus Encoding Appliance for redistribution to internal viewers. For on-demand streaming, the Performance Accelerator stores a copy of each archive that can be streamed to internal users. The archives maintained on the Performance Accelerator are automatically synchronized with Granicus Cloud Services. Granicus can install multiple Performance Accelerators if needed (e.g., if you have multiple networks, multiple locations, or heavy usage).

Intelligent Routing

When a viewer clicks a link to access a stream, Granicus servers examine the public IP address of the request. Addresses that are identified as internal network viewers are transparently redirected to the Performance Accelerator. All others are treated as public viewers and receive their content directly from Granicus Cloud Services.

Internal Streaming Methods

The Performance Accelerator delivers all content via unicast streaming. Each internal viewer receives a single stream directly from the Performance Accelerator. Bandwidth utilization is calculated by taking the bit rate of the stream multiplied by the anticipated number of streams. Thus, 100 concurrent streams at 650Kbps equal 65Mbps of network traffic. The Performance Accelerator must be able to communicate with your Wi-Fi network to stream to local wireless devices.

Client-Provided Hardware or Virtual Machine Specifications

You may supply your own hardware or virtual environment for the Performance Accelerator. Machines must meet specific minimum performance, storage, and operating system requirements to successfully install and run the software.

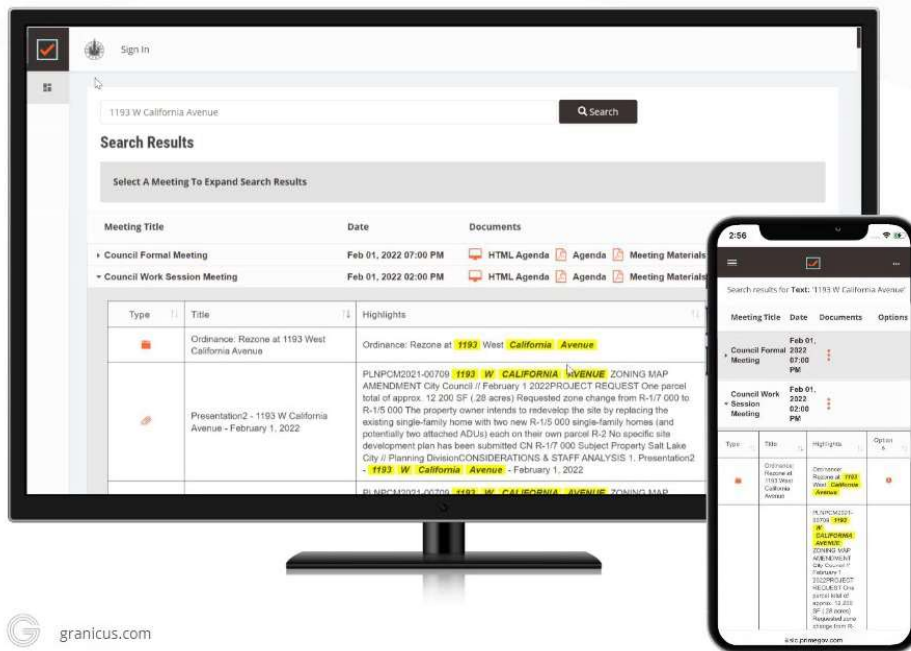
Processor	<ul style="list-style-type: none"> • 2 GHz dual-core or better • Maximum of 16 processors
Memory	<ul style="list-style-type: none"> • Minimum 4GB RAM
Storage	<ul style="list-style-type: none"> • Minimum 2 x 750 GB disk drives (RAID 1 configuration or better) • Content storage must be drive letter accessible. • SAN/NAS or Fiber Channel Array is acceptable
Operating System	<ul style="list-style-type: none"> • Windows Server 2008 R2 Web, Standard or Enterprise* • Windows Server 2012 Datacenter or standard* • Windows Server 2012 R2 Datacenter or Standard*
Domain	<ul style="list-style-type: none"> • It is best practice that Virtual Server is not a part of your domain, as this can change the configuration of your server.
Anti-Virus	<ul style="list-style-type: none"> • C:\Documents and Settings\All Users\ "Include subfolders" • C:\WINDOWS\Microsoft.NET\Framework "Include subfolders" • C:\Program Files\Granicus\ "Include subfolders" • C:\Program Files\Adobe "Include subfolders" • C:\Gads "Include subfolders" • D:\GStore\ "Include subfolders" • C:\WINDOWS\system32\inetsrv\ • C:\GranicusLogs • D:\Temp\ • D:\Temp\

*Please note: If you are provided a physical or virtual performance accelerator, the sources/sxs directory for your operating system (Win Server 2008 R2, Win Server 2012, or Win Server 2012 R2) must be present and fully loaded in the default location. Features and Roles are added as part of the deployment process. The sources/sxs are required to install these Features and Roles.

Public Portal

The Public Portal can be **integrated directly within the Client's website**, providing a seamless look and feel. Constituents can search for and view meeting agendas, minutes, supporting materials, and video/audio. The portal also provides the ability for constituents to search the legislative history of an agenda item with a unique ID showing virtually all the information the system knows about a particular item. This includes the meeting history, voting records, speakers, and video specific to the item. All documents added to the system about the item are OCR'd for full text or highlighted search for additional information.

An **internal portal** can also be used if the Client would like to publish specific information internally prior to it being made available to the public.

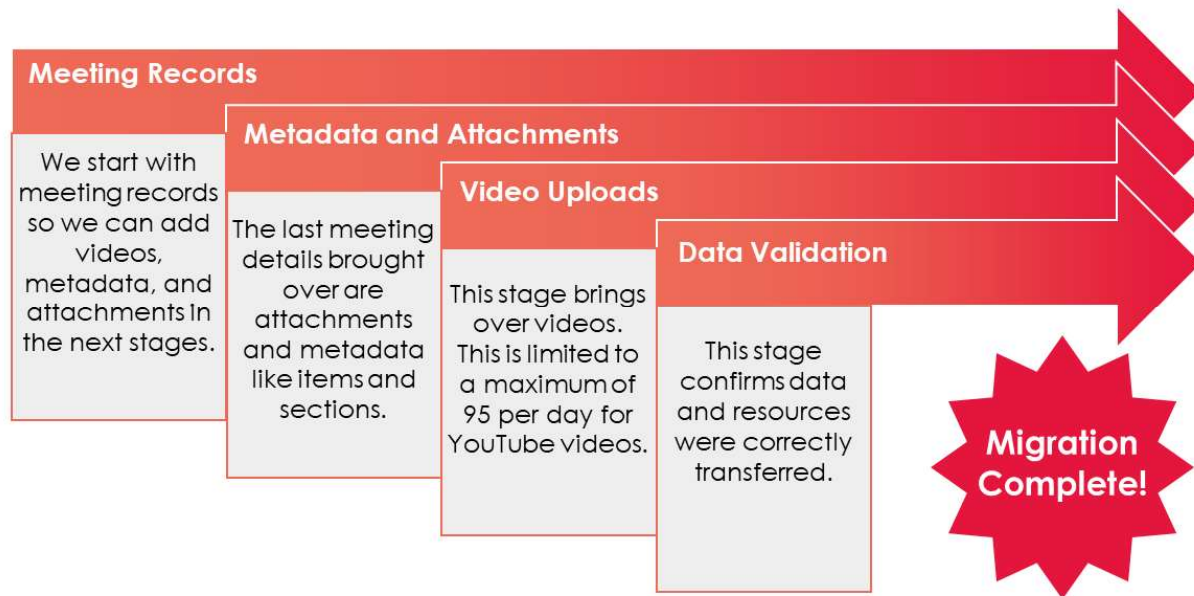


PUBLIC MEETING PORTAL

- ✓ MOBILE FRIENDLY
- ✓ FULL TEXT SEARCH
- ✓ FILTERING
- ✓ GOOGLE TRANSLATE
- ✓ AGENCY BRANDING

Data Migration

Granicus has developed **custom data migration tools** to transfer the Client's data into the OneMeeting system to ensure the Client keeps all its meeting information and videos. Granicus will work with the Client to establish the scope of migration which varies based on volume of data and current systems. The migration tool can access the data (read-only) to pull it from the current system and bring it into the OneMeeting system. We conduct each migration with three stages followed by a validation period. These stages of migration are meeting records, video uploads and metadata/attachments.



Global Features and Services

Standard Reports

The OneMeeting reporting engine allows users to **configure reports on any data stored in the system**. Users can create “views” using system tools then use those views to create their own report. Standard reports are also provided and include:

- Committee Member Reports
- Committee Vacancy Reports
- Vote Records
- Attendance Records
- Audit report (login, adds, deletes, etc.)
- Usage Reports (Items Submitted, Items Approved, Review Time)

All reports can be exported to PDF. Users can filter and re-run standard reports or save them.

Custom Reporting

The Committee Management module's robust programming makes **generating detailed reports** quick and easy. The custom reports can be tailored to include specific information such as composition and demographics of the City's various boards and commissions, including information pertaining to their gender, race, veteran status, disability status, address, and district of residence while still differentiating between applicants and confirmed appointed persons.

Future developments scheduled for mid-2023 include dedicated Demographic Infographics, making demographic information easily accessible through the dashboard environment.

Mobile Accessibility

As a completely web-based solution, anyone with appropriate permissions can view and access the agendas, minutes, and supporting documents from any device that has a web browser. The solution has been **designed with mobile-first technology** so that the product displays and scales appropriately depending on the device the user is viewing it on. OneMeeting strives to be ADA and WCAG compliant.

Open API

The OneMeeting Legislative Management Suite is **driven by Restful Web Services**. This allows virtually anyone (other software vendors, open data developers) the Client allows to consume the data available in the system. Access is controlled by the Client and the available “datasets” are published by the Client, just like publishing an agenda.

Unparalleled Customer Support

Granicus insists that customers always have access to staff and resources to ensure an outstanding customer experience. Our support team is staffed with the needs of local government in mind. Regular Support Services are provided between 8:00am-10:00pm Eastern Time, Monday through Friday. On-call and emergency support are provided outside of regular Support Service hours online and by phone.

In addition to contacting the support team by phone and email, Granicus provides a searchable online knowledge base for all its clients as part of their services. The knowledge base is available on the same website as our support ticket management system, making the OneMeeting support portal a one-stop shop. The documentation provided includes product updates, technical assistance, tutorials, and more. The content is regularly updated and expanded, and each article contains links to related articles for increased navigation.

Customer Support

Staff will be available 24 hours a day, 365 days to address critical system issues. The helpdesk services can be contacted through e-mail, telephone, or our support portal. Normal or Low priority live requests will be handled during regular operating hours Monday – Friday, 8am – 10pm (EDT).

The following table details the support severity levels and targeted response times:

Codes	Example	Resolution Level Agreement	
Critical	<ul style="list-style-type: none"> System down System up, but cannot be used, affecting operations 	Confirmation of Request Received	1 hour
		Communications	1 hour
		Expected time to begin solving the issue	2 hours
High	<ul style="list-style-type: none"> Specific system functionality not functioning as expected System interface is not working Security-related requests Serious impact on customer operation 	Confirmation of Request Received	4 hours
		Communication	4 hours
		Expected time to begin solving the issue	8 hours
Normal	<ul style="list-style-type: none"> Change of passwords Billing information request Functional or technical consultations 	Confirmation of Request Received	1 business day
		Communication	1 business day
		Expected time to begin solving the issue	24 hours
Low	<ul style="list-style-type: none"> Suggestions and recommendations 	Confirmation of Request Received	3 business days

Codes	Example	Resolution Level Agreement	
	<ul style="list-style-type: none"> Training requests 	Communication	3 business days
		Expected time to begin solving the issue	48 hours

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.

Criteria for Incident Escalation

Our customer support department receives cases and routes them to our OneMeeting product support team. Requests are handled at different levels of escalation.

- Level 1 – General Customer Support.** In this level, we can solve or answer general questions regarding products such as frequently asked questions and common knowledge base support requests. If the issue cannot be resolved in the initial call, the incident is escalated to a Level 2 request.
- Level 2 – Functional Specialist Support.** More experienced resources that have been involved in product implementations and issue resolution will handle Level 2 requests. These requests are more complex in the areas of functionality or configuration. A Level 2 representative will be communicating with the customer via email and coordinating communications to resolve the issue. If the issues are technical, to the degree a Level 2 representative cannot solve the issue, then the case will be immediately escalated to a Level 3 resource to address the issue.
- Level 3 – Technical or Advanced Support.** This support is provided by technical personnel that handles requests that are not in the scope of Level 1 and Level 2 resources. Level 3 requires technical or software development experience for issue resolution. Level 3 resources will work with the Level 2 resource on resolving the issue. Communications should not be expected from a Level 3 resource unless necessary. The Level 2 resource will keep communications with the customer until the issue is resolved.

High availability

The City can have confidence in Granicus's commitment to service availability through a 99% uptime per calendar quarter Service Level Agreement (SLA). In all previous months-long uptime tests, our system has averaged 99.95% uptime or higher. Notifications for Granicus Solutions of any system-wide outages will occur within one hour from the time the issues are first recognized by Granicus.

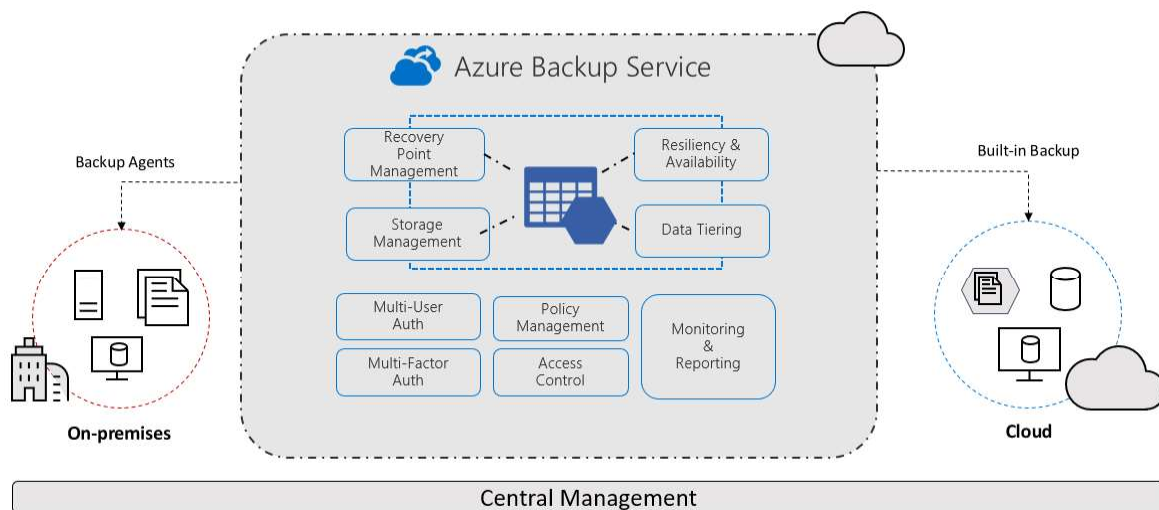
SaaS Solutions - Data Storage and Backup

Data Storage

Granicus provides **unlimited data storage** for its clients as part of our standard solution offerings. Clients will never have to worry about running out of storage space or needing to upgrade to a larger data storage package.

Data Backup Process

All data is **backed up and stored in multiple locations in real-time**. Databases have Point in Time Restore for up to 35 days. This means we can restore to any minute within the last 35 days. After that, restorations are saved weekly for up to 6 months. Individual files have Point in Time Restore up to 2 days and daily backups for 30 days afterwards.



Granicus **hosts all data in Microsoft Azure**, which is a Tier 4 data center, and all connectivity is automatically managed by the Azure infrastructure. Azure guarantees a permanent data failover. Extra data backups are available upon request. Clients may also export data to external devices for additional storage.

Granicus follows the standard protocols for recovery stated by Azure. Granicus uses HTTP2 protocol, so all communication between the client and server is **secure and encrypted**. Our database, backups and other data at rest is stored on Azure resources that have automatic encryption on all the elements.

Network Bandwidth and System Requirements

The entire application is web-based, so there are **no minimum bandwidth requirements** for web application usage. For video viewing, each user would use 5 Mbps as it's a 720p stream. Bandwidth requirements per client are dependent on user usage.

With mobile accessibility in mind, OneMeeting has been designed to run on any device that can support the latest web browsers including Chrome, Safari, Microsoft Edge, and more.

Backup Redundancy and Availability

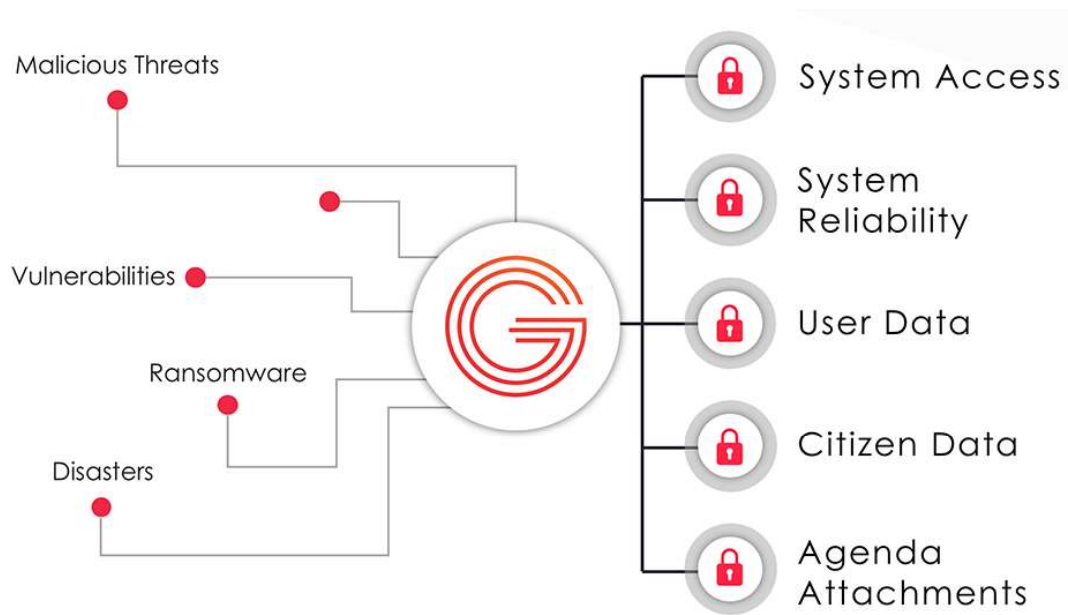
OneMeeting is organized as a 3-layer module program with supporting microservices. Components are deployed to either a Windows-based Virtual Machine, with specifications determined by workload and re-evaluated regularly, or to a computational platform such as Azure Functions or Azure AppService. These provide models for autoscaling based on demand to ensure low response times. All application code is written in .NET Framework or .NET Core and deployed to the most recent available version of Microsoft Windows Server.

OneMeeting data architecture focuses on attaining 4th normal form in database normalization and leverages foreign key and other database constraints to ensure consistency.

SaaS Solutions - Data Access and Security

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 Microsoft Azure and all backups (from every application) are replicated to Azure datacenters.



Access

OneMeeting has fine-grained role-based security and can support multiple user IDs with varying levels of access and security. The client can create as many user IDs as needed and apply varying permissions to each.

Authentication is supported via password authentication as well as SSO. Permissions are applied at the user level and can be applied to meeting types, workflow tasks, or individual functions (operations) within the system.

Security – Physical and in the Cloud

Granicus prioritizes both **client satisfaction and data security**. Every new employee must sign a non-disclosure agreement and undergo both thorough background checks and rigorous training.

When preparing an update, Granicus performs a **robust set of security checks and testing** via a static analysis solution before any new code can be merged into the main body of the program. When a security issue is discovered/reported average time to resolution is currently less than 30 days.

For additional monitoring, all OneMeeting customers receive access to **OneMeeting's customer portal** where the health status of the applications is present, and all alerting is provided to customers who subscribe to notification. Notifications are sent automatically, and options are available for users to receive these via email and/or text.

Software Modifications

Maintenance & Updates

All maintenance and updates are included in the OneMeeting subscription service. Granicus provides an average of 12 releases per calendar year. Our software handles all upgrade related activities and requires no action from the customer. OneMeeting has an Agile approach, releasing new versions (updates) to the server every month.

All updates are automated using Microsoft automation tools. All release notes and update information is freely accessible and stored in our online knowledge base. If a patch is defined as a hot fix and has a heavy impact on customers, it will be released as soon as possible with little-to-no down time.

Granicus uses an Agile project management approach to enhance and update our solutions monthly, if not more often. We schedule our maintenance windows to minimize any potential disruptions to our clients while providing them with best-in-class, innovative software solutions. If system maintenance will affect system uptime, the customer will be notified in advance (if planned) or regularly updated with the system status (if unplanned).

Change Requests

Client input is viewed as essential to our success at Granicus. We pride ourselves on superior client experience, and that includes taking all client input for future enhancements or solution improvements seriously and considerately. Client feedback is always welcome, and clients are encouraged to participate in future user groups and focus groups to see how we can continue to expand and improve our products.

System Documentation

When releases and updates are made, all OneMeeting clients receive notification and supporting documentation via email. OneMeeting users also have access to an online knowledge base full of helpful training videos, manuals, and articles. Documentation is revised and expanded on a weekly basis and client usage is tracked to ensure that documentation updates prioritize frequently accessed topics and areas of great interest to our clients. The major documentation categories (e.g., PDFs and webpages) in the knowledgebase are:

- Resolution Articles (for both Admin and general users; broken out by product type)
- Product Guides and Administration (for both Admin and general users; broken out by product type)
- How-To Articles (for general product troubleshooting and training)
- Product Updates (for continued communication and training on product improvements)
- Release Notes (for communication regarding product fixes and improvements)

System Requirements (for Admin and general users)

More details and examples can be provided upon award of contract.

Integrations

Granicus builds our solution on **widely used and supported web applications**. Technology, particularly video, has improved dramatically over the last few years. Our role as a company isn't to reinvent the wheel but to adapt software to meet the specific needs of clerks. We provide out-of-the-box Laserfiche, Zoom, Swagit, Microsoft Office365 SSO, Google SSO, and YouTube integrations to pair our best-in-class solutions with our clients' existing systems.

OneMeeting x Laserfiche Integration

Laserfiche® Granicus provides an out-of-the-box integration to match our best-in-class solutions with our clients' **preferred Laserfiche document management software**. More than 20% of OneMeeting clients opt to use this integration in their solutions. This integration helps our customers manage their documents and link with their existing software solutions.

The OneMeeting integration with Laserfiche provides two primary features:

- Documents, and their related metadata, can be published to selected Laserfiche folders when pulled from OneMeeting
- Laserfiche folders can be accessed to select files to upload when adding attachments to sections and items in OneMeeting

Our solution **removes the need for users to manually download files** from one system to place them in the other. We save our users time and reduce the risk of errors due to manual work. In addition, the mapping of metadata when publishing documents from the OneMeeting system into Laserfiche provides even more time saving and error reduction, ensuring data is accurate and present in all files.

Implementation Approach

At Granicus, we take pride in fully understanding your project before it begins. Before project initiation, we will provide the City of Redondo Beach with a project plan and, if requested, a Scope of Work ("SOW") document to support a clear understanding of the project. Although Granicus makes every attempt to provide accurate estimates, it is possible that additional Client requirements or details can emerge. If new requirements are discovered or additional products and/or services are required, it may change the estimated cost and timeline provided.

Implementation Methods and Stages



Granicus uses a consultative approach to implementation, and our implementation methodology framework includes planning and discovery, implementation, and project closure. The discovery period includes comprehensive review and analyses of the Client's business processes for agenda and management. Additional discovery sessions will be held with subject matter experts to map and document workflows, forms, and documents to drive a successful Configuration period and lead into Training, Go Live, and Transition to the Support team for on-going, long-term support.

Risk Management

A tollgate (health check) review is conducted at the end of each phase of implementation to ensure that activities, milestones, and deliverables are provided per Redondo Beach's quality standards, and that any risks and issues are proactively addressed moving into the next phase.

Project Tracking

Our implementation team utilizes a project management tool called Wrike. A specific account can be created for Redondo Beach's team if the City would like to collaborate with our team in Wrike.

Detailed Implementation Method

There are four phases of implementation, and each phase contains several stages or parts.

Phase 1: Kickoff & Discovery/ Project Startup Phase



Pre-implementation Call

The Pre-Implementation Call is an important preliminary meeting that occurs during the sales process. It is designed so that Granicus Implementation Services can meet with clients to discuss the implementation and related topics.

Topics

- Introductions
- Confirm the features and functionalities match expectations
- High level overview of the implementation process and timelines
- Provide this Statement of Work
- Provide the client with the OneMeeting questionnaire. This is extremely important to be complete and accurate. This questionnaire will reduce the number of hours required during the configuration stage of this project for Granicus and the client. This will be sent to you via a zipped file or other method. You are welcome to ask questions when reviewing and completing these. The questionnaire is organized into folders by product. If the client purchases only agenda automation, the items in the General Folder and the Agenda Automation Folder are required to be completed. If the client buys all modules and a data migration, then all items in all folders are required to be completed. The questionnaire should be completed before, during or immediately after the project Kick Off Call.
- Implementation Consultant and Design Services reviews current and or expected output (agenda, minutes, etc.) to confirm there are no system limitations. If there are limitations, explain what we can do.
- Project Coordinator to discuss any items related to hardware (if included in the deal)

Project Kickoff

The purpose of the kickoff call is to formally start the project. The Granicus Project Manager schedules the kickoff call. It is important that the Opportunity Owner, all assigned members on the Granicus project team and the client project team are present for the Kickoff Call.

- **Introductions:** Project Owner will start the call by introducing all meeting attendees.
- **Project and Solution Overview:** Review the products included in the project and an overview of the deployment process.
- **Hardware Implementation Process:** If an encoder or other hardware is included in the solution, provide a brief overview of the hardware shipment, configuration

process, and then schedule a meeting for the hardware implementation call. It is the client's responsibility to physically install and connect the hardware, and they need to complete this step prior to the hardware implementation call. Therefore, make sure the call is scheduled out far enough to give the client adequate time to receive and properly install the hardware.

- **OneMeeting Configuration Process:** Implementation Consultant will provide a brief overview of the OneMeeting Configuration process and training process, and then will re-introduce the implementation consultant so they can talk about the process in more detail and schedule time with the client as necessary.
- **Training Process Review and Scheduling:** The Product Trainer to review the training process. The trainer will then discuss the training process and schedule the training sessions on the call.
- **Scheduling dates:** Schedule dates collaboratively. This will inform our project plan.
- **Post Kick Off Call:**
 - **Recap Email:** A recap email of the kickoff call should be sent and include the project plan in two business days or less.
 - **Calendar invites for scheduled activities:** Each member of the Granicus Project Team should send out calendar invites for scheduled activities. Please invite others on the Granicus project team as optional.

Phase 2: Configuration & Testing Phase



During this stage, your OneMeeting team will work on setting up your system based on your OneMeeting Questionnaire. We will likely meet weekly or twice a month to ask questions and provide updates. We will also conduct walk-throughs and get your approval of the system for each major configuration step. There is a final system review at the end of configuration that will be led by Granicus.

Testing and Acceptance

This system is a web-based system (there is hardware used for streaming video). The system works “out of the box” but most clients will require configuration. Testing is encouraged to make sure that the configurations are accurate. System acceptance will be required before proceeding to the next phase.

Data Migration

Many of our customers want to have their existing meeting data migrated into OneMeeting. If we are doing a data migration, we will want to begin work on it shortly after the project is kicked off to ensure that it is complete after you go live. Before we begin the data migration process, we ask clients to review current data, and purge any data that they don't want to bring into the OneMeeting. The table below contains general guidelines of the activities and time frames for migrating data. Your actual plan may vary.

Activity	Description	Estimated Duration	Recommended Attendees
Data Migration Discussion.	How many meetings and documents do we have, what is this going to look like in OneMeeting, and timing.	60 minutes	Clerks/Staff, System Admins
Move sample set of data	Granicus will move a sample set of data.	1 – 2 Weeks	Granicus
Client review of sample data	Client to review and approve the sample set of data migrated.	1 Week	Clerks/Staff, System Admins
Move all data	Granicus will move all data into the production environment once customer approves the sample migrated data.	1 – 6 Months	Granicus
Client review of all data	Client to review and approve all data migrated into the production environment	2 Weeks	Clerks/Staff, System Admins
Client Signoff	Client signoff on the data migration being complete.	10 minutes	Clerks/Staff, System Admins

Phase 3: Training Phase



The training that we conduct is tailored to your organization. We use the train the trainer approach where we train select people in the organization. The team that is trained will assist in training other members or other groups as necessary. Additional training may be purchased if you desire to have us train others outside of the initial group or for a longer period than the included training time.

As part of system set-up, OneMeeting offers live training sessions through Zoom or Teams. The full training package includes up to 13 hours of live training and is organized to train three user groups: System Admins, Clerks/Staff and Council Members.

We include 2 hours that can be used for any additional training needs as determined by the project team. Training hours are valid during the training stage of implementation and expire two weeks after your first live meeting with OneMeeting.

Please see our Training Plan starting on page 43 for more details.

Phase 4: Go-Live Phase

Go Live:



When training is complete and you have conducted a mock meeting, you will be ready to go live with OneMeeting. At least one member of the OneMeeting implementation team will attend your first meeting conducted in OneMeeting so that you have the support you need if you have questions or run into an exception that we didn't discuss during the implementation.

Transition to Support and Customer Success

After you have gone live on your OneMeeting Solutions and we know that you are comfortable using your new system, our Project Manager will schedule a Transition to

Support and Customer Success call. This call will include a member of the Support team and a member of the Customer Success team and will provide you with information on how best to report tickets, what to expect from Support, who to contact for what type of question and what your escalation path is should you need to escalate. Please note that you should not contact the Support Team or submit tickets until this call has occurred.

Overview of Deliverables

Deliverable Category	Deliverable Name	Granicus	Client
Project Management	Kick-Off Meeting <i>Granicus will host a kick-off meeting with the project participants to review scope of work, timeline, methodology and next steps.</i>	Responsible	Responsible
	Project Management Plan <i>Granicus will invite the City's contacts to the project management tool used for the project management plan.</i>	Responsible	Contribute, Approval
	Project Schedule <i>The project schedule will be set and provided upon vendor contract dates and full scope of the project upon contract signature.</i> <i>*The project plan can shift if new scope or needs are identified.</i>	Responsible	Contribute, Approval
	Weekly Status Meeting Notes <i>As part of the ongoing project, the Granicus team schedules weekly recurring check-ins. These check-ins start after discovery sessions are completed. Weekly status meetings are used to cover progress, outstanding items, and upcoming items.</i>	Responsible	Responsible, Approval
	Monthly Progress Report or Meeting <i>Monthly progress will be incorporated in the weekly meetings. Meetings at the end/beginning of each month can be used to review progress and upcoming plans for the previous/upcoming month.</i>	Responsible	Contribute, Approval
Design <i>Granicus will conduct discovery sessions and working sessions with the City to complete</i>	Infrastructure Design	Responsible	Approval
	User Interface Design	Responsible	Contribute, Approval
	Data Migration Design	Responsible	Contribute, Approval
	Full Functionality & Workflow Design	Responsible	Contribute, Approval

Deliverable Category	Deliverable Name	Granicus	Client
	Preliminary Design Review Meeting	Responsible	Responsible, Contribute, Approval
Software Installation & Configuration			
Testing <i>Granicus will work with the City to develop a full test plan, complete end-to-end testing, and to develop test cases.</i>	Test Management Plan	Responsible	Contribute, Approval
	Functional and Non-Functional Testing	Responsible	Contribute, Approval
	Test Cases	Responsible	Contribute, Approval
	End-to-End Testing	Responsible	Contribute, Approval
	User Acceptance Testing	Responsible	Contribute, Approval
	Performance Test Report	Responsible	Approval
Data Conversion/ Migration <i>Granicus will work with the City to develop a migration plan and will provide a report of successfully migrated meetings.</i>	Conversion/Migration Plan	Responsible	Contribute, Approval
	Data Conversion Report	Responsible	Approval
	Document Migration Report	Responsible	Approval
Training <i>Granicus will work with the City to develop a training plan, facilitate application administration training, and provide the City existing resources and guides for end users/ administrators.</i>	Training Plan	Responsible	Contribute, Approval
	Instructional Design Plan	Responsible	Contribute, Approval
	End User Training	Responsible	Responsible, Approval
	End User Manuals	Responsible	Responsible
	Application Administration Training	Responsible	Responsible Approval
	System & Application Administrator Manuals	Responsible	Responsible
Implementation <i>The implementation plan will exist within the project planned. The City project members will have access to the plan. Existing product guides and resources will be available to the City.</i>	Project Implementation Plan	Responsible	Contribute, Approval
	“Run Book” or Knowledge Transfer User Manual	Responsible	Responsible
	Post Implementation Report	Responsible	Approval
Stabilization			
Maintenance/Ongoing Support	Operations and Maintenance (O&M) Plan	Responsible	Approval

Deliverable Category	Deliverable Name	Granicus	Client
Service level agreements are provided in the contract, which can be obtained at any time.	Service Level Agreements (Primary and Third-Party applications)	Responsible	Contribute, Approval
	Help Desk Reports <i>This is a call scheduled with the Granicus project team, support team and the City's main contacts. The call review resources provided to the City around severity levels, logging tickets, the help center and introduction to the support team.</i>	Responsible	Contribute, Approval
Project Close-Out	Transition Plan <i>Granicus will provide a high-level summary report of the implementation project.</i>	Responsible	Contribute, Approval
	Final Project Report	Responsible	Approval

General Project Requirements

The following are the general project requirements based upon the processes described above for this OneMeeting implementation.

Customer agrees to:

- Commit a Project lead and relevant Subject Matter Experts, as needed for successful project delivery.
- Lead development or procedural discussions, produce end-user training documentation, and conduct end-user training sessions, as needed.
- Provide technical resources required for video streaming
- Provide technical resources required for add-in installation on client workstations and is responsible for end-user support.
- Complete Training assigned
- Complete User Acceptance Testing
- Provide feedback and sign off all phases of the project
- Ensure local infrastructure complies with published minimum requirements.
- Provide resources required to use remote sharing software for meetings such as GoToMeeting or Microsoft Teams

Granicus agrees to:

- Commit a project lead and other subject matter experts, as needed for successful project delivery
- Implementation tasks are estimates until the completion of the Gap analysis. After completion of the Gap analysis, Granicus and Customer will review the Implementation project requirements, including but not limited to Future State

process designs, work effort estimates, timelines, and software, and execute a Change Order Authorization as appropriate.

- Testing and Deployment of Software Upgrades and Patches
- Review and Demonstration of the entire solution in OneMeeting as a refresher of system features and including the approval process.

Granicus will perform a gap analysis with Customer at each step to clarify and confirm the agenda management processes and Granicus best practices and functionality. If the customer requests changes to the standard offering, those requests will likely impact the work effort estimated, resulting in further analysis and discussions and possibly a Change Order and/or additional software development.

Granicus will be responsible for the following project management tasks:

- Project Tracking
- Weekly Status Calls
- Regular remote share working sessions
- Issue resolution portal for tracking issues identified as issues, defects, feature requests, and bugs.
- Review and configuration of user and role permissions within the OneMeeting Solution
- Granicus will perform testing of the software functionality and provide support during customer user acceptance testing before production.
- Training will be provided to those individuals identified as testers for successful User Acceptance Testing

Project Teams

Granicus Team

Granicus's Project Team includes a dedicated Project Manager, Implementation Consultant, and Technical Lead. Throughout the project, our team's goal is to ensure a successful, on-time Go Live of the OneMeeting system and long-term successful use. Our team brings industry best practices and product expertise to all sessions to ensure we are meeting your needs and working to simplify and improve processes, workflows, committee management, and meeting management. The Granicus Project Manager will be responsible for leading the project to drive dates, deliverables, and completion of the project. The Granicus team will partner with the assigned Client Project Manager during the entire project cycle to ensure transparency, accountability, and successful completion of the project.

- **Project Manager (PM):** Your OneMeeting Project Manager will be responsible for leading the project to drive dates, deliverables, and completion of the project. The OneMeeting Project Manager will partner with your project lead project manager

during the entire project cycle to ensure transparency, accountability, and successful implementation.

- **Implementation Consultant (IC):** Your Implementation Consultant is responsible for reviewing your OneMeeting Questionnaire and scheduled discussions to learn and configure your OneMeeting system appropriately. Your IC will also conduct an end-to-end review of your configuration when it is complete and assist during your first live meeting.
- **Trainer:** Your Trainer is responsible for all product training. Your trainer will attend the configuration review session so they can familiarize themselves with your specific configuration.
- **Design Services Developer (DS):** Your Design Services Developer will also review the OneMeeting Questionnaire and uses their technical skills to create your workflows and documents.
- **Data Migration Engineer:** If we are migrating data from another system into OneMeeting, you will be assigned a Data Migration Engineer who will work with the Implementation Team to understand requirements and complete the data migration.

Client Team

It is important for you to create a solid project team for a successful OneMeeting implementation and wide adoption of the solution. Below are the recommended project team roles with an estimated weekly time commitment. In many organizations an individual may take on multiple or all roles.

- **Executive Sponsor/Project Champion:** The Executive Sponsor will ensure that the project's goals are aligned with their organization's overall strategy. The Executive Sponsor will use their position and authority to remove impediments, make quick and effective decisions and influence cross-functional executive buy-in on the project. The Executive Sponsor's responsibilities will also include, but not be limited to:
 - Gathering support, communicating goals, and overcoming resistance from senior executives
 - Providing ongoing direction to the project team during a project's lifecycle
 - Estimated weekly time commitment 1-2 hours
- **Project Manager:** The Project Manager will manage your team's completion of project tasks and secures acceptance and approval of deliverables from your stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues, and, in general, making sure the project is delivered on schedule and within scope. The Project Manager may have signature authority for the acceptance of deliverables by Client. The Project Manager's responsibilities will also include, but not be limited to:
 - Collaboration with OneMeeting resources on the project schedule deliverables
 - Coordination with key stakeholders, representatives, and decision makers for project management, testing, training, obstacle removal

- Facilitation of timely decision-making and resolution of issues
- Estimated weekly time commitment 5 hours
- **System Administrator:** The System Administrator should be a person who is closely involved with the legislative process: from the approval process of legislation to the creation of minutes. This person should be fairly computer-savvy. The System Administrator is responsible for maintaining the administration tab, managing the configuration of the system, user management, etc. in OneMeeting. The System Administrator's responsibilities will also include, but not be limited to:
 - Collaboration with Granicus resources on the project schedule deliverables
 - Serving as internal resource to OneMeeting users
 - Coordination with key stakeholders, representatives, and decision makers
 - Estimated weekly time commitment 3-4 hours
- **Backup System Administrator:** This Backup System Administrator will serve as support to the OneMeeting Admin and preferably has a solid understanding of the legislative process of your organization—from the approval process of legislation to the creation of minutes—as well as a good level of technological skill.
 - Estimated weekly time commitment 3-4 hours
- **IT Lead:** The IT Lead works closely with the Project Manager to ensure that OneMeeting is deployed properly and helps solve IT issues that might arise. This individual may also need to help ensure that the Public Portal components of OneMeeting are embedded properly on your website.
 - Estimated weekly time commitment 3-4 hours.
- **Subject Matter Experts:** It is important that Subject Matter Experts—such as the Clerk, department management and staff, and the City Manager—are an integral part of the Project Team to consult on the legislative process of the Council, from the approval process of legislation to the creation of minutes. These people may also be responsible for indexing the recording during the meeting if video/audio recording is involved.
 - Estimated weekly time commitment 1-2 hours

User Testing

OneMeeting's implementation includes walk-throughs and approvals of the system by the Client for each milestone ("User Acceptance Testing"). Thorough testing is required throughout the project plan prior to designated walk-throughs and approvals ("Sign-Off"). Prior to training and overall project completion, end-to-end walkthroughs of the system and approval is required during the Implementation Stage.

Testing starts with Granicus's comprehensive testing of each area throughout the configuration. Once testing passes Granicus's standards, the Client and Granicus will walk-through the area. After the walk-through, the Client's user groups will spend time—as a group and as individuals—continuing to test all areas of the project prior to moving to the next project milestone. Issues reported are tracked and organized on a

templated test case system to ensure transparency and real-time access to updates and improvements. Issues reported will be fixed and feature requests will be documented prior to sign-off.

Prior to Training, extensive end-to-end testing will be completed by the Granicus team. We will assign the Client project team members with user acceptance testing for final sign-off and further familiarity with the OneMeeting solution. Training materials are available at this stage to enhance the user testing experience prior to final walk-through and sign-off.

Training Plan

OneMeeting's implementation includes comprehensive training courses and written documentation that will allow the City's users to learn at their own pace. Our software is not only easy to install, but easy to use as well. As a result, training requirements are much less intrusive and time-consuming when compared to other systems.

As part of system set-up, OneMeeting offers **live training sessions through Zoom or Teams**. The full training package includes up to 13 hours of live training and is organized to train three user groups: System Admins, Clerks/Staff and Council Members. All remote trainings are recorded and provided to the client at no additional fee. This allows users to review the material at their own pace and in their own time. On-site training may be provided at additional cost.

To ensure the proper training of OneMeeting users and administrators, we recommend adherence to the following guidelines:

- We recommend that at least two individuals be trained as Administrators. These Administrators should be prepared to attend all training sessions to gain a deep understanding of all users who will be interacting with the OneMeeting system.
- We recommend not more than two people per workstation during training classes to ensure adequate levels of hands-on experience for each participant.

System Administration Training

We recommend that at least two individuals be trained in system administration. One would be the primary System Administrator and the other would be the secondary or Backup System Administrator.

Training really starts during the installation process. Granicus project team members frequently discuss and include system administrators, so they become familiar with all aspects of the system. Then, several days of formal training take place.

The training will train participants in troubleshooting the software and provide answers for specific needs or questions.

User Training

User training takes place after installation is complete. This is important because trainings utilize the newly installed system. Users can immediately begin using the software upon completion of the end-user training.

Instructional Methods

Training is entirely hands-on and designed to appeal to different user types, learners, and skill levels. Our basic training model consists of these four parts:

- **Explain:** The instructor offers students an explanation of the concept and its possible applications.
- **Demonstrate:** The instructor shows students exactly how to perform the operation or how the concept works.
- **Practice:** The students practice the concept using the software.
- **Evaluate:** The instructor and students review the concept and practice performance. This gives students a chance to ask questions and give input

Ongoing Training Opportunities

There are multiple training options available after the initial implementation of your solution has been completed. They include onsite training (when permitted), online “webinar” training, training videos, and written documentation. Clients also have access to our searchable online knowledge base, which is constantly updated and expanded and includes how-to guides, helpful articles, release notes, and much more.

Recommended Offering for Redondo Beach

As part of the system set-up, Granicus offers live training sessions through Zoom. The OneMeeting training package includes up to 15 hours of live training. Our recommended training schedule is a total of 12.5 hours over a four-day period and is organized to train three user groups: System Admins, Clerks/Staff and Council Members.

We also include an additional 2.5 hours that can be used for any additional training needs as determined by the project team. Training hours are valid during the training stage of implementation and expire two weeks after your first live meeting with OneMeeting.

The table in this document summarizes the recommended training schedule including audiences, length, and descriptions for each session. This training package is included in the OneMeeting system set-up fee. In addition to live training, the Client will also have 24/7 access to PDF and other resources in our support knowledgebase.

Live Training Notes

- Trainings are delivered virtually through Zoom and range between 60-120 minutes per session.
- Trainings are recorded for future reference and links to recordings will be provided.
- We recommend users be logged into their OneMeeting accounts to follow along with trainings.

- We recommend System Admins attend all trainings.
- The training schedule outlined below is flexible and can be revised if that is determined to be desirable and/or necessary by the project managers for Client and Granicus.

Training Requirements by Audience

- **System Admins:** 12.5 hours of training sessions. We recommend Admins attend all sessions.
- **Clerks/Staff:** 8 hours of training sessions.
- **Council/Committee Members:** One 60-minute training session. Members need their tablet or laptop devices typically used for voting and viewing documents with them at these trainings.

Training Session Breakdown

Training Session	Training Session Description	Estimated Duration	Recommended Attendees
OneMeeting Overview	During this session we will give an overview of OneMeeting so that you have a better understanding of the purpose of the information we have obtained/collected during Discovery phases of the implementation.	30 minutes	Clerks/Staff, System Admins
System Management	This is a session for OneMeeting Admins only. This training will dive into the Admin area in OneMeeting and cover “maintenance” or “system upkeep” responsibilities like updating positions, user access, meeting roles, etc.	90 minutes	System Admins
Pre-Meeting: Preparing an Agenda for Items	This session will cover all areas of building an agenda before a meeting. We’ll start with submitting an agenda item through a form and continue through managing tasks and moving items through the workflow to ultimately create the agenda.	90 minutes	Clerks & Agenda Coordinators, System Admins
Pre-Meeting: Submitting Items and Managing Task Lists	This session will cover all areas of building an agenda before a meeting. We’ll start with submitting an agenda item through a form and continue through managing tasks and moving items through the workflow to ultimately create the agenda.	90 minutes	Clerks/Staff, System Admins

Training Session	Training Session Description	Estimated Duration	Recommended Attendees
Live Meeting: Finalizing the Agenda, Conducting a Meeting & Post-Meeting Processes	This session will cover all areas of finalizing and compiling agendas for the public before a meeting. We'll also dive into a live meeting, covering your steps right before "go-live" and during the meeting actions. Lastly, we will review post-meeting clean up, time stamping videos and compiling Minutes and Packets to publish publicly.	120 minutes	Clerks/Staff, System Admins
Mock Live Meeting	This will be a practice walkthrough of a live meeting. This is an interactive session mimicking the behaviors and actions of a meeting where you and your team will activate items, do roll call, add minutes and motions, etc. while your Implementation Consultant observes and assists. The session will also include a Q&A session.	120 minutes	Clerks/Staff, System Admins
Council/Committee Member Training #1	During this session we will show council and committee members how to use the OneMeeting system for their meeting participation. We'll cover viewing agenda details along with voting. Voting devices are required for this session for each member.	60 minutes	Council Members Group 1, System Admins
Live Meeting: Finalizing the Agenda, Conducting a Meeting & Post-Meeting Processes	This session will cover all areas of finalizing and compiling agendas for the public before a meeting. We'll also dive into a live meeting, covering your steps right before "go-live" and during the meeting actions. Lastly, we will review post-meeting clean up, time stamping videos and compiling Minutes and Packets to publish publicly.	120 minutes	Clerks/Staff, System Admins
Optional Council/Committee Member Training #2	During this session we will show council and committee members how to use the OneMeeting system for their meeting participation. We'll cover viewing agenda details along with voting. Voting devices are required for this session for each member.	60 minutes	Council Members Group 2, System Admins
TBD	This is a 4-hour bucket of optional training sessions to be used at the discretion of the project team.	240 minutes	TBD

Training Session	Training Session Description	Estimated Duration	Recommended Attendees
Committee Manager	During this session we will go over multiple processes involved in managing positions in Committees, including new member and applicants dashboard, workflow application process, and several configurable and exportable reporting options.	90 minutes	System Admins, Staff

Questionnaire

Please find the filled Excel Spreadsheet Questionnaire in a separate file as an attachment to this Response.

The remainder of this page has been left intentionally blank.

ATTACHMENT I
ACKNOWLEDGEMENT FORM

CITY OF REDONDO BEACH
RFP NO. 2324-005

AGENDA MANAGEMENT, MEETING VIDEO STREAMING, AND
BOARDS & COMMISSIONS INFORMATION SYSTEMS

ACKNOWLEDGEMENT FORM

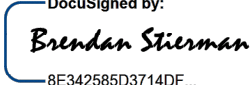
I AM AN AUTHORIZED REPRESENTATIVE AND HERBY ACKNOWLEDGE THAT I AM AWARE, UNDERSTAND AND HEREBY RESPOND TO THE INFORMATION REQUESTED BELOW.

Proposer is required to mark “Yes” or “No” for each of the three (3) components listed below indicating that they are or are not submitting a proposal for the referenced component.

<u>ATTACHMENT</u>	<u>YES</u>	<u>NO</u>
A – Agenda Management System	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B – Meeting Video Streaming	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C – Boards & Commission Information System	<input checked="" type="checkbox"/>	<input type="checkbox"/>

I agree to comply and follow the instructions of RFP No. 2324-005.

This form ***must*** be completed, signed, and attached as part of the proposal at the time of submitting the proposal.

DocuSigned by:

8E342585D3714DF...

Signature

1/22/2024

Date

Brendan Stierman

Print Name

Granicus, LLC

Title/Company Name

Proposal Qualifications

Provide a description of the overall history and qualifications of the Proposer. Proposers should describe the history of the contractor, including the size, location of offices, years in business, contract terminations, and name of owner(s). Describe contractor's specialties and strengths and highlight any particular qualifications or experience that differentiates the Proposer from its competitors.

Company History

Granicus, Inc. was founded in Minnesota in 1999 as a video solution for streaming government meetings online. Granicus is currently a company of 1500+ employees and has headquarters in Denver, CO, multiple satellite offices in the continental US, and international offices in Australia, New Zealand, and the UK. The office supporting the City would be our Denver, CO team.

Our Agenda Management team, then called PrimeGov, started in 2014 when several jurisdictions—dissatisfied with their current agenda management processes—began looking for a new, innovative solution committed to the legislative process. The OneMeeting team came together to solve this problem. Over the years, our team worked hard to develop strong relationships with government staff throughout the US and Canada. We used these relationships to discover what clerks really wanted out of an agenda management system and how we could fulfill those desires. Our team started developing and implementing the OneMeeting Legislative Management Suite in February 2015. The goal was to utilize the latest technology, strategic partners, and our decades of experience to bring the best possible legislative management product to market. By building our solution on widely used and supported “commercial” web applications and social media, we have been able to rapidly build a single product that can handle the entire legislative process.

Cities and counties all over the country soon took notice and entered into agreements with us. In the last eight years, we have gone from a single OneMeeting client to more than one hundred of all sizes: from the City of Los Angeles to Oklahoma City to Oviedo, Florida. The OneMeeting solution was acquired by Granicus in October 2022.

Granicus is currently composed of multiple divisions across the world supporting our many solutions such as Legislative Management with govMeetings, website management with govAccess, Short Term Rental Compliance with Host Compliance, and many more.

Office Locations

Denver (HQ)

1999 Broadway, Suite 3600
Denver, CO 80202
800.314.0147

Washington D.C.

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

Our Understanding of Redondo Beach's Needs

At Granicus, we take pride in fully understanding your unique needs and designing a custom solution package for you. After reading your RFP requirements and answers to our questions – we believe there is no other agenda and meeting management with comprehensive video solution that can meet your needs like the **OneMeeting solution with Live Cast**.

The OneMeeting and Live Cast solution offers:

- **Accessible and easy-to-use public experiences** focused on transparency and constituent engagement.
- **A tailored agenda item submission process** that allows you to collect meeting materials from all internal departments promoting collaboration, increasing accountability, and ensuring accuracy.
- **Significant time savings** with a full suite of live meeting tools available to help you run effective public meetings including managing speakers and in-meeting displays, capturing important actions for minutes creation, and facilitating board member participation.
- **Seamless integrations with widely used software** such as Office 365, Microsoft Word, Laserfiche, Zoom, and more.
- **Full-cycle board and committee management** allowing you to recruit members, accept online applications, manage terms, and generate documents and reports.
- **Reliable and secure video streaming and recording** with best-in-class technology and powerful features like closed captioning and integrations with your social media channels.
- **Robust role-based access security** so that the City can always rest assured that sensitive information is in the right hands. All of our solutions are FedRAMP-certified with new security measures being the greatest focus of our research division.
- **Comprehensive implementation and training processes** to ensure that your new solution fits the needs of your growing community and that every staff member has the knowledge and resources to use it to the fullest potential.



IMPLEMENTING
ONEMEETING AS OUR
AGENDA MANAGEMENT
SYSTEM IS THE MOST
RECENT AND BEST
ACCOMPLISHMENT I'VE
DONE FOR TROPHY
CLUB"

- Leticia Vacek,
Town Governance Officer

/
Town Secretary
at Trophy Club, TX

Why Choose Granicus

For more than 20 years, we have been dedicated to providing our clients with the best software solutions in the local government space backed by secure and redundant infrastructure. Our knowledgeable team members are focused on you – from product design to implementation to technical support – our depth and breadth of government experience ensures that your unique needs are at the forefront of everything we do. In fact, our agenda and meeting management team includes former clerks that bring Granicus an unmatched level of real-world insight and expertise. We mean it when we say our products are designed by clerks and for clerks.

Here are some of the ways we stand above the rest:

- Granicus partners with over 6,000 governments at all levels to provide solutions that enable better communication, process automation, and engagement. This scale has allowed us to learn from our customers and pioneer best practices, ensuring our partners' success for years to come.
- We build our solutions on widely used and supported web applications. Technology, particularly video, has improved dramatically over the last five years and the expectations of your constituents has similarly evolved. We offer integration flexibility using open API's and SDK's and provide out-of-the-box integrations with popular products such as Laserfiche, Zoom, Office 365, and more.

Granicus is in a unique position to offer all the expertise needed to partner with Redondo Beach to meet your project objectives. Learn more about the Granicus advantage in the pages to follow.

The Choice of Governments



Related Experience

Provide a description of experience with similar projects. List all clients (with addresses and telephone numbers) for whom the Proposer has performed similar services within the last 5 years, described each of these services and include dates of operation. List of clients must include two (2) current project examples and at least three (3) completed project examples in the State of California and include agency name, location, contact information, years of service, and type(s) of service(s) provided.

Client List

Over 150 of our clients currently enjoy the benefits of the OneMeeting solution. OneMeeting implementations within the last 5 years include, but are not limited to:

- Moorpark, CA
- Gilroy, CA
- Lake Forest, CA
- Longmont, CO
- San Antonio, TX
- West Jordan, UT
- Ventura County, CA
- Orange County, CA
- Omnitrans of San Bernardino County, CA
- Los Angeles Department of Water and Power (LAWDP)

Similar Projects

Tracy, CA – Current Project	
Description	While OneMeeting implementation in the City of Tracy has yet to fully begin, the City currently utilizes the Granicus Live Cast solution with closed captioning services for live streaming their meetings. Upon full implementation, the City of Tracy will use many of OneMeeting's solutions for its legislative management needs including: Agenda Automation with a Laserfiche integration, Meeting Management, and Committee Management.
Address	333 Civic Center Plaza, Tracy, CA 95376
Contact	Norbert Ruijling, Director
Phone	209-831-6801
Email	norbert.ruijling@cityoftracy.org
Implementation start date	Feb 2024

Torrance, CA – Current Project	
Description	The City of Torrance will use many of OneMeeting's solutions for its legislative management needs including: Agenda Automation with a

	Laserfiche integration, Meeting Management with Member Voting, Community Engagement, and Live Cast Video Streaming.
Address	3031 Torrance Blvd, Torrance, CA 90503
Contact	Carlos Huizar, Management Associate
Phone	310-618-5965
Email	chuizar@torranceca.gov
Implementation start date	December 2023

San Bruno, CA	
Description	San Bruno uses many of OneMeeting's solutions for its legislative management needs including: Agenda Automation, Video Streaming, Committee Management, and Meeting Management (including Voting).
Address	567 El Camino Real, San Bruno, California 94066
Contact	Lupita Huerta- City Clerk
Phone	(650) 616-7061
Email	lhuerta@sanbruno.ca.gov
Go-Live Date	November 2021

San Mateo, CA	
Description	San Mateo uses many of OneMeeting's solutions for its legislative management needs including: Agenda Automation, Video Streaming with Closed Captioning, Committee Manager, Member Voting, and Meeting Management.
Address	330 West 20th Avenue, San Mateo, CA 94403
Contact	Patrice Olds- City Clerk
Phone	(650) 522-7040
Email	polds@cityofsanmateo.org
Go-Live Date	March 2018

West Jordan, UT	
Description	West Jordan uses many of OneMeeting's solutions for its legislative management needs including: Agenda Automation with a Laserfiche integration, Meeting Management, and Video Streaming.
Address	8000 Redwood Rd., West Jordan, UT 84088-4604

Contact	Alan Anderson, Council Director
Phone	801-569-5028
Email	alan.anderson@westjordan.utah.gov
Go-Live Date	July 2022

Proposed Staff Qualification

Provide a summary of qualifications for all personnel to be involved in the project, including any sub-contractors, and state the specific role for each. List of staff to be assigned to the project with related project experience, years of service with the company, and professional history or resume

Key Project Team Members

Granicus's leadership has decades of experience in agenda management, and this is built into our company culture and procedures. Our staff leverages this experience as well as their own expertise to deliver projects in a highly professional and efficient manner.

Please note that project team members are subject to change based on time and resource commitments. Any staffing changes will be confirmed prior to the start of the project.



Aaron Levin – Director, Professional Services

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

20+ Years' Experience

Project Management
 Software Deployment
 People Management

Resume

[Aaron Levin](#)



Brandon Weninger – Manager, Product Training

Brandon has been with Granicus since January 2014. He is an ATD Certified Master Trainer responsible for leading a team of trainers who work with clients nationwide to help understand and design their workflow as well as prepare implementation and training plans. Brandon's team provides support from kick off to go-live.

Education

BA, Communications
 ATD Master Trainer
 Certification

15+ Years' Experience

Learning and
 Development
 Adult Education
 People Management

Resume

[Brandon Weninger](#)


Sunny Khetia – Manager, Technical Services

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

Education

BS, Computer Science
 Modern Web
 Development Bootcamp

15+ Years' Experience

Web Development
 Customer Service
 People Management

Resume

[Sunny Khetia](#)


Chris Maine – Manager, Meeting Services

Chris has been with Granicus since 2008. Currently he is responsible leading the Meetings Services Team involved in providing Captioning and Support Services. This team manages contractors and vendors to deliver services to agencies large and small

Education

BS, Business Administration
 PMP Certified
 Certified ScrumMaster

15+ Years' Experience

Project Management
 Vendor Management
 People Management

Resume

[Chris Maine](#)


Keerthi Kanneganti – Manager, Technical Services

Keerthi has been with Granicus since 2019. Keerthi leads our OneMeeting Technical Services team comprising of Design Services and Data Migrations teams and is responsible for providing front-end development, product configuration & maintenance services and historical migration services.

Education

MS, Computer Science

10+ Years' Experience

Web Development
 Software QA
 People Management

Resume

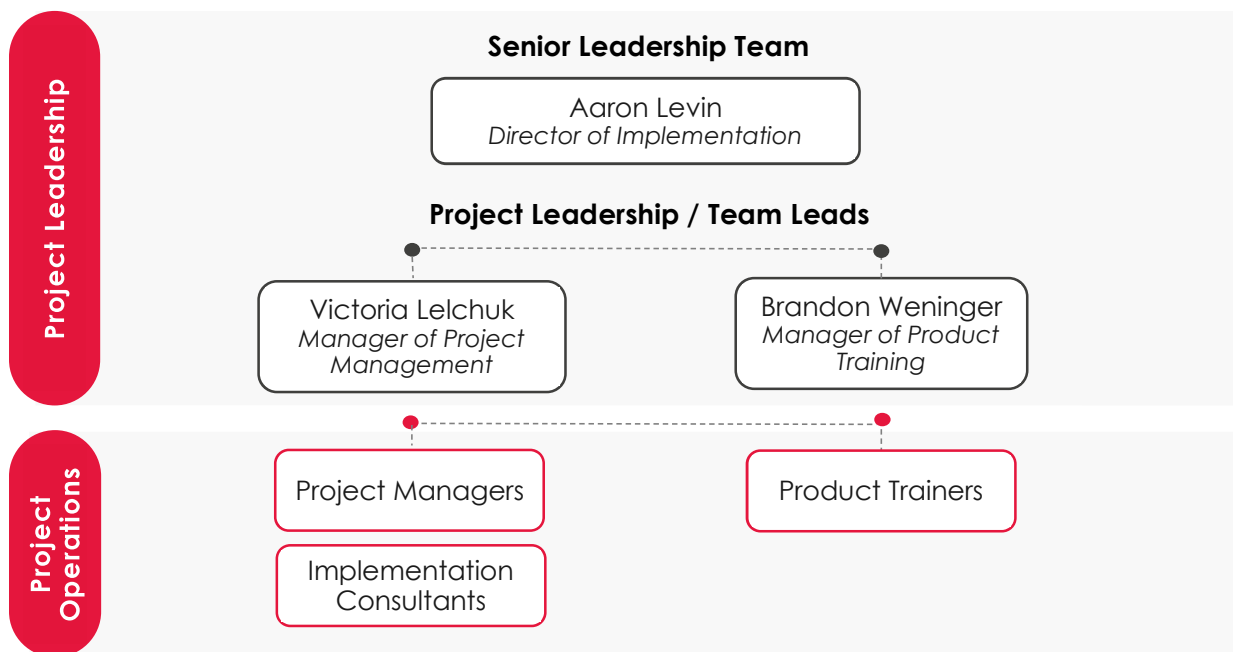
[Keerthi Kanneganti](#)

Organizational Chart

The success of a project is often heavily dependent on the strength, skills, and qualifications of the team. The Granicus team is comprised of experienced consultants skilled in implementation, design, and development, making a distinct Project Leadership Team and a Project Management Team. Together, both teams will work together to see the project to its successful conclusion, on schedule and within the proposed budget.

Project Role	Description
Director of Implementation	Oversees the total Project Implementation.
Manager of Project Management	Oversees the project team and ensure that the City's goals and expectations are realized.
Manager of Product Training	Ensures the City has the resources and skills necessary to fully utilize the proposed solution.
Project Manager	Manages day-to-day operations of the project team.
Implementation Consultants	Provide in-depth knowledge about the solution and assist with problem-solving

Redondo Beach can trust that the efforts of Granicus will benefit the project. The Granicus team will operate as a cohesive, blended team with clear roles and responsibilities. The organizational chart below details our proposed management and operations structure. Summaries of each team member's experience and qualifications follow.



Project Schedule

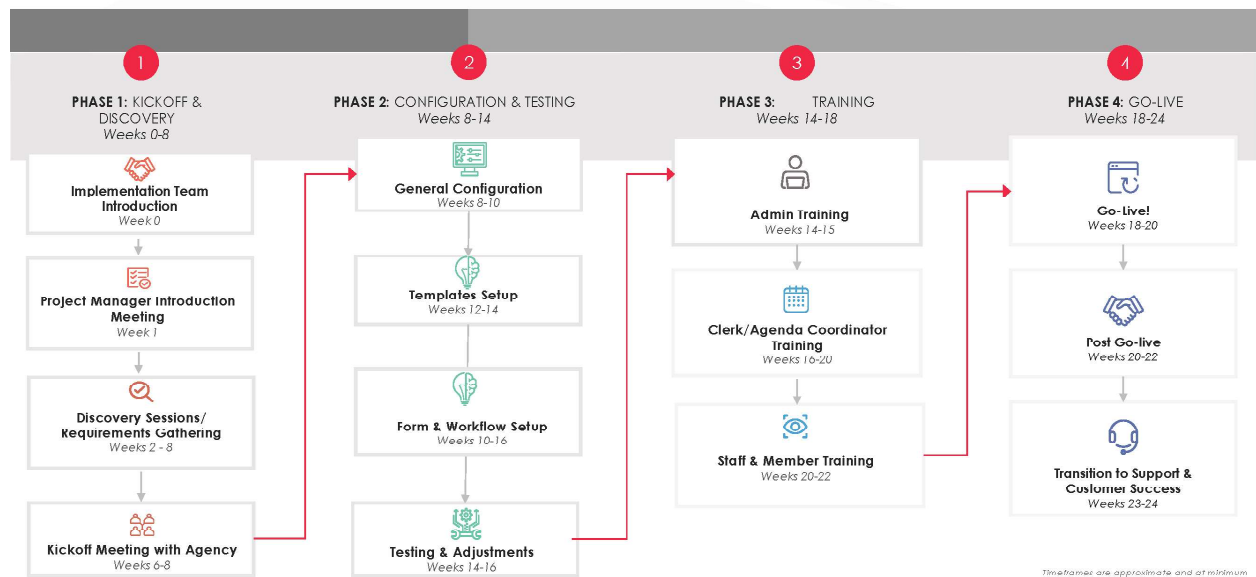
Provide a schedule for the various proposed activities to accomplish the Project goals and objectives. Include provision for the City and Agency staff reviews and activities as considered necessary.

Projected Timeline

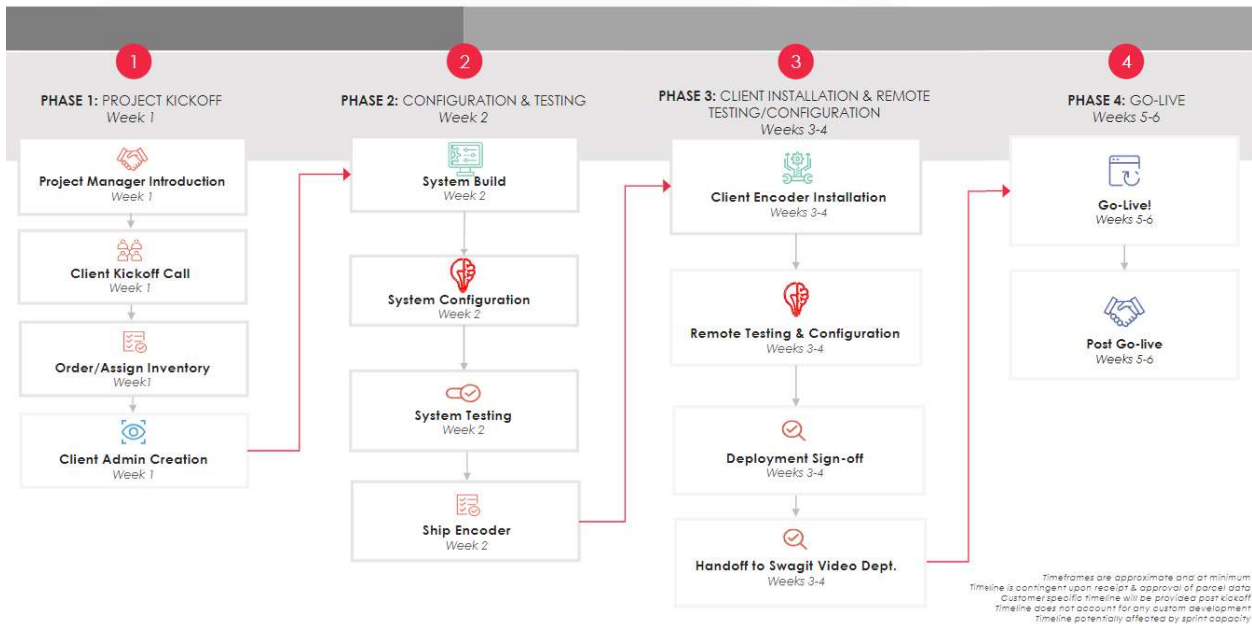
The estimated project timeline is 24 weeks. The projected timeline can be impacted by changes to the project scope and based on commitments to the general project requirements.

The Granicus Project Manager will work with the Client team during the Planning and Discovery Phase to identify implementation priorities and may shift the timeline and the timeline duration based on those priorities.

OneMeeting: Sample Software Implementation Timeline



Swagit EASE: Sample Implementation Timeline



References

Provide no less than five (5) references over the last ten (10) years. For each reference, provide the following:

1. Name of the agency, address, contact person and title, email address and phone number;
2. Contract amount;
3. Term or period of time; and
4. Brief description of the work provided

Gilroy, CA

Description	Gilroy uses many of OneMeeting's solutions for its legislative management needs: Agenda Automation, Video Streaming, Committee Management, and Meeting Management (including Voting).
Address	7351 Rosanna St, Gilroy, CA 95020
Contact	Thai Pham, City Clerk
Phone	(408) 846-0204
Email	thai.pham@cityofgilroy.org
Go-Live Date	10/28/2022
Contract Amount	\$39,000

Thousand Oaks, CA

Description	Thousand Oaks uses many of OneMeeting's solutions for its legislative management needs including: Agenda Automation with a Laserfiche integration, Video Streaming with Closed Captioning, Committee Management, Member Voting, and Meeting Management
Address	2100 Thousand Oaks Blvd, Thousand Oaks, CA 91362
Contact	Cynthia Rodriguez, City Clerk
Phone	(805) 449-2100
Email	crodriguez@toaks.org
Go-Live Date	4/6/2022
Contract Amount	\$46,993.63

City of Lake Forest, CA

Description	Lake Forest uses many of OneMeeting's solutions for its legislative management needs: Agenda Automation, Video Streaming, Committee Management, and Meeting Management (including Voting).
Address	100 Civic Center Dr., Lake Forest, CA 92630
Contact	Jennifer Weiss, Assistant City Clerk
Phone	1 (949) 461-3423
Email	jweiss@lakeforestca.gov
Go-Live Date	3/18/20
Contract Amount	\$20,160.00

Rancho Cucamonga, CA

Description	The City of Rancho Cucamonga was in the process of implementing the Novus Agenda system when Novus was suddenly purchased by a competitor. During the company's transition, the City noticed a significant decline in customer service and decided to issue an RFP for a replacement. After careful consideration, the City selected OneMeeting to implement Agenda Automation.
Address	10500 Civic Center Drive, Rancho Cucamonga, CA 91730-3801
Contact	Patricia Bravo-Valdez, Assistant City Clerk
Phone	(909) 477-2700 x2009
Email	patricia.bravo-valdez@cityofrc.us
Go-Live Date	5/1/2021
Contract Amount	\$15,913.50

Victorville, CA

Description	The City of Victorville uses many of OneMeeting's solutions for its legislative management needs, including: Agenda Automation, Meeting Management (including Voting), Video Streaming, and Committee Management.
Address	14343 Civic Drive, Victorville, California 92392
Contact	Charlene Robinson, City Clerk
Phone	760-955-5026
Email	crobenson@victorvilleca.gov
Go-Live Date	8/21/20
Contract Amount	\$29,767.50

Financial Statements

Provide audited financial statements or financial reviewers for the past two years. Financial statements or reviewers must provide a thorough summary of the financial stability and capacity of the proposing contractor and its parent company, if any. If financial statements are to be treated as confidential, provide in a separate envelope and mark as "Confidential."

Granicus, LLC is a global leader in customer engagement and experience technology and services for the public sector. Granicus is a private company, and our financial position is not public information. Granicus is backed by Vista Equity Partners and Harvest Partners who together manage portfolio assets valued at upwards of \$100 billion.

Since its inception in 1999, Granicus has a proven track record that includes more than 20 years of experience delivering similar services to our 6,000+ government customers including: The State of Michigan, the City of Detroit, Wayne County, Macomb County and Oakland County.

If there are any concerns regarding Granicus's financial standing, please reach out to contracts@granicus.com.

Termination History

Provide listing of any contract termination, discontinued services or settlements within the last ten (10) years. Provide the agency name, date and circumstances in terminating the agreement.

We have not had any contract terminations of default in the past 10 years. The vast majority of our contract terminations have stemmed from the successful conclusion of a current contract (expiration) with the option for contract renewal. The remaining few OneMeeting terminations have been initiated from the client side due to client's insufficient funds, client's nebulous scope of work planning, and/or client's change management procedures that were not covered under the contract. We would be happy to provide the City with sufficient detail about these projects under an NDA.

Additionally, there is no prior, pending, or current litigation against our company that might affect our ability to deliver the services we offer.

Fee Proposal

Provide itemized cost estimate for the scope of work, including anticipated fees and charges for any sub-consultants. The specific fees and charges will be negotiated with terms and conditions in services agreement after consultant selection. Also provide a current hourly rate schedule for all employees to be involved in the project. These rates shall remain in effect for the duration of the project. Provide a listing of any reimbursable expenses, including unit cost.

Fee proposal shall include specific pricing and cost summaries, indicating quantity/units, terms and conditions, etc. Pricing must specify length of pricing, including monthly and annual costs and fees, license terms and costs, future year maintenance cost, etc.

Annual Fees	
Agenda Automation <i>Includes setup for 2 workflows, 1 post workflow, 2 forms and up to 4 meeting types</i>	\$ 9,970.48
Meeting Management <i>Includes setup for 2 workflows, 1 post workflow</i>	\$ 7,478.46
Member Voting <i>Includes setup of voting members</i>	\$ 3,988.19
Committee Management <i>Includes setup for up to 2 Unique Applications/Forms</i>	\$ 6,979.37
Community Engagement <i>Includes: Public Comment & Public Speaker Management</i>	\$ 3,988.19
Laserfiche Integration	\$ 1,725.01
Live Cast <i>Stream public meetings in HD, allow users to live index items, record and publish minutes, and provide archive videos for on-demand viewing.</i>	\$ 5,906.37
Live Cast Encoding Software	\$ 1,500.00
Upgrade to 1080p streaming	\$ 4,499.99
Open Platform Suite <i>Access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives.</i>	Included at no cost
\$46,036.06	

One-Time Costs	
Professional Services <i>Includes setup, configuration, and training for OneMeeting and Live Cast services</i>	\$ 6,290.00
Live Cast Encoder hardware <i>Converts the video feed for video streaming on the web, records the video, and provides the MP4 file for archive playback.</i>	\$ 3,500.00
Encoder Hardware Shipping & Handling	\$ 125.00
Data Migration Services <i>TBD depending on Scope, otherwise \$12.50/ meeting</i>	TBD
OneMeeting Committee Management Data Migration <i>Migrates Committee Terms and Positions into OneMeeting. The Granicus implementation team will provide a spreadsheet to you so that you can provide data in a pre-defined format.</i>	\$ 4,508.00
\$4,508.00	

Subtotal \$ 60,459.06
Total First Year Cost \$ 60,459.06

Subsequent Years: Annual Fee +5% annual increase

Costs By Year	
Year 1 (Annual Fee + One-Time Costs)	\$ 60,459.06
Year 2 (Annual Fee + annual increase)	\$ 48,337.86
Year 3	\$ 50,754.75
Total	\$159,551.67

Financial Services

415 Diamond Street, P.O. Box 270
Redondo Beach, California 90277-0270
www.redondo.org

tel 310 318-0683
fax 310 937-6666

ADDENDUM #1 (3 Pages)

RFP NUMBER: 2324-005

**RFP NAME: AGENDA MANAGEMENT, MEETING VIDEO STREAMING
AND BOARDS & COMMISSIONS INFORMATION SYSTEMS**

ADDENDUM DATE: 4:00 p.m., February 1, 2024

ISSUED BY:


Robert Norman, Financial Services Dept.

The following constitutes Addendum #1:

- 1. Responses to Questions – Page 2 - 3**
- 2. Acknowledgement of Addendum #1 must be submitted electronically via email to robert.norman@redondo.org OR must be included with your sealed proposal.**

ACKNOWLEDGED:

Company Name: Granicus, LLC

Signature: Jerica Guerra
Authorized Representative

Date: 2/2/2024

**City of Redondo Beach
Questions & Responses for RFP #2324-005**

Q1: How many people (licenses) would need access to this Board Portal and how many separate groups would you need inside the portal (sub-committees, etc.)?

A1: The City is currently using a Boards and Commissions module/portal from Granicus with an unlimited number of user accounts (licenses). The City prefers to have an unlimited number of user accounts (licenses).

Q2: Will we need to include any hardware and equipment in our proposal as mentioned in Section 3.6 on page 16 of the RFP?

A2: Staff currently utilizes desktop and/or laptop PCs at their workstation to access the internet and the City's network. Section 3.6 on page 16 of the RFP states: "Proposal shall include all required software, hardware, equipment, licenses, subscription, electronic storage, and professional services necessary and required to assist in the configuration, migration of data, implementation, testing, training, troubleshooting, maintaining, supporting, official launching, etc. to successfully implement the desired system(s). The City will provide virtual servers, network connectivity, and any other necessary technology required for installation. Proposal shall include support for all devices and software including phone support, remote troubleshooting, and any related Service Agreements for managed services." If the proposed system requires any specialized hardware, equipment and other items as listed in Section 3.6 to successfully implement, then it is required to be referenced and included in your proposal.

Q3: As a privately-owned firm, disclosing financial records in an open RFP process would be harmful to our business. In lieu of this requirement, will you accept a letter from our financial backer that shows financial stability for our response and allow disclosure of our financial records later in the process (confidentially) - outside of the open RFP process? If, however, the financial records are mandatory, please confirm that any documentation would be kept strictly confidential between the City and the responding company.?

A3: Financial statements/records are required. Section 3.4 (B) (10), states, "If financial statements are to be treated as confidential, provide in a separate envelope and mark as "Confidential." Please follow the requirements of this section to identify the documents as "Confidential". Please be aware that any documents provided could be subject to disclosure under the California Public Records Act and/or as part of the process for the approval of the contract with the City of Redondo Beach.

Q4: Will the City accept submission of proposals through OpenGov in lieu of a hardcopy version? Or, will both be required?

A4: No, the City will not accept submission of proposals through OpenGov. Proposer is required to follow the submittal requirements listed in Section 1.1 on page 4 of the RFP, which requires hardcopies of the proposal and questionnaire and an electronic copy of the proposal and questionnaire on a USB flash drive.

Q5: Would it be possible to allow for email submissions for the RFP?

A5: No, the City will not accept email submissions of proposals. Proposer is required to follow the submittal requirements listed in Section 1.1 on page 4 of the RFP, which requires hardcopies of the proposal and questionnaire and an electronic copy of the proposal and questionnaire on a USB flash drive.

Q6: May we please submit only an electronic copy of our RFP proposal for your review and consideration?

A6: Proposer is required to follow the submittal requirements listed in Section 1.1 on page 4 of the RFP document, which requires multiple hardcopies of the proposal and questionnaire and one electronic copy of the proposal and questionnaire on a USB flash drive.

February 5, 2024

City of Redondo Beach
Finance Department – Purchasing
415 Diamond Street, Door 1
Redondo Beach, CA 90277

Subject: Exceptions to the City of Redondo Beach Sample Agreement

Dear City of Redondo Beach:

Thank you for providing us with the opportunity to review and respond to the Request for Proposal (“RFP”) No. 2324-005 for Agenda Management, Meeting Video Streaming, and Board & Commissions Information Systems and the City of Redondo Beach Sample Agreement (“Sample Agreement”).

After reviewing the Sample Agreement, we kindly request the following changes:

Sample Agreement:

Preamble: We kindly request that the preamble read as follows:

“THIS AGREEMENT FOR CONSULTING SERVICES (this "Agreement") is effective as of the date last signed below (“Effective Date”) between the City of Redondo Beach, a Chartered Municipal Corporation (“City”) and XXXX, (“Consultant” or “Contractor”).”

3. Compensation.: We kindly request that this section read as follows:

“City agrees to pay Consultant for work performed in accordance with Exhibit ‘C’. Annual subscription fees are due upfront on the Effective Date of this Agreement. One-time Fees are due according to the billing frequency as specified in ‘C’.”

11. Termination Without Default.: We kindly request that this section read as follows:

“Notwithstanding any provision herein to the contrary, the City may, in its sole and absolute discretion and without cause, terminate this Agreement at any time prior to completion by Consultant of the project or services hereunder, upon providing at least ninety (90) days’ written to Consultant. In the event of any such termination, Consultant shall be compensated for: (1) all authorized work satisfactorily performed prior to the effective date of termination; and (2) necessary materials or services of others ordered by Consultant for this Agreement, prior to Consultant’s receipt of notice of termination, irrespective of whether such materials or services of others have actually been delivered, and further provided that Consultant is not able to cancel such orders. Compensation for Consultant in such event shall be determined by the City in accordance with the percentage of the project or

services completed by Consultant; and all of Consultant's finished or unfinished work product through the time of the City's last payment shall be transferred and assigned to the City. In conjunction with any termination of this Agreement, the City may, at its own expense, make copies or extract information from any notes, sketches, computations, drawings, and specifications or other data, whether complete or not."

12. Termination in the Event of Default.: We kindly request that this section read as follows:

"Either party may terminate this Agreement for cause upon written notice if the other party is in material breach of this Agreement and fails to cure such breach within thirty (30) days after the notifying Party provides written notice of the breach. If this Agreement is terminated by the City as a result of a material breach on Consultant's part, Consultant shall refund the pro rata portion of any fee that may have been paid by the City for the portion of the services not furnished to the City."

14. Indemnity.: We kindly request that the first paragraph of this section read as follows:

"Consultant will defend City from and against all losses, liabilities, damages and expenses arising from any claim or suit by a third party unaffiliated with either party to this Agreement ("Claims") and shall pay all losses, damages, liabilities, settlements, judgments, awards, interest, civil penalties, and reasonable expenses (collectively, "Losses," and including reasonable attorneys' fees and court costs), to the extent arising out of any Claims that Consultant products and services infringe a valid U.S. copyright or U.S. patent issued as of the date of this Agreement. In the event of such a Claim, if Consultant determines that this Agreement is likely affected, or if the solution is determined in a final, nonappealable judgment by a court of competent jurisdiction, to infringe a valid U.S. copyright or U.S. patent, Consultant will, in its discretion: (i) replace the affected Consultant products and services; (ii) modify the affected Consultant products and services to render it non-infringing; or (iii) terminate this Agreement with respect to the affected solution and refund to City any prepaid fees for the then-remaining or unexpired portion of the Agreement term. Notwithstanding the foregoing, Consultant will have no obligation to indemnify, defend, or hold City harmless from any Claim to the extent it is based upon: (i) a modification to any solution by City (or by anyone under City's direction or control or using logins or passwords assigned to City); (ii) a modification made by Consultant pursuant to City's required instructions or specifications or in reliance on materials or information provided by City; or (iii) City's use (or use by anyone under City's direction or control or using logins or passwords assigned to City) of any Consultant products and services other than in accordance with this Agreement. This Section sets forth City's sole and exclusive remedy, and Consultant's entire liability, for any Claim that the Consultant products and services or any other materials provided by Consultant violate or infringe upon the rights of any third party. With regard to any Claim subject to indemnification pursuant to this section: (i) the party seeking indemnification shall promptly notify the indemnifying party upon becoming aware of the Claim; (ii) the indemnifying party shall promptly assume sole defense and control of such Claim upon becoming aware thereof; and (iii) the indemnified party shall reasonably cooperate with the indemnifying party regarding such Claim. Nevertheless, the indemnified party may reasonably participate in such defense, at its expense, with counsel of its choice, but shall not settle any such Claim without the indemnifying party's prior written consent. The indemnifying party shall not settle or compromise any Claim in any manner that imposes any obligations upon the indemnified party without the prior written consent of the indemnified party."

18. Limitations upon Subcontracting and Assignment.: We kindly request that this section read as follows:

“Neither party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party (such consent not to be unreasonably withheld); provided that either party may assign this Agreement with reasonable notice to the other party to an affiliate or to a successor in interest resulting from acquisition of all, or substantially all, of the assigning party’s business by means of merger, stock or asset purchase, or otherwise. Any assignment or attempted assignment in violation of this Agreement will be null and void.”

25. Time of Essence.: We kindly request that this section be deleted in its entirety.

32. Warranty. We kindly request that this section read as follows:

“Consultant warrants that it takes all precautions that are standard in the industry to increase the likelihood of a successful performance for the products and services; however, the products and services are provided “AS IS” and as available. EXCEPT AS PROVIDED ABOVE, EACH PARTY HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY NATURE WHATSOEVER WHETHER ORAL AND WRITTEN, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. CONSULTANT DOES NOT WARRANT THAT THE PRODUCTS AND SERVICES WILL MEET CITY’S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.”

Additional Terms:

Additionally, we kindly request that the City of Redondo Beach review the following language that Granicus proposes adding to the Sample Agreement, should Granicus be selected:

1. Licensing/Permitted Use

a) **Intellectual Property Ownership.** The Consultant and its licensors own all IP Rights in the products. City and its authorized users have no right, title or interest in the products other than the license rights expressly granted herein. All rights not expressly granted in the products are reserved by the Consultant or its licensors.

b) **License to Products.** The Consultant hereby grants City a non-exclusive, non-transferable license to access and use the products identified in the Order during the term set forth therein. In addition to the terms of this Agreement and the order, product-specific license terms applicable to certain of the products can be found at granicus.com/legal/licensing and are hereby incorporated into this Agreement by reference. The Consultant reserves all right, title and interest in and to all Consultant products, including all rights not expressly granted to City under this Agreement.

c) **Third Party Consultants.** City may permit its third-party contractors to access and use the products solely on behalf of and for the benefit of City, so long as: (i) such contractor agrees to comply with this Agreement as if it were City; (ii) City remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the

products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the services rendered to City that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the products and uninstall and destroy all confidential or proprietary Consultant information in its possession. City will certify compliance with this section in writing upon Consultant's request.

d) **Data Sources.** City may only upload data related to individuals that originates with or is owned by City. City shall not upload data purchased from third parties without Consultant's prior written consent and list cleansing services provided by Consultant for an additional fee. Consultant will not sell, use, or disclose any personal information provided by City for any purpose other than performing services subject to this contractor.

e) **Content.** City can only use products to share content that is created by or owned by City and/or content for affiliated organizations, provided that use by City for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the products. Consultant is not responsible for any content used, uploaded or migrated by City or any third party.

f) **Advertising.** City shall not use products to promote products or services available for sale through City or any third party without Consultant's prior written consent.

g) **Restrictions.** City shall not:

- (i) Use or permit any end user to use the products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the products to make unauthorized entry into any other device accessible via the network or products;
- (ii) Use the products as a door or signpost to another server;
- (iii) Disassemble, decompile, reverse engineer or make derivative works of the products;
- (iv) Rent, lease, lend, or host the products to or for any third party, or disclose the products to any third party except as otherwise permitted in this Agreement or an order or SOW;
- (v) Use the products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (vi) Modify, adapt, or use the products to develop any software application intended for resale which uses or competes with the products in whole or in part.

2. Limitation of Liability

- a) EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR ANY: (I) SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OR DAMAGE TO DATA,

LOST PROFITS, SALES, BUSINESS, GOODWILL OR ANTICIPATED SAVINGS, WHETHER AN ACTION IS IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b) IN NO EVENT, EXCEPT FOR CITY'S OBLIGATIONS TO PAY AMOUNTS DUE UNDER THE AGREEMENT, OR CONSULTANT'S INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION VII, WILL EITHER PARTY'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS ARISING IN CONNECTION WITH THIS CONTRACT (IN TORT (INCLUDING NEGLIGENCE), CONTRACT OR OTHERWISE) EXCEED THE AMOUNT OF FEES PAID BY CITY TO CONSULTANT IN THE SIX (6) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM. HOWEVER, IF CITY HAS PAID NO FEES UNDER THE TERMS OF AN ORDER IN THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE OF THE INCIDENT GIVING RISE TO THE CLAIM, THE AGGREGATE LIABILITY OF CONSULTANT TO CITY FOR SUCH CLAIM SHALL NOT EXCEED FIVE THOUSAND DOLLARS (\$5,000).

Please note that Granicus reserves the right to in good faith further negotiate the terms and conditions of the Sample Agreement, and any other agreement or document issued by the City of Redondo Beach, upon award. The attached Master Subscription Agreement contains the necessary provisions covering the products and services that comprise Granicus's proposal, and it is offered for consideration to be the basis for such good faith negotiations. Additionally, attached is Granicus's evidence of insurance.

We look forward to having the opportunity to work with and support the City of Redondo Beach.

Sincerely,

 GRANICUS

Attachments: Exhibit A (Master Subscription Agreement); Exhibit B (Evidence of Insurance).



EXHIBIT A
Master Subscription Agreement
US/Canada

This Master Subscription Agreement (“**Agreement**”) is effective as of the date last signed below (“**Effective Date**”) between **Client** (“**Client**”) and Granicus, LLC, a Minnesota Limited Liability Company for those Clients residing in the US, and Granicus Canada Holdings, U.L.C., an unlimited liability corporation for those Clients residing in Canada (“**Granicus**”).

1. Definitions. For the purpose of this Agreement, the following terms have the corresponding definitions:

“**Content**” means any material or data: (i) displayed or published on Client’s website; (ii) provided by Client to Granicus to perform the Services; or (iii) uploaded into Products.

“**Products**” means the online or cloud subscription services, on premise software, and embedded software licensed to Client, and hardware components purchased by Client under this Agreement;

“**IP Rights**” means all current and future worldwide statutory or other proprietary rights, whether registered or unregistered, including but not limited to, moral rights, copyright, trademarks, rights in designs, patents, rights in computer software data base rights, rights in know how, mask work, trade secrets, inventions, domain or company names and any application for the foregoing, including registration rights.

“**Order**” means a binding proposal, written order, or purchasing document setting forth the Products made available to Client pursuant to this Agreement;

“**Services**” means the consulting, integration, installation, and/or implementation services to be performed by Granicus as described in the SOW;

“**SOW**” means a statement of work agreed to by the parties that references this Agreement and describes the Services and Deliverables provided as part of a Services engagement pursuant to the Services provisions set forth in this Agreement; and

2. Intellectual Property Ownership and Use Rights.

a) **Intellectual Property Ownership.** Granicus and its licensors own all IP Rights in the Products. Client and its authorized users have no right, title or interest in the Products other than the license rights expressly granted herein. All rights not expressly granted in the Products are reserved by Granicus or its licensors.

b) **License to Products.** Granicus hereby grants Client a non-exclusive, non-transferable license to access and use the Products identified in the Order during the Term set forth therein. In addition to the terms of this Agreement and the Order, product-specific license terms applicable to certain of the Products can be found at www.Granicus.com/legal/licensing and are hereby incorporated into this Agreement by reference. Granicus reserves all right, title and interest in and to all Granicus Products, including all rights not expressly granted to Client under this Agreement.

c) **Third Party Contractors.** Client may permit its third-party contractors to access and use the Products solely on behalf of and for the benefit of Client, so long as: (i) such contractor agrees to comply with this Agreement as if it were Client; (ii) Client remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the Products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the Services rendered to Client that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the Products and uninstall and destroy all confidential or proprietary Granicus information in its possession. Client will certify compliance with this section in writing upon Granicus' request.

d) **Data Sources.** Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee. Granicus will not sell, use, or disclose any personal information provided by Client for any purpose other than performing Services subject to this Agreement.

e) **Content.** Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus is not responsible for any Content used, uploaded or migrated by Client or any third party.

f) **Advertising.** Client shall not use Products to promote products or services available for sale through Client or any third party without Granicus' prior written consent.

g) **Restrictions.** Client shall not:

- (i) Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;
- (ii) Use the Products as a door or signpost to another server;
- (iii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iv) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (v) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (vi) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part.

3. Term; Termination.

a) **Agreement Term.** This Agreement begins on the Effective Date and remains in effect for the period set out in the Order (“**Initial Term**”). Thereafter, this Agreement will continue in effect until all Orders or SOWs have expired or been terminated.

b) **Order Term.** Each Order will be effective on the date set out therein and will remain in effect during the Initial Term identified in such Order. Each Order will automatically renew for twelve (12) month terms (each, a “**Renewal Term**”) unless either party gives the other party notice of non-renewal at least sixty (60) days prior to the end of the applicable Term of the Order. The Initial Term and all Renewal Terms are collectively, the “**Term**”.

c) **SOW Term.** Each SOW will begin on the effective date of the SOW and will remain in effect until the Services are completed, this Agreement is terminated, or the termination date set out in the SOW (the “**Termination Date**”), whichever is later. If no specific Termination Date is designated in the SOW, Client may terminate the SOW upon thirty (30) days written notice to Granicus.

d) **Termination for Default.** Either party may terminate this Agreement or any Order or SOW by written notice if the other party commits a material breach of this Agreement or the applicable Order or SOW and fails to cure such breach within thirty (30) days after receipt of such notice, or an additional period of time as agreed to by the parties.

e) **Effect of Termination.** Upon expiration or termination of an Order or SOW for any reason: (i) Client’s right to access and use the Products will immediately cease (except for perpetual licenses granted under an Order, which will continue to be governed by this Agreement for the duration of the license); (ii) Client will promptly remit any fees due to Granicus under all Orders and SOWs; (iii) Granicus will promptly cease performance of any Services; and (iv) the parties will return or destroy any Confidential Information of the other party in its possession, and certify upon request to the other party of compliance with the foregoing. Client will have thirty (30) days from the expiration date of a subscription to extract or download any Content stored in the Products. Granicus has no obligation to retain any Content after such thirty (30)-day period nor is Granicus responsible for extracting the data on Client’s behalf absent separate written agreement and the payment of additional fees.

f) **Survival.** Sections 4 (Fees, Payment), 9 (Confidentiality), 10 (Indemnification), 11 (Limitation of Liability), 13 (Governing Law) and any other clause that by its nature is intended to survive will survive termination of this Agreement indefinitely or to the extent set out therein.

4. Fees; Payment.

a) **Fees.** Client will pay all fees, costs and other amounts as specified in each Order or SOW. Annual fees are due upfront at the beginning of each annual term. Services fees and one-time fees are due according to the billing frequency specified in each Order or SOW. Granicus may suspend Client’s access to any Products if there is a lapse in payment not remedied promptly upon notice to Client. A lapse in the

Term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees are exclusive of applicable state, local, provincial, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).

b) **Payment.** Client will remit payment of the fees due within thirty (30) days of receipt of an accurate invoice from Granicus or its authorized reseller, or if Client is subject to different payment terms imposed by applicable regulation, such required payment duration. Any disputed amounts will be identified in writing to Granicus within the payment period or be deemed accurate and payable. With respect to any amount due to Granicus which is not paid within thirty (30) days of an undisputed invoice, Granicus may apply interest at the rate of one and half percent (1.5%) per month, or such lesser amount required by law, assessed from the due date through the date of payment. Client acknowledges and agrees that orders placed by Client for Products and Services will be non-cancellable and the fees paid are non-refundable unless otherwise expressly stated in the Agreement.

c) **Purchase Orders.** Upon request, Granicus will reference a purchase order number on its invoices if Client provides the corresponding purchase order information to Granicus prior to generating the invoice. Client agrees that a failure to provide Granicus with purchase order information will not relieve Client of its obligations to provide payment in accordance with this section.

d) **Price Changes.** Subject to any price schedule or pre-negotiated fees to which this Agreement or an Order may be subject, Granicus will provide notice of any price changes at least ninety (90) days prior to the end of the current Term, which will become effective as of the next Renewal Term. Renewals at the same volume amount will not increase more than ten percent (10%) over the prior year's fees. Purchases of additional Products will be at Granicus' then-current price and licenses, subject to volume or transaction metrics, and will be reviewed annually prior to commencement of the Renewal Term, with fees adjusted to cover increases in Client's use.

e) **Cooperative Purchasing.** To the extent permitted by law the terms of this Agreement may be extended for use by other municipalities, school districts and governmental agencies. Orders and SOWs entered into by such third parties are independent agreements between the third party and Granicus and do not affect this Agreement or any Order or SOW between Granicus and Client.

5. Client Responsibilities.

a) **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property, privacy or other legal rights of any third party. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client. In addition, Content does not include data generated by use of the Products, including system data and data derived from Content in an aggregated and anonymized form, which may be used by Granicus for any and all business purposes including diagnostics and system and product improvements.

b) **Data Backup and Protection.** Client will maintain a back-up of any data or data files provided to Granicus. For certain Products, Granicus offers functionality that requires subscribers to enable password

protection of subscriber profiles and associated data. Client assumes all responsibility for implementing and enforcing this security functionality in its sole discretion.

c) **Passwords.** Sign-on credentials used to access the Products are non-transferable. Client is responsible for keeping all passwords secure and for all use of the Products through Client's sign in credentials.

d) **Cooperation.** Client will provide any assistance reasonably required by Granicus to perform the Services, including timely review of plans and schedules for the Services and reasonable access to Client's offices for Services performed onsite.

e) **Third-Party Technology.** Client will be responsible for securing all licenses for third party technology necessary for Granicus to perform the Services (including the right for Granicus to use such technology) and will be responsible for the performance of any third-party providing goods or services to Client related to the Services, including such third party's cooperation with Granicus.

6. Support. Basic support and maintenance services provided to Client for Products ("Support") is included in the fees paid for the Granicus Product subscription or maintenance during the Term and will be provided in accordance with the Service Level Agreement set forth at www.granicus.com/legal/licensing. Granicus may update its Support obligations under this Agreement, so long as the level of Support agreed to by the parties is not materially diminished due to such modification.

7. Representations; Warranties; Disclaimers.

a) **Representations.** Each Party represents that it has validly entered into this Agreement and has the legal power to do so.

b) Warranties:

(i) Each party warrants that it has the rights necessary to grant to the other party the licenses granted in this Agreement.

(ii) Granicus warrants that it will perform its obligations in a professional and workmanlike manner in accordance with industry standards.

(iii) Client's sole and exclusive remedy and Granicus' sole obligation for breach of the warranties in this Section are as follows: (i) for a breach of the warranty in Section 7.b.(i), the indemnity in Section 10 of this Agreement; and (ii) for a breach of the warranty in Section 7.b.(ii) reperformance of the non-conforming Services, provided that Client notifies Granicus of a non-conformity in this Section during the thirty (30) day period following Granicus' completion of the applicable Services.

c) **Disclaimers.** EXCEPT AS EXPRESSLY STATED IN THIS THIS SECTION, THE PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND GRANICUS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. GRANICUS DOES NOT WARRANT THAT

PRODUCTS OR SERVICES WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.

8. Services.

a) Granicus will perform Services in accordance with this Agreement and the SOW. Granicus is not obligated to provide any Services unless set out in the SOW. Unless otherwise set out in the SOW or as agreed to by the parties the Services will be performed remotely. Any estimates provided in the SOW, including expected hours to complete the Services and any timeline provided by Granicus, are based on known functional requirements and technical environments as of the effective date of the SOW. Changes or delays in the work schedule originating with Client are subject to the project change procedure and may result in an increase in fees.

b) Granicus grants Client a non-exclusive, non-transferable, royalty-free, perpetual license to use the Deliverables on behalf of and for the benefit of Client independently and with the Products. Granicus retains all right, title and interest to the Deliverables except for those rights expressly granted to Client and reserves all rights not otherwise expressly granted herein. Deliverables and Services are deemed accepted upon delivery unless otherwise set forth in a SOW. **"Deliverable(s)"** means any computer software, written documentation, reports or materials developed by Granicus specifically for Client pursuant to a SOW;

c) Any modifications to the Services must be in writing and signed by authorized representatives of each party. Granicus personnel performing Services at Client's offices will comply with Client's policies and procedures in effect at such location.

d) If agreed to by the Parties in the SOW, Client will also pay for all reasonable travel-related and out-of-pocket expenses incurred by Granicus in the performance of the Services in accordance with Client's travel and expense policy which will be provided to Granicus in writing (or Granicus' policy if none is provided by Client) and which will be billed monthly and due thirty (30) days following date of invoice.

9. Confidentiality. During performance of the Services, each party may receive Confidential Information of the other party.

a) **"Confidential Information"** means all confidential and/or trade secret information of either party (**"Disclosing Party"**), including but not limited to: (i) Granicus' Products; (ii) non-public information if it is clearly and conspicuously marked as "confidential" or with a similar designation at the time of disclosure; (iii) non-public information of the Disclosing Party if it is identified as confidential and/or proprietary before, during, or promptly after presentation or communication; and (iv) any information that should be reasonably understood to be confidential or proprietary given the nature of the information and the context in which disclosed, in each case that is disclosed to the other party (**"Receiving Party"**) or to which the Receiving Party gains access in connection with performance of the Services.

b) Subject to freedom of information, government transparency, or similar applicable law, each Receiving Party will receive and hold any Confidential Information in strict confidence and will: (i) protect and safeguard the Confidential Information against unauthorized use, publication or disclosure; (ii) not reveal, report, publish, disclose, transfer, copy or otherwise use any Confidential Information except as specifically authorized by the Disclosing Party; (iii) not use any Confidential Information for any purpose other than in performance of this Agreement; (iv) restrict access to Confidential Information to those of

its advisors, officers, directors, employees, agents, consultants, contractors and lobbyists who have a need to know, who have been advised of the confidential nature thereof, and who are under express written obligations of confidentiality or under obligations of confidentiality imposed by law or rule; and (v) exercise at least the same standard of care and security to protect the confidentiality of the Confidential Information received by it as it protects its own confidential information, but no less than a reasonable degree of care.

c) If a Receiving Party is requested or required in a judicial, administrative, or governmental proceeding to disclose any Confidential Information, it will notify the Disclosing Party as promptly as practicable so that the Disclosing Party may seek an appropriate protective order or waiver for that instance, unless such notification is prohibited by law or judicial order.

d) The foregoing obligations do not apply to information that: (i) is already public or becomes available to the public through no breach of this section; (ii) was in the Receiving Party's lawful possession before receipt from the Disclosing Party; (iii) is lawfully received independently from a third party who is not bound by a confidentiality obligation; or (iv) is independently developed by or on behalf of the Receiving Party without use of any Confidential Information.

e) Upon written request of the Disclosing Party, the Receiving Party agrees to promptly return or destroy all Confidential Information in its possession, and certify its destruction in writing, provided that the Receiving Party may retain a copy of the returned or destroyed items for archival purposes in accordance with its records retention policies and subject to this section.

f) Disclosing Party may be irreparably damaged if the obligations under this section are not enforced and as such may not have an adequate remedy in the event of a breach by Receiving Party of its obligations hereunder. The parties agree, therefore, that Disclosing Party is entitled to seek, in addition to other available remedies, an injunction restraining any actual, threatened or further breaches of the Receiving Party's obligations under this section or any other appropriate equitable order or decree.

10. Indemnification.

a) Granicus will defend, indemnify and hold Client harmless from and against all losses, liabilities, damages and expenses including reasonable attorney fees (collectively, "Losses") arising from any claim or suit by an unaffiliated third party that the Products or Deliverables, as delivered to Client and when used in accordance with this Agreement and the applicable Order or SOW, infringes a valid U.S. or Canadian copyright or U.S. patent issued as of the date of the applicable Order or SOW (a "Claim").

b) To the extent permitted by applicable law, Granicus will have control of the defense and reserves the right to settle any Claim. Client must notify Granicus promptly of any Claim and provide reasonable cooperation to Granicus, upon Granicus' request and at Granicus' cost, to defend such Claim. Granicus will not agree to any settlement which requires acknowledgment of fault or an incurred liability on the part of an indemnified party not otherwise covered by this indemnification without indemnified party's prior consent. Client may elect to participate in the defense of any claim with counsel of its choosing at its own expense.

c) If the Products or Deliverables are subject to a claim of infringement or misappropriation, or if Granicus reasonably believes the Products or Deliverables may be subject to such a Claim, Granicus

reserves the right, in its sole discretion, to: (i) replace the affected Products or Deliverable with non-infringing functional equivalents; (ii) modify the affected Products or Deliverable to render it non-infringing; or (iii) terminate this Agreement or the applicable Order or SOW with respect to the affected Granicus Product or Deliverable and refund to Client any prepaid fees for the then-remaining portion of the Order or SOW Term.

d) Granicus will have no obligation to indemnify, defend, or hold Client harmless from any Claim to the extent it is based upon: (i) a modification to the Granicus Product or Deliverable by anyone other than Granicus; (ii) a modification made by Granicus pursuant to Client's required instructions or specifications or in reliance on materials or information provided by Client; (iii) combination with the Products or Deliverable with non-Granicus software or data; or (iv) Client's (or any authorized user of Client) use of any Products or Deliverables other than in accordance with this Agreement.

e) This section sets forth Client's sole and exclusive remedy, and Granicus' entire liability, for any Claim that the Products, Deliverables or any other materials provided by Granicus violate or infringe upon the rights of any third party.

11. Limitation of Liability.

a) EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR ANY: (I) SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OR DAMAGE TO DATA, LOST PROFITS, SALES, BUSINESS, GOODWILL OR ANTICIPATED SAVINGS, WHETHER AN ACTION IS IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b) IN NO EVENT, EXCEPT FOR CLIENT'S OBLIGATIONS TO PAY AMOUNTS DUE UNDER THE ORDER OR SOW, OR GRANICUS' INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 10 (INDEMNIFICATION), WILL EITHER PARTY'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS ARISING IN CONNECTION WITH THIS AGREEMENT (IN TORT (INCLUDING NEGLIGENCE), CONTRACT OR OTHERWISE) EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO GRANICUS IN THE SIX (6) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM. HOWEVER, IF CLIENT HAS PAID NO FEES UNDER THE TERMS OF AN ORDER IN THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE OF THE INCIDENT GIVING RISE TO THE CLAIM, THE AGGREGATE LIABILITY OF GRANICUS TO CUSTOMER FOR SUCH CLAIM SHALL NOT EXCEED FIVE THOUSAND DOLLARS (\$5,000).

12. General.

a) **Force Majeure.** With the exception of payment obligations, any delay in the performance by either party of its obligations hereunder will be excused when such delay in performance is due to any cause or event of any nature whatsoever beyond the reasonable control of such Party, including, without limitation, any act of God; any fire, flood, or weather condition; any computer virus, worm, denial of service attack; any earthquake; any act of a public enemy, war, insurrection, riot, explosion or strike; provided, that written notice thereof must be given by such Party to the other Party within twenty (20) days after occurrence of such cause or event.

b) **Independent Contractor.** Each party is an independent contractor and employees of each party are not considered to be employees of the other party. No agency, partnership, joint venture or other

joint relationship is created by this Agreement. The parties shall not make any commitments binding on the other or make any representation that they are acting for, or on behalf of, the other. Each party assumes full responsibility for the actions of its personnel while performing the Services and such party will be solely responsible for the supervision, daily direction, control of its personnel, and for the payment of all of their compensation and any taxes related thereto.

c) **Publicity.** Neither party will use the name of the other party in publicity releases or similar activity without the consent of the other party, except Granicus may include Client’s name and logo in client lists and similar communications.

d) **Waiver.** No waiver of any breach of any provision of this Agreement or the SOW by either party or the failure of either party to insist on the exact performance of any provision of this Agreement or the SOW will constitute a waiver of any prior, concurrent or subsequent breach of performance of the same or any other provisions hereof, and no waiver will be effective unless made in writing.

e) **Notices.** Other than routine administrative communications, which may be exchanged by the Parties via email or other means, all notices, consents, and approvals hereunder will be in writing and will be deemed to have been given upon: (i) personal delivery; (ii) the day of receipt, as shown in the applicable carrier’s systems, if sent via FedEx, UPS, DHL, or other nationally recognized express carrier; (iii) the third business day after sending by U.S. Postal Service, First Class, postage prepaid, return receipt requested; or (iv) sending by email, with confirmed receipt from the receiving party. Either Party may provide the other with notice of a change in mailing or email address in which case the mailing or email address, as applicable, for that Party will be deemed to have been amended. The mailing and email addresses of the Parties are as follows:

Granicus	Client	
Contracts	ATTN:	
408 St. Peter Street, Suite 600 Saint Paul, MN 55102	Address:	
(651) 757-4154	Phone:	
contracts@granicus.com	Email:	

f) **Severability.** If any provision of this Agreement, Order, or SOW, or portion thereof, is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, such provision will be severed and the remaining provisions of the Agreement, Order or SOW will remain in full force and effect.

g) **Assignment.** Neither Party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party (such consent not to be unreasonably withheld); provided that either Party may assign this Agreement with reasonable notice to the other party to an affiliate or to a successor in interest resulting from acquisition of all, or substantially all, of the assigning party’s business by means of merger, stock or asset purchase, or otherwise. Any assignment or attempted assignment in violation of this Agreement will be null and void.

h) **Amendment.** This Agreement may not be amended or modified except by a written instrument signed by authorized representatives of both Parties.

i) **Applicable Law.** Each party will, at all times, exercise its rights and perform its obligations under this Agreement in compliance with all applicable law, rules, and regulations.

j) **Headings.** The various section headings of this Agreement are inserted only for convenience of reference and are not intended, nor will they be construed to modify, define, limit, or expand the intent of the Parties.

k) **No Third-Party Beneficiaries.** This Agreement is binding upon and insures solely to the benefit of the Parties hereto and their respective permitted successors and assigns; there are no third-party beneficiaries to this Agreement.

13. Governing Law. If Client is a public entity (a state or any agency or authority thereof, or county, city or town, public educational institution or other entity that serves a public purpose), this Agreement will be governed by and construed in accordance with the laws of the state in which the public entity is located, with venue being a court of competent jurisdiction within such state. If Client is the Federal government of the United States or any branch or agency thereof, this Agreement will be governed by the laws of the United States with venue being any Federal district court of competent jurisdiction. If Client is a private or commercial entity, this Agreement will be governed by the laws of the state of New York, without reference to the state's conflict of law principles, with exclusive jurisdiction of the state and federal courts located in the borough of Manhattan, New York, New York. If Client is located in Canada, this Agreement will be governed by the laws of the Province of Ontario with suit brought only in the Ontario Superior Court of Justice. No applicable principals of conflicts of laws, imputed terms of the Uniform Commercial Code, or the United Nations Convention on contracts for the international sale of goods will apply to this Agreement.

14. Entire Agreement. This Agreement and Orders and SOWs governed by this Agreement constitutes the entire agreement between Granicus and Client, and supersedes all prior agreements, requests for proposals or pricing and the corresponding responses, understandings, representations or correspondence relevant to the subject matter hereof. Perpetual licenses granted to Client under prior agreements remain in full force and effect. Inconsistencies between documents will be resolved in the following order: (i) this Agreement; (ii) Orders and SOWs; (iii) all other purchase documents executed by the parties (except for any pre-printed or standard terms contained on purchase orders which shall have no force or effect); (iv) Granicus' response to Client's RFI, RFP, RFQ; and (v) Client's RFI, RFP, RFQ. If Client issues a purchase order, Granicus hereby rejects any additional or conflicting terms appearing on the purchase order or any other ordering materials submitted by Client. Client has not been induced to enter into this Agreement or the SOW by any representations or promises not specifically stated herein.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly-authorized representatives on the Effective Date set forth below.

Granicus

By:

DocuSigned by:
Cale Brakke
8889E1DAE870450...

(Authorized Signature)

Name:

Cale Brakke

(Print or Type Name of Signatory)

Title:

Contracts Manager

Date:

7/9/2024 | 8:34 AM MDT

DocuSigned by:
Alex Bern
0F7DAA9D3DAD473...

Alex Bern, Contracts Manager

7/9/2024 | 8:53 AM CDT

Client

By:

(Authorized Signature)

Name:

(Print or Type Name of Signatory)

Title:

Date:



CERTIFICATE OF LIABILITY INSURANCE

10/20/2024

DATE (MM/DD/YYYY)

12/15/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Three Embarcadero Center, Suite 600 San Francisco CA 94111 (415) 568-4000	CONTACT NAME: PHONE (A/C, No. Ext): E-MAIL ADDRESS:	FAX (A/C, No):													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Berkley National Insurance Company</td> <td>38911</td> </tr> <tr> <td>INSURER B : ACE American Insurance Company</td> <td>22667</td> </tr> <tr> <td>INSURER C : Riverport Insurance Company</td> <td>36684</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Berkley National Insurance Company	38911	INSURER B : ACE American Insurance Company	22667	INSURER C : Riverport Insurance Company	36684	INSURER D :		INSURER E :		INSURER F :
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COVERAGES GRAIN01 **CERTIFICATE NUMBER:** 20020658 **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:	N	N	TCP 7024348-10	10/20/2023	10/20/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp \$100 Ded <input checked="" type="checkbox"/> Coll \$1,000 Ded	N	N	TCP 7024348-10	10/20/2023	10/20/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	TWC 7024349-10	10/20/2023	10/20/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Prof Liab/Tech E&O/Cyber Liab	N	N	F16817867 002	12/15/2023	10/20/2024	\$5M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED.
 RE: Evidence.

CERTIFICATE HOLDER

CANCELLATION See Attachment

20020658 Evidence	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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To whom it may concern:

In our continuing effort to provide timely certificate delivery, Lockton Companies is transitioning to paperless delivery of Certificates of Insurance.

To ensure electronic delivery for future renewals of this certificate, we need your email address. Please contact us via one of the methods below, referencing Certificate ID **20020658**.

- Email: PacificeDelivery@lockton.com
- Phone: (213) 689-2300

If you received this certificate through an internet link where the current certificate is viewable, we have your email and no further action is needed.

In the event your mailing address has changed, will change in the future, or you no longer require this certificate, please let us know using one of the methods above.

The above inbox is for automating electronic delivery of certificates only. Please do NOT send future certificate requests to this inbox.

Thank you for your cooperation and willingness in reducing our environmental footprint.

Lockton Insurance Brokers, LLC – Pacific Series

INSTRUCTIONS

The questionnaire(s) is required to be completed Electronically. The "General - Required" Tab is required for all respondents bidding on any component. Each additional tab is only required if you are bidding for that specific component. If you are bidding on multiple components, you must complete each tab that applies.

We encourage each organization to visit our website to see our current agenda's and audio/video files.

Tabs:

- A. **Agenda Management** - This is to bid for a comprehensive Agenda Management that includes a real-time management system. Also include General - Required Questionnaire.
- B. **Video Streaming** - This is to bid for the City's video streaming needs related to City Council meetings and Boards/Commissions/Committees. Also include General-Required Questionnaire.
- C. **Boards & Commissions** - This is to bid for Boards, Commission, & Committee component. This includes the ability to solicit, receive, and manage applications for these groups. Also include General - Required Questionnaire.