

Granicus Budgetary Proposal for Salinas, CA

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Order Details

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Prepared On: 06/08/2022
Expires On: 08/07/2022

Order Terms

Current: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performances.)

Pricing Summary

The pricing and terms with this Proposal are specific to the products and volumes combined with this Proposal.

One-time Fees

Solution	Billing Frequency	Quantity/ Unit	One-time Fee
Government Experience Cloud (Enterprise) – Set-up, Config, & Training	Up Front	1 Each	\$ 78,700

New Subscription Fees

Solution	Billing Frequency	Quantity/ Unit	Year 1
Government Experience Cloud (Enterprise)	Up Front	1 Each	\$ 33,500

Future Year Pricing

Solution	Year 2	Year 3	Year 4	Year 5
Government Experience Cloud (Enterprise)	\$35,175	\$36,933.75	\$38,780.44	\$40,719.46

Key Terms to Know

Product Description

Government Experience Cloud:

Government Experience Cloud is a purpose-built software-as-a-service (SaaS) solution that helps local government transform the resident experience to better connect, engage, and serve constituents by increasing workflow efficiencies and maximizing existing technology investments, such as integrations into traditional back-office enterprise solutions.

Licensed Modules

Website & Content Management System

Client is equipped with the technology, expertise, and training to keep the website relevant and effective over time. Additional benefits include:

- All out of the box functionality
- Platform setup and full project management
- Managed cloud hosting via Microsoft AzureGov
- Ongoing security updates
- Ongoing product updates and enhancements
- WCAG AA Accessibility maintained perpetually
- 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA)
- Comprehensive SLA and Support Ticketing system

Azure AD Connector

Integrates with your Microsoft Active Directories (via AzureAD not on-prem), giving staff the convenience of a single sign-on experience and automatically mapping the appropriate roles and permissions to relevant AD users.

For your intranet, the Azure AD connector powers your staff directory and organization chart to ensure they are dynamically updated on a regular basis.

This may be used for your web, intranet, and subsites.

Cloud Security License

Deployment of Imperva Security and Content Delivery Network (CDN). Providing leading caching and security resulting in enhanced protection from malicious attacks.

Once configured, it continuously monitors and blocks attacks. With a global 24/7/365 security operations center, it provides an expertly managed web application firewall, distributed denial of service attack protection and advanced bot detection.

Digital Forms + Workflow Automation

A digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. A digital forms builder perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses.

Enterprise plan includes up to: 30 users, 100 published forms.

Key features include:

- Workspaces
- Response workflows
- Custom documents (Certificates, permits, formal letters & more)
- Form versioning & scheduling
- Drag and drop form builder
- Display logic and calculations
- Payments
- Insights dashboard
- Form analytics
- Support team access
- Save responses
- Unlimited responses
- Data connections and API access
- Up to: 50GB file uploads, 2,000 web API calls per hour, 20 custom documents per form

Email & SMS Communications (up to 15k subscribers):

Client can utilize several different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. Additional benefits include:

- Unlimited email sends with industry-leading delivery and management of all bounces
- Support to upload and migrate existing email lists
- Access to Granicus Network
- Ability to send mass notifications to multiple devices
- 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support
- Text-to-subscribe functionality
- Up to 2 web-hosted training sessions annually
- Up to 50 administrators
- Up to 1 account(s)
- Access to a complete archive of all data created by the client for 18 months (rolling)
- Up to 3 hours of message template and integration development
- Up to 100 subscription topics

- Up to 100,000 SMS/text messages per year from a shared short code within the United States*

*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over the following year.

Project Approach & Methodology

GXG Information Architecture

Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include:

- Kickoff: Align on goals, expectations, timelines, and deliverables
- Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs.
- User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users

Deliverable:

- Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree Assumptions:
- Covers analysis and IA for sites with up to 2,500 URLs.
- Three-month period of performance to be completed within the contract period.
- Does NOT include a content audit.
- Does NOT include content creation.
- Client sources external users for testing. • Does NOT include document review.

Granicus Digital Forms + Workflow Automation

Set up and configuration of Enterprise License, 30 users, 100 published forms.

Granicus Email & SMS

Implementation includes:

- Access to an implementation consultant for up to 90 days
- Access to existing Web-based recorded trainings around standard account functions and capabilities
- Up to 2 Web-hosted training sessions within 180 days of kickoff
- Up to 5 hours of message template and integration development within 90 days of kickoff
- Training provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

The implementation process takes four to six weeks, on average, depending on the availability of stakeholders.

Granicus Website & Content Management System

Implementation includes configuration, project management, all training, and support on best practices during project set up + launch, includes set up of main site and two stage process focused on iterative website redesign. Plus, content migration for up to 1,000 pages. Migration details include:

What's IN scope?

- ✓ Content managed within your current CMS
- ✓ Documents/images (if contracted)

What's NOT in scope

- X Anything within an iFrame or embedded HTML content
- X Dynamic content pulled from other systems
- X Content not managed within CMS
- X JavaScript, CSS, or other custom code
- X Interactive web forms and/or single page applications
- X Written content within image/diagram
- X Content contained inside a PDF file
- X Documents and images on pages marked "Archive"

For additional subsite implementation, design and set up design includes two design concepts and up to two rounds of iteration per site.

Content Rationalization

In every engagement, our team walks you through an established process for reviewing your existing web content and applying our AIM framework for evaluating what content to Archive, Improve or Move (as is).

This work is most effective when conducted by the client, as they know their own government and processes best. In cases where the client does not have the support internally, the Granicus Web Team can provide the AIM process. This includes meeting with the client at the outset to determine key information and current analytics, and then reviewing each page in the main website to determine what action to take. In the cases where a page will be moved or improved, we assign the appropriate OpenCities page type to be used.

This work must be done before any content migration work, and in conjunction with or after the IA process (if purchased).