



Canton, GA | Granicus Webcasting, Minutes, Voting

PRESENTED BY: Chavin Muniz, Granicus

PRESENTED TO: Canton

DELIVERED ON: November 18, 2016

EXPIRES ON: December 31, 2016

Executive Summary

This proposal is based on conversations between Chavin Muniz and Susan Stanton and aligns with Canton's existing Granicus software solutions.

This proposal includes several Granicus Suites components, and meets Canton's goals of:

- Giving citizens more convenient access to council information and decisions through a live and recorded Webcast of meetings that are tied to the agenda and minutes via hyperlinks (time-stamps)
- Allowing council to view agendas, take their votes, and take annotations on a tablet device or PC computer
- Increasing the Clerk's efficiency and accuracy of creating the meeting minutes - with the goal of being 70-80% completed with the minutes by the end of the meeting
- Utilizing an electronic voting system that provides easy viewing of paperless agendas and supporting documentation

Software Services:

- **Open Platform & Government Transparency (OP/GT):** Software to control streaming of the video and link agenda items and supporting documentation
- **Meeting Efficiency (ME):** Live Minutes taking software
- **VoteCast:** Vote taking software that allows Council to take the vote from either a tablet device or PC computer
- **iLegislate:** Paperless agenda and annotation software application for tablets and PCs

Hardware:

The encoder quoted here is a required piece of hardware that will allow Canton to run each and any piece of the Granicus software proposed in this document. The proposed encoder will be capable of streaming video up to 1080p resolution. Granicus does not yet offer 1080p streaming but should it offer that service no additional hardware would be necessary in order to do so. There may be additional charges for such a service. This quote also includes a charge for streaming video at 720p resolution. That charge can be added to the customers service whenever they are ready to start that service.

Pricing Breakdown for your Solution

Software as a Service			
Name	Qty	Unit (Monthly)	Total (Monthly)
Open Platform	1.0 Suite	\$0.00	\$0.00
Government Transparency Suite	1.0 Suite	\$300.00	\$300.00
Meeting Efficiency Suite	1.0 Suite	\$300.00	\$300.00
VoteCast Standard Package (Tablet) - (ME)	1.0 Package	\$200.00	\$200.00
Granicus Encoding Appliance Software - (GT)	1.0 Package	\$100.00	\$100.00
Total Software Monthly Cost:			\$900.00

Hardware			
Name	Qty	Unit (Upfront)	Total (Upfront)
Granicus SDI Encoding Appliance Hardware	1.0 Unit(s)	\$3,500.00	\$3,500.00
VoteCast Display CPU - (ME)	1.0 Unit(s)	\$980.00	\$980.00
Shipping - Large Item	1.0	\$125.00	\$125.00
Shipping - Medium Item	1.0	\$60.00	\$60.00
Total Hardware Upfront:			\$4,665.00

Training			
Name	Qty	Unit (Upfront)	Total (Upfront)
Training and Workflow Analysis - (ME) (Online)	1.0 Day(s)	\$1,300.00	\$1,300.00
Total Training Upfront:			\$1,300.00

Professional Services			
Name	Qty	Unit (Upfront)	Total (Upfront)
Server Configuration - (ME)	1.0 Service(s)	\$500.00	\$500.00
Templates Configuration - (ME)	1.0 Template(s)	\$700.00	\$700.00
VoteCast Display Configuration - (ME)	1.0 Service(s)	\$1,650.00	\$1,650.00
Total Services Upfront:			\$3,725.00

Professional Services			
Name	Qty	Unit (Upfront)	Total (Upfront)
Encoding Appliance Hardware Configuration - (GT)	1.0 Service(s)	\$875.00	\$875.00
Total Services Upfront:			\$3,725.00

Total Upfront Cost:	\$9,690.00
Total Monthly Cost:	\$900.00

All currency is in US dollars*

Granicus® Open Platform

The Granicus® Open Platform is the cloud-based foundation for all Granicus applications. It allows government organizations to manage and store an unlimited amount government public meeting data. It is the core of our content management, administration and distribution tools and includes free access to our APIs and SDKs, helping you seamlessly connect your Granicus solution to systems in place. The Granicus Platform includes the ability to upload and publish content including videos and documents. [Click here](#) for more information on the Granicus Open Platform.

- Unlimited content storage and distribution
- Open architecture and SDK
- Archived video editing and indexing
- Citizen web portal
- Live and on-demand streaming to mobile devices
- Create a paperless agenda environment with iLegislate® for the iPad

Government Transparency Suite

The Government Transparency Suite gives your citizens greater access to public meetings and records online. Take the next step towards transparency and stream meetings and events live, link related documents to your video, and provide advanced searching of archives. The Government Transparency Suite gives you unlimited cloud bandwidth and storage as well as local live and on-demand streaming for up to 50 concurrent viewers. This Suite also allows you to connect agenda data to the iPad to review agendas and supporting documents, take notes, and more through the iLegislate® application. Click here for more information on the Government Transparency Suite.

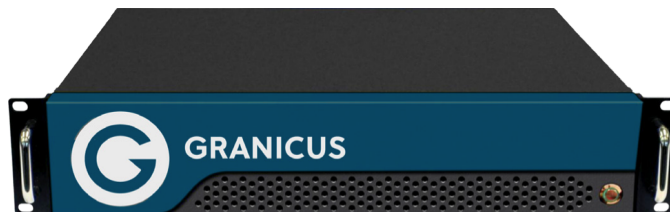
- Give citizens convenient access to live and archived streaming through your website
- Reduce public inquiries with searchable, self-service access online
- Import agendas and index video live to eliminate hours of work
- Manage and distribute unlimited meetings and events—all completely automated
- Reach a broader audience - integrate closed captions with video
- Understand and measure public participation with in-depth video analytics



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 audio/video source. Full appliance control is available through a web browser or locally installed client application.

- Provides live and on-demand streaming – online and via mobile devices
- Remote systems monitoring and Granicus maintenance updates
- Up to 2TB of local storage (approximately 2,000 hours of archive content)
- Facilitates internal streaming across your local area network (LAN) – up to 50 concurrent viewers
- Supports extraction and display of embedded closed captions to help maintain ADA compliancy
- Faster archive upload times, less video buffering
- H.264 video codec encoding
- HTML5 and Flash compatible streaming delivery



Granicus' hosted infrastructure supports the encoding appliance and offers unlimited bandwidth, storage and the highest security standards through a cloud-based platform. Our remote, proactive system monitoring guarantees faster response time, predicts problems before they arise, and helps reduce the cost of IT support and maintenance. 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.



Granicus® SDI Encoding Appliance

Hardware as a Service for Government Webcasting

The Granicus SDI Encoding Appliance supports Granicus' current and future software platforms and encoding formats. It has been rigorously tested and certified to work with Granicus technology. Device pre-configurations allow customers to get up and running quickly while maintaining the highest level of service at a low monthly cost.

The Granicus Customer Care team leverages a suite of tools that allow us to proactively monitor, maintain and support the appliance. Full patch management of Granicus software and the operating system eliminates any maintenance burden placed on government IT staff, including contacting multiple vendors for support.

As a fully-managed solution, Granicus will provide customers with all necessary upgrades, repairs or replacements to ensure that the appliance works effectively on the Granicus platform. To help maintain ADA compliance, the Granicus SDI Encoding Appliance supports extraction and display of embedded closed captions.

Optimized Streaming Platform

The Granicus SDI Encoding Appliance is designed and built for our platform and streaming protocols to provide government organizations with a complete streaming solution. Each pre-configured appliance is delivered ready to stream. Simply connect power, network and an audio/video source. Full appliance control is available through a web browser or locally installed client application.

This appliance is included with the Government Transparency Suite and can be added to the Granicus Open Platform.

Granicus SDI Encoding Appliance

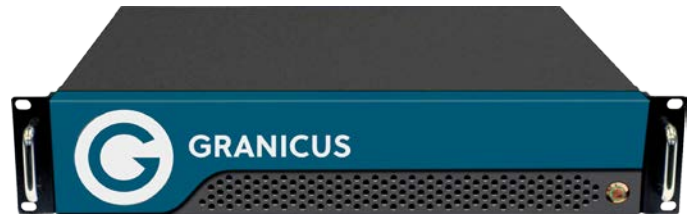
Local distribution & storage

The SDI Encoding Appliance can be configured to support local live and on-demand streaming for up to 50 concurrent users. For organizations that require enterprise-class distribution, Granicus' Performance Accelerator distributes hundreds of simultaneous local streams with minimal network impact.

Each device is equipped with 2 TBs of local storage, or roughly 4,000 hours at standard bit rates. Granicus provides unlimited cloud content storage and retention.

The Granicus SDI Encoding Appliance is lightweight and small enough to fit in any server rack. Encoder noise has been addressed as well. With a sound output less than 65db, the Granicus SDI Encoding Appliance is considerably quieter than standard off the shelf encoding hardware.

Front View



Rear View



Hardware Specifications				
Dimensions	<ul style="list-style-type: none"> 17.7"D x 17.2"W x 3.5"H 2U rack mountable chassis 			
Weight	<ul style="list-style-type: none"> 35 lbs 			
Power		Idle	Load	Startup
	Watts	40	120	96
	Amps	0.226	0.965	0.755
	kVA	0.04	0.120	0.096
	BTU/hr	136	408	326
Connectivity	<ul style="list-style-type: none"> Ethernet: 2 auto-detecting x 1 Gbit ports 			
Storage	<ul style="list-style-type: none"> Up to 2TB capacity 4000 hours at standard bit rates 			
Hardware Warranty	<ul style="list-style-type: none"> Granicus customer lifetime (managed hardware) 			
Optional Components	<ul style="list-style-type: none"> Rail kit * Tower conversion kit * 			
Management	<ul style="list-style-type: none"> Full remote management, monitoring patching & reporting 			

Granicus SDI Encoding Appliance



Adobe Flash Player



Audio/Video Specifications

DIGITAL ENCODING APPLIANCE

Video	<ul style="list-style-type: none"> • SDI (BNC)
Audio	<ul style="list-style-type: none"> • Embedded audio on channel 1,2,3 or 4

Streaming Specifications

Live Streaming	<ul style="list-style-type: none"> • Static public IP address • Inbound pull over TCP Port 8080 (port changed upon request) • 650 Kbps upstream ** • Unlimited viewers
Encoding Formats	<ul style="list-style-type: none"> • Microsoft® Windows Media® (Silverlight®) • H.264 for Adobe® Flash® Player • H.264 in HTML (iOS and Andriod devices)
Local Distribution	<ul style="list-style-type: none"> • Live and on-demand (directly from Granicus Encoding Appliance) • 50 maximum concurrent streams

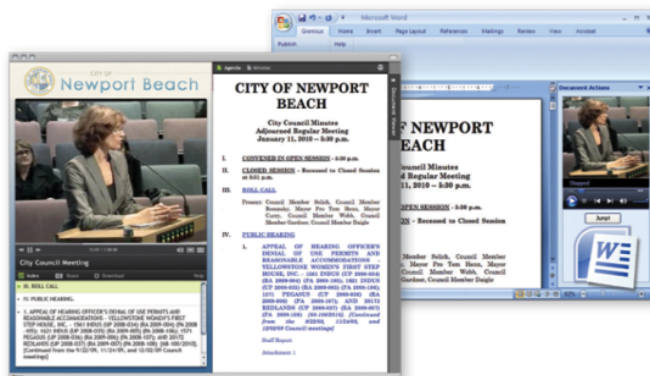
* Additional charges may apply

** Higher bitrates available, requires additional bandwidth

Meeting Efficiency Suite

The Meeting Efficiency Suite is a live meeting workflow solution that combines minutes with a meeting's recording. Capture and publish minutes, saving staff time and cutting administrative costs. Record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, finalize minutes quickly and easily in Microsoft Word™. Integrate VoteCast with iLegislate® to enable real-time meeting voting on the iPad. With VoteLog, allow the public to track legislation, ordinances, and even voting member records through your website. This Suite also allows you to seamlessly integrate with agenda solutions already in place. Click here for more information on the Meeting Efficiency Suite.

- Meeting preparation tools
- Live minutes automation
- Quick notes and text expansion
- Minutes editing and publishing
- Generate linked minutes
- Real-time meeting voting on the iPad



VoteCast for iLegislate

Traditional methods of recording votes can be cumbersome for legislative staff, oftentimes slowing the pace of public meetings. As part of the Granicus Meeting Efficiency toolset, iLegislate® + VoteCast™, available on iOS (iPad) and macOS, Android, and Windows devices, modernizes the voting process by eliminating the tedium of hand counting, paper voting, and the use of outdated standalone systems.

- Easy one-touch voting
- Real-time meeting synchronizing
- Cross Platform - Bring your own device
- Paperless exploration of voting item details, text, and history
- Maintain perfect voting accuracy
- Track meeting progress as it occurs
- Request to speak functionality & management
- Review detailed snapshot of item status, speaker queue, motion, mover, seconder
- Instantly send vote tabulations to digital meeting minutes & public displays

iPad 2 or newer works with software. Client is responsible for purchasing iPad. Granicus does not provide iPad hardware.*



iLegislate®

Granicus' paperless agenda application, iLegislate®, enables governments to review meeting agendas, supporting documents, and archived videos across multiple operating systems, including iOS and macOS, Android, and Windows devices. iLegislate is a free, downloadable application and works with any Granicus suite. Suite integrations increase data access and add functionality such as digital one-touch meeting voting.

[Click here](#) for more information on iLegislate.

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



Professional Services

In order to ensure a successful implementation and user experience, Granicus provides professional services with each solution. Below is a list of the requisite professional services for your solution.

Open Platform	
Deployment	The Media Manager site will be enabled and all initial configuration done, readying it for use.
Design Services	All standard templates will be adjusted to meet look, feel, and functionality needs.
Self-Paced eLearning	Access to an online training course library, providing a self-paced learning environment with unlimited uses will be provided.

Government Transparency Suite	
Agenda Template	A template for agenda data presentation will be adjusted to utilize best practices and automated workflow for your solution.
Player Template	A template for the video player will be adjusted to optimize meeting presentation and information.
View Page Template	A template for the view page will be adjusted to integrate the look and feel of your existing website.
Agenda Parser Configuration	The agenda parser will be set up to import necessary data elements from agendas for system use.
Live Manager Installation	The Live Manager will be remotely enabled and all initial configuration done, readying it for use.
Encoding Appliance Installation	The Encoding Appliance will be shipped and remotely configured.
Web Training Series	Primary users will be provided live web-based training by a Granicus certified trainer. There are three training sessions: basic pre-meeting & meeting, basic post-meeting, and a go-live refresher immediately prior to launch.

Meeting Efficiency Suite	
Minutes Template	A template that defines the minutes' appearance and functionality will be adjusted to utilize best practices and automated workflows for your solution.
Minutes Workflow Configuration	The suite and the training approach will be adjusted based on information disclosed in a needs analysis teleconference.
Web Training	Primary users will be provided live web-based training by a Granicus certified trainer. There are six training sessions: basic pre-meeting & meeting, basic post-meeting, Meeting Efficiency pre-meeting & meeting, Meeting Efficiency post-meeting, and two refreshers around the Meeting Efficiency Suite go-live launch.

VoteCast	
Installation	The preconfigured VoteCast Station, VoteCast Display, and Public Display will be remotely installed.
Workflow Configuration	VoteCast system settings will be adjusted based on workflow analysis calls.
Meeting Server Configuration	The backend settings will be configured based on network and infrastructure review to meet optimal systems needs.
Onsite Training	Two days of in-person training for clerks and staff, hands-on training for primary voting members is provided. Onsite go-live support is provided if the training coincides with the go-live date.



Canton

Scope of Work

Open Platform and Government Transparency with Encoding Appliance

Document Version 1.0

(CONFIDENTIAL)

November 18, 2016

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1. PURPOSE AND USAGE

Canton ("Client") has selected Granicus, Inc.'s ("Granicus") Open Platform, Government Transparency, and Encoding Appliance solution as the platform for automating its legislative workflow and streaming and archiving of meetings.

The purpose of this document is to define the goals, scope, specific deliverables, and timelines associated with the delivery of the SaaS application software and hardware implementation services by Granicus. The content of this document is subject to review by both Granicus and the Client.

Once the Services Agreement ("Agreement") is executed by both Granicus and the Client, the Granicus project management and deployment team will contact the Client project team to discuss project logistics and potential start dates and timelines. Once a project start date has been determined, resources will be assigned and scheduled to begin the delivery of the services described in this document.

2. ASSUMPTIONS

This proposal is based upon the below assumptions being true and accurate. If for some reason these assumptions prove false, it may result in a scope change and an impact on the proposed project cost and timeline for delivery. The assumptions and time estimates are based on similar projects to the Client's known requirements. The time estimates are for initial pricing and project planning, as this is a fixed fee proposal and services to complete the deliverables as defined are included.

2.1 Global Assumptions

1. Client will provide space for the hardware associated with its solution.
3. The Granicus Encoding Appliance will mount in virtually all 4- or 2-post racks. The Appliance front mounts much like a switch or router. It requires 2U (3.5") of rack space. The rail kit is standard but the tower kit is not currently available. Ideally, installation will be in a secure, climate-controlled environment.
 17. Dimensions: 17.7" deep x 17.2" wide x 3.5" high; 2U high.
 18. Mounting: Front mount; rail kit (standard).
- Weight: 35 lbs.
1. Sound Output: Less than 65 db.

2. An Internet connection of 1.5 Mbps dedicated or higher must be provided for the Encoding Appliance.

2.2 Project Management Assumptions

1. Success of the project is dependent on both Granicus and the Client's commitment to collaborating on and performing the tasks and obligations described in this Scope of Work. Granicus assumes that the Client will provide reasonable turnaround time (to be mutually agreed upon) on critical decisions, essential information, and approvals that are required to continue with work in progress or that is critical to meeting a deliverable due date. Granicus expects that a decision will be elevated to the appropriate Client management level to make a decision in a timely manner.
2. Client will perform its obligations and render the assistance described in this Scope of Work in a timely manner and in a manner as to adhere to the final schedule. In the event that Granicus is delayed or prevented from performing its obligations, to the extent that the delay is caused by factors beyond the reasonable control of Granicus, including without limitation, the inability of the Client to perform its responsibilities (i.e. finalizing the requirements) in a timely manner, Granicus will be entitled to an equitable adjustment in the timetable.
3. Project initiation will occur upon signature of the Agreement by both parties. All dates in this Scope of Work are subject to a mutually agreed upon schedule after execution of the Agreement. Please see Section 9 for further details.
4. Granicus will provide status reports as needed to the Client Project Manager.

2.3 Staffing Assumptions

Below is an outline of the key project team members for a successful Open Platform, Government Transparency, and Encoding Appliance implementation. The goal is for the Client to build a successful project team and for all involved to understand the project plan and scope so that realistic expectations are set from the start. Prior to any training, Granicus will work with Client staff to create and deliver user profiles, user groups, and training documentation to ensure that the training instruction is as effective as possible for each role.

Key Granicus Team Members

1. Granicus has assigned a Project Manager for this effort. The escalation process in the event of the Project Manager's inability to respond to Client needs will be directly to Granicus' Director of Professional Services (please email implementation@granicus.com to contact the Director of Professional Services).
2. Granicus will assign the following team roles to the Client implementation:
 1. Account Manager/Sales Executive
 2. Designer
 3. Solution Validation Engineer
 4. Product Trainer

The Granicus Project Manager and the Client's Project Manager will facilitate and coordinate all activities and communications between the Granicus team and the Client team. Granicus representatives may contact Client participants directly regarding project issues, as warranted and approved by the Project Managers.

Key Client Team Members

It is important for the Client to create a solid project team for a successful Open Platform, Government Transparency, and Encoding Appliance implementation. Below are the recommended project team members:

1. **Project Manager:** The Project Manager should be someone who manages the Client team's performance of project tasks and secures acceptance and approval of deliverables from the Client 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's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables;
 2. Coordination with key stakeholders, representatives, and decision makers;
 3. Facilitation of timely decision-making and resolution of issues; and
 4. Coordination of Client resources for decision-making, project management, testing, training, etc.
2. **System Administrator:** The System Administrator should be a person who is closely involved with the legislative and meeting processes: from the approval process of legislation to the creation of minutes to the online publication of meetings. This person should consider him or herself computer savvy. The System Administrator's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables; and
 2. Coordination with key stakeholders, representatives, and decision makers.
3. **IT Lead:** The IT Lead works closely with the Project Manager to ensure that the Open Platform, Government Transparency, Encoding Appliance, and Performance Accelerator products are deployed properly and helps solve IT issues that might arise.
4. **Clerk:** It is important that the Clerk is an integral part of the Project Team to be the expert on the legislative process. This person will be responsible for indexing the recording during the meeting if video/audio recording is involved.
5. **Backup System Administrator:** This Backup System Administrator will serve as the backup to the System Administrator and preferably has a solid understanding of the legislative process of the Client jurisdiction as well as a good level of technological skills.
6. **Video Indexer:** Should the solution include video, the Video Indexer will be indexing/time-stamping the video in LiveManager if the Clerk cannot. This person can be from the Clerk's staff or a member of the A/V team depending on the Client's unique workflow.

2.4 Scope and Cost Assumptions

1. Both Granicus and the Client will follow a Change Order Process for handling any work that is not defined in this Scope of Work. The Change Order Process is jointly managed by the Project Managers. All changes must be documented in a Change Log, and approved by both parties prior to work being undertaken.
2. Requested Client changes to the Scope of Work may increase project costs or introduce timeline delays.

3. BUSINESS OBJECTIVES

The business objectives to be achieved by this project are as follows:

1. Give citizens access to live and archived streaming through Client website
2. Reduce public inquiries with searchable, self-service access online
3. Import agendas and index video live
4. Manage and distribute unlimited meetings and events automatically
5. Integrate closed captions with video
6. Measure public participation with in-depth video analytics

4. PROJECT PHASES

Project deliverables are defined according to the project phase. The project will be broken into the following primary phases:

1. **Pre-Deployment Activity:** Granicus works with the Client to gather general technical information and analyzes existing technology set-up to ensure that the proposed project meets all requirements necessary to delivering a successful Granicus solution. Activities in this stage include:
 1. Solution Validation Conference Call
 2. Client completes technical pre-requisite form
 3. Client agenda and minutes document compatibility review by Granicus Designer
2. **Deployment Phase and Project Kick-off Call:** Granicus will deliver a project timeline that clearly outlines deployment milestones and assigned roles. The bulk of implementation work occurs during this phase and by the end of the Deployment Phase, the solution will be fully operational.
 1. Key project stakeholders from the Client side will be required to attend this call.
 2. Project timeline will be delivered within 48 hours of Kickoff Call.
3. **Final Validation/Deployment Completed:** This milestone is the final point of sign-off by the Client. At this point the solution should be configured and useable but not necessarily in use.
4. **Training:** The assigned Product Trainer will work with Client on full product training, including: agenda preparation, live meeting workflow, and video editing.
5. **Live Operations Begin/Scope of Work Completed:** In this final stage of the implementation, the Client will begin using its solution. Information on how to access Granicus support documents and staff will be provided.

5. SCOPE OF WORK

5.1 In Scope

1. Installation of the software system in to one (1) production environment.
2. Training for stakeholders.
3. Access to reference and support materials and documentation.
4. Public interface for accessing and managing events and archives. Integration with existing Granicus content.
5. Go-Live support.
6. Integration and validation with existing Granicus solution.

7. Configuration and support for solution components:

1. Encoding Appliance
2. One (1) view page
3. Media Manager
4. One (1) agenda template
5. One (1) player template

Note: The design elements of different solution components have different configuration options that can be selected by the Client and implemented by the Granicus Project Team. If the Client has any questions regarding the design of the solution, the Client should contact the Project Manager for additional information.

5.2 Out of Scope

This section captures the most common out-of-scope scenarios that Granicus encounters during the lifecycle of any given project. This list is not comprehensive and any work not clearly defined in the project scope above may be considered out-of-scope at Granicus' discretion. Granicus remains dedicated to Client success and satisfaction with their Granicus solution and welcomes discussions with the Client on how best to achieve any out-of-scope requests. Granicus will not engage in any out-of-scope work without prior written approval from the Client.

1. Additional equipment, templates, production environments or other configuration services above the quantities listed in section 5.1 above.
2. Sectioned/customized view pages that have embedded video players and/or customized graphics, animations or interactions.
3. Data conversion and migration of historical data into Granicus
 1. A data conversion/migration is defined as a service whereby the Client requests Granicus to move, convert, upload, or otherwise "make available" any data not originally generated by a product to appear or be utilized in a Granicus product.
 2. Common scenarios include (but not limited to):
 1. Moving previous video data captured by another system or process into Granicus software
 2. Moving previous agenda, minutes, legislation documents or data into Granicus software.
 3. Any potential data migrations are considered out-of-scope and require additional assessment, as well as a separate project scope. Data migrations are billed by a combination of flat fees, as well as the current professional services rate per hour. (Consult your Sales Associate or Account Manager for details.)
4. API Integrations
 1. Examples of out-of-scope API requests include, but are not limited to:
 1. Requests to make modifications to API functionality to accommodate any third party integration.
 2. Any feasibility/data gap analysis to determine whether or not an API will be suitable for any Client integration or business need.
 - Any custom programming/configuration done by a Granicus staff member or contractor to accomplish or in pursuit of accomplishing any API integration.

1. Any request for support regarding a third party integration not created by Granicus or its contractors.
2. Any other API integration not clearly defined by this original scope of work.
1. Billing for out-of-scope API integrations is assessed on an hourly basis at the current professional services rate. (Consult your Sales Associate or Account Manager for details.)
5. Product changes or enhancements
 1. If the Client wishes to make a feature or produce change request, it may do so at any time through its Granicus Account Manager, Granicus Client Care, or its Granicus Project Manager. Granicus, at its sole discretion, will then choose whether or not to implement any given product request.
 2. Any accepted feature request will be implemented within a manner, timeline, and fashion that are purely at Granicus' discretion.
 3. Any product change or enhancement not currently existing or not explicitly listed in the project scope above at the time this Scope of Work is executed is considered out-of-scope.

6. PROJECT DELIVERABLES

6.1 Granicus Open Platform

The Granicus Open Platform is the cloud-based foundation for all Granicus applications. It allows government organizations to manage and store an unlimited amount of government public meeting data and includes free access to our APIs and SDKs. The Granicus Open Platform includes the ability to upload and publish content including videos and documents. The feature list includes:

- Unlimited content storage and distribution
- Open architecture and SDK
- Archived video editing and indexing
- A public-facing citizen Web portal
- Live and on-demand streaming to mobile devices

6.2 Government Transparency

The Government Transparency product provides the ability to stream meetings and events live, to link related documents to video, and to improve the search of archives. It includes unlimited cloud bandwidth and storage as well as local live and on-demand streaming. This product connects agenda data to the iPad to enable the review of agendas and supporting documents, note taking, and more through the iLegislate® application. The feature list includes:

- A media portal for publishing live and archived videos on the Client website
- Single multimedia player providing indexed videos, agendas and supporting materials such as staff reports, memos, and ordinances
- Searchable, self-service access to online public meeting or event data, including: agendas, minutes, notes, motions, votes and captions. Includes advanced filters for date range, data type and more.
- Live importing of agendas and video indexing of materials
- Automated management and distribution of unlimited meetings and events

- Closed captioning for video
- In-depth video analytics
- Viewing of videos, agendas, minutes, and supporting documents on mobile devices that use Apple iOS (iPhone and iPad) and some Android devices.
- Media files can be downloaded in video (MP4) formats
- Facilitation of sharing videos over social networking sites or through email
- RSS subscriptions and user search alerts supported
- Fully documented and supported Application Programmatic Interface (API) and Software Developer Kit (SDK) provided upon request. This open architecture enables seamless integration of existing or future enterprise systems with Granicus.

6.3 Granicus Encoding Appliance

The Granicus Encoding Appliance provides clients with superior live and on-demand webcasting performance. The hardware is pre-configured and delivered ready to stream. Simply connect power, a network connection, and an audio/video source. A combination of Web-based and Client-installed applications will give users easy access and control of the Appliance's Streaming Media Services. The Encoding Appliance also has the ability to have the Performance Accelerator module installed to allow for up to 50 concurrent live and on demand streams as well as for local archive storage. However, if the Client expects more than 50 concurrent internal users viewing the live stream, the Client may want to consider the Granicus standalone physical or virtual server setup as described in section 6.1.4 below. The feature list includes:

- Live and on-demand streaming online and via mobile devices
- Remote systems monitoring and Granicus maintenance updates
- Extraction and display of embedded closed captions to help maintain ADA compliance
- Faster archive upload times, less video buffering
- 264 video codec encoding
- HTML5 and Flash compatible streaming delivery

6.4 iLegislate: The Granicus iPad App

With the iLegislate mobile application, Clients can review meeting agendas and supporting documents and archived videos all over the iPad®. iLegislate seamlessly connects agenda data to the iPad and makes it available for offline viewing. Users can review agendas and supporting documents, annotate PDF documents, take notes and bookmark items of interest. iLegislate is compatible with both Apple iPad versions and is available for free through the Apple App Store™. The feature list includes:

- Access to meeting agendas and supporting documents;
- Review of agendas and attachments offline and on-the-go;
- Note taking, bookmarking and emailing of agenda items;
- Review of indexed, archived meeting videos; and
- Review of citizen ideas and comments tied to agenda items.

6.5 Security

6.5.1 Data Centers

Granicus Data Centers are designed for reliability and redundancy and are robust and secure. Our Data Centers are guided by a "defense-in-depth" security strategy to ensure reliable access of government data. The Granicus Primary Data Center is designed with redundant systems to ensure that there is no single point of failure and no impact to the availability of Granicus applications. Our data center requirements are:

- SSAE-16 security accreditation
- Reliable network
- 98% uptime and data availability
- Redundant backups
- Multiple locations
 - Ashburn, VA: Primary US data center
 - San Francisco, CA: Backup US data center
 - Toronto, ON: Primary Canadian data center
 - Amazon Web Services: Various locations

6.5.2 Robust Security Layers

Granicus implements a series of layers so that no single solution is relied upon to provide security, including:

- Hosting facilities that meet or exceed Tier III standards that are engineered to ensure application and data availability and security.
- Edge-to-edge security, visibility and carrier-class threat management and remediation. We utilize industry leading tools to compare real-time network traffic and flag any anomalies such as: Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, worms or botnets.
- Mitigation of network issues, such as: traffic and routing instability, equipment failures, or misconfigurations.
- Hardened, stateful inspection firewall technology.
- Intrusion Detection System (IDS) utilizing signature-, protocol-, and anomaly-based inspection methods.
- 24x7x365 firewall, VPN, and IDS support and maintenance.
- Security policies and procedures that are constantly maintained, tested and updated.
- Security Incident Response team/SSAE-16 accreditation to secure all customer data against tampering.

6.6 General System Specifications, Compatibility, and Integration

6.6.1 Remote Management

Granicus maintains and monitors the software performance of its solutions. All software patches and Granicus software updates are performed on a determined schedule. Remote support, management, patching, reporting and logging are performed using LogMeIn. If other connection methods such as a VPN connection are required due to security policies, please discuss these with the Granicus representative as it may inhibit our responsiveness. Installation of third party software not specifically approved by Granicus may detrimentally impact the server's performance. In extreme cases, the server may need to be reimaged to restore normal operations; in this case, a reimaging fee may be charged.

6.6.2 Video Streaming Technical Requirements

Video streaming typically requires the use of media plug-ins. While the necessary plug-ins will often come pre-installed, you may need to install or enable plug-ins to watch streaming video. We recommend installing the plug-in if it is available for your system. While we recommend certain platforms and Web browsers, many other operating systems and Web browsers can successfully stream videos. For example, Mozilla Firefox and Google Chrome are both known to work on many platforms. Please note that not all features are available to all Web browsers on all platforms.

Recommended Platforms:

Microsoft Windows version XP SP2 or newer

Recommended browser: Microsoft Internet Explorer, version 9 or newer

Mac OS X version 10.5 or newer

Recommended browser: Apple Safari, version 5 or newer

iOS version 4.2.1 or newer

Android version 2.2.1 or newer

Please note: performance on Android devices may vary depending on the version, phone manufacturer, and carrier.

6.6.3 Software Technical Requirements

The Encoding Appliance is managed through our hosted software program known as MediaManager. The administration feature in MediaManager is a central hub for preparing and publishing content in your Granicus solution. In addition to publishing content, you can manage user access and view usage reports. MediaManager administration requires use of a system that meets the following specifications:

Computer	Windows-based PC
Recommended Browser	Internet Explorer 9 or newer
Internet Access	Access to Client MediaManager site (clientname.granicus.com)

MediaManager allows system administrators to have granular control over the actions that users are allowed to perform. In addition to meeting the system requirements that are listed above, each user must have been granted access rights to the tools that they wish to use.

6.6.4 Hardware Technical Requirements

The Granicus Encoding Appliance is designed and built to provide government organizations with a complete streaming solution. Each pre-configured appliance is delivered ready to stream. Full appliance control is available through a Web browser or locally installed client application.

6.6.5 Granicus Encoding Appliance Technical Requirements

See [SDI Encoder Technical Solutions Guide](#) and/or [Analog Encoder Technical Solutions Guide](#).

6.6.6 Streaming Formats

Live streaming is currently in H.264 format. On-demand streaming is in H.264 format and in HTML5 and Flash players. Platforms supported include PC, Mac, iOS (iPhone, iPad), and most Android devices.

Live Encoding Formats	H.264 HTML5
On-Demand Encoding Formats	H.264 Adobe® Flash® H.264 HTML5
Bandwidth	Constant 350Kbps-2Mbps for live and on-demand streams

7. PROJECT DELIVERABLES REVIEW AND APPROVAL

All deliverables must be signed off on by the Client Project Manager before they will be considered complete and final. Sign-off is defined as the delivery of written or electronic approval and acceptance of the deliverables. The Client Project Manager will manage the internal testing and review process to ensure completion with the Client project team. Pending support tickets, unresolved bugs, and additional design-related requests that are received after the post-training design call will not prevent a project from reaching final sign-off. Client will continue to receive full support from the Granicus Customer Care team after project closure.

8. PAYMENT SCHEDULE

Payment is to be made based upon the terms set forth in the Agreement.

9. GENERAL PROJECT TIMELINE, ASSOCIATED TASKS, AND PAYMENT MILESTONES

The milestones, tasks, and time estimates below are based on projects similar to the Client's known requirements. The time estimates are for initial pricing and project planning only. Payment milestones are based on prior communication and agreement with the Client.

#	Milestone (in bold) or Task Name	Resource(s)	Description	Duration
1	Pre-deployment Activity Phase	Client, Granicus	Tasks completed before official project initiation to ensure smooth and successful project deployment.	6 days
2	Agenda/Minutes Documents Sent for Assessment	Client	The purpose of the Granicus document assessment process is to deliver the best possible automated workflow solution to the Client. After the submission of current agenda and minutes documents to the Granicus Account Manager via email, our Design Team will review and analyze how they will integrate with Granicus and what changes, if any, should be made to optimize the solution.	1 day
3	Document Assessment	Granicus	During the assessment process, the Granicus Design Team will identify key document information and review the general capabilities of Client documents and workflow. Any recommendations on how to increase the efficiency of the workflow will be submitted to Client PM for Client approval.	4 days

4	Review Document Recommendations	Client	<p>Based on the information communicated during the previous step, the Client PM will review and provide written approval of the assessment, along with any changes, by email to the Account Manager.</p> <p>If there are any questions or concerns, Granicus designers are always available to discuss possible solutions. Any design changes that are not part of the original scope of work may be subject to a professional services charge.</p>	3 days
5	Document Assessment Complete	Granicus	Upon the receipt of written acceptance of the document assessment by Client PM, the document assessment process is complete and any changes will be implemented.	0-7 days
6	Send Technical Information Gathering Form	Granicus	Granicus Account Manager will send the Client PM a Technical Information Gathering Form. The form is used to gather general technical information that is crucial to ensuring a smooth and correct installation of the Granicus Solution. It is sent during the solution validation phase and is to be completed by the Solution Validation Call.	1 day
7	Complete Technical Information Gathering Forms	Client	Client Team will fill out and electronically submit the forms delivered in Task 6. The forms should only take about a half-hour to complete.	4 days
8	Solution Validation Call	Client, Granicus	The Solution Validation Call is the opportunity to discuss Client current workflow process and existing technology set-up, as well as to ensure that the proposed plan meets all requirements necessary to deliver a successful Granicus solution. At a minimum, the Client PM, Client System Administrator, and Client IT Lead should participate in the call.	1 day
9	Service Agreement Executed	Client, Granicus	Joint execution of service agreement by legal representatives is required before the project can proceed.	1 day

10	Billing Milestone 1	Client, Granicus	Granicus will invoice and Client agrees to pay the first installment as per Agreement.	
11	Deployment Phase	Client, Granicus	The majority of software installation and configuration occurs during the Deployment Phase.	28 days
12	Schedule Project Kickoff Call	Granicus	Granicus will reach out to Client PM to schedule the Project Kickoff Call (see below).	.25 days
13	Email Kickoff Call Agenda and Related Material	Granicus	Granicus will email the Client Project Manager the Kickoff Call agenda and all related documentation in preparation for the Kickoff Call.	1 day

14	Project Kickoff Call	Client, Granicus	<p>The primary goal of the Kickoff Call is to bring all project stakeholders together and establish the timeline for all related project milestones. In addition, it is the official transition from the Sales team to the Implementation team. Granicus Project Manager will lead the call after the proper introductions have occurred. All project stakeholders should participate in the Kickoff Call.</p> <p>The outline below covers a high-level overview for the call. Granicus will provide a complete agenda for the Kickoff Call in advance.</p> <ul style="list-style-type: none"> I. Client and Granicus Team Introductions II. Review solution details III. Identify/solidify Client resources <ul style="list-style-type: none"> a) Desktop Support b) Security/Network c) Server Setup d) Audio and Video Specialist IV. Present outline of project plan, both milestones and tasks V. Set appropriate dates for project plan with all stakeholders for all relevant project milestones 	1 day
15	Hardware Shipping	Granicus	Once the proposed solution has been validated and approved by all parties, Granicus will order and ship the necessary hardware components to the Client.	1 day
16	Email Project and Training Plans and Agendas	Granicus	<p>The Granicus PM will follow up the training discussion on the Kickoff Call with an email to the Client PM detailing the proposed project plan.</p> <p>The Granicus Trainer will follow up the training discussion on the Kickoff Call with an email to the Client PM detailing the proposed training plan and agenda.</p>	1 day

17	Hardware Receipt	Client	Client is responsible for receiving the hardware on its end and installing the hardware components as agreed to in the network diagram.	10-15 days
18	Design Process	Granicus	The Granicus Designer will ensure that the Client's custom player and agenda documents meet expectations and work efficiently and effectively in the Granicus workflow. Minor changes such as color and font choices will be implemented in this phase and will require final written sign-off by the Client.	10 days
19	Remote Server Installation	Client, Granicus	The Granicus Project Manager will be available to support the Client remotely in installing the servers and verifying their set-up and functionality at the Client site.	10 days

20	Installation and Testing with Audiovisual Team	Client, Granicus	<p>Granicus PM will work with the Client to test and to confirm that the audiovisual components of the Granicus solution are fully functional and ready to operate. Any technical issues found with the streaming will be addressed and resolved at this stage in the installation process.</p> <p>Granicus PM and Client's A/V team will work together to confirm the following parameters for the streaming component:</p> <ul style="list-style-type: none">I. Aspect RatioII. Bit Rate	1 day
21	Confirm Remote Access to Encoding Appliance	Client, Granicus	<p>Before Granicus can begin the remote installation of the transparency solution, the Client must confirm that the network's security and firewall requirements are in place as discussed in the Pre-Deployment Activity Phase. Granicus PM will confirm remote access to the server in preparation for the software installation.</p>	1 day

22	Complete software update for Encoding Appliance (Server Side)	Granicus	Granicus PM will complete a server-side update to the streaming component.	1 day
23	Confirm Software Solution Installation	Client	Granicus recommends allowing one (1) day's time for the Client IT Lead to run and test the installation of the software solution in the Client environment.	1 day
24	Complete Server-side Encoding Validation	Granicus	Granicus PM will conduct testing to validate the upgrade of the streaming component is working as expected.	1-2 days
25	Design Approval	Client, Granicus	<p>The Client PM and the Granicus Design Team will collaborate on the final design of the agenda documents. The documents and the associated workflows will be validated at this phase.</p> <p>Any additional modification requests will be required in writing by the Client before final acceptance and approval.</p>	7 days
26	Final Validation/ Deployment Completed	Client, Granicus	This milestone is the final point of sign-off for any last-minute changes or approval by multiple stakeholders that the project requires. At this stage, the solution will be fully operational. Email acceptance of the deployment is required by Client PM to Granicus PM.	5 days
27	Billing Milestone 2	Client, Granicus	<p>Granicus will invoice and Client agrees to pay the second installment as per the Agreement</p> <p>Commencement of managed service fees as per the Agreement begins, prorated from the date of Deployment Completed.</p>	

28	Training	Client, Granicus	<p>The training plan listed below is a generic plan based on Granicus best practices. The Trainer will communicate the plan in advance (see Task 16).</p> <p>It is recommended that the Core Project Team attend all training sessions. The Core Project Team should include the Clerk, Clerk deputies/ staff, and one representative from IT. This will allow the Clerk's Office and IT to be aware of the intricacies and capabilities of the system. A maximum of twelve (12) attendees can go through any specific onsite training session.</p>	10-15 days
29	Online Session #1	Client, Granicus	<p>GT Pre/During Meeting Steps</p> <p>1-5 days before a 'test' meeting (Client runs test meeting)</p>	1-5 days
30	Online Session #2	Client, Granicus	<p>GT Post Meeting Steps</p> <p>1-5 days after a 'test' meeting</p>	1-5 days
31	Online Session #3	Client, Granicus	<p>GT Review/iLegislate</p> <p>1-5 days before Go Live meeting</p>	1-5 days
32	Training Completed			0 days
33	Live Operations Begin/Scope of Work Completed	Client	<p>This is the official go-live date when the solution will be used for automating legislative workflow and streaming and archiving of meetings.</p>	0 days



Canton

Scope of Work Proposal

Meeting Efficiency and VoteCast Suites

Document Version 1.1

(CONFIDENTIAL)

November 18, 2016

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1. PURPOSE AND USAGE

Canton ("Client") has selected Granicus, Inc.'s ("Granicus") Meeting Efficiency and VoteCast as the platform for automating its live and post-meeting management processes. The solution will assist elected officials, client staff, and constituents through the use of motion and vote services, speaker management functionality, and tools for audience awareness as well as minutes production and publication capabilities.

The purpose of this document is to define the goals, scope, specific deliverables, and timelines associated with the delivery of the SaaS application software and implementation services by Granicus. The content of this document is subject to review by both Granicus and the Client.

Once the Services Agreement ("Agreement") is executed by both Granicus and the Client, the Granicus project management and deployment team will contact the Client project team to discuss project logistics and potential start dates and timelines. Once a project start date has been determined, resources will be assigned and scheduled to begin the delivery of the services.

2. ASSUMPTIONS

This Scope of Work is based upon the below assumptions being true and accurate. If for some reason these assumptions prove false, it may result in a scope change and an impact on the proposed project cost and timeline for delivery. The assumptions and time estimates are based on similar projects and on the Client's known requirements. The time estimates are for initial pricing and project planning, as this is a fixed fee proposal and services to complete the deliverables as defined are included.

2.1 Global Assumptions

1. All future meeting and non-meeting content will be imbedded in Client's view page.
2. The VoteCast display CPU will require:
 - a. A projector or LCD monitor that is visible to the audience,
 - b. The display must have the capability to accept a VGA connection or a Dell display port,
 - c. The Client is responsible for procuring the display as well as appropriate connectors, and
 - d. Power for the display.
3. VoteCast will require:
 - a. Physical space on the desk or meeting table for the voting members to use Android tablets, iPads, and/or computer workstations (i.e., VoteCast voting machines),
 - b. A network port or wireless network for voting machines,
 - c. A wired network that supports a connection between the VoteCast voting machines and the encoder, and
 - d. Power for the voting machines.
4. Client shall provide all information, data, and documentation reasonably required by Granicus to deliver the services, products, and system. With respect to any software, documentation, interfaces, data, or specifications

supplied by the Client, the Client warrants to Granicus that it has the right to use and to disclose to Granicus all Client information so provided.

5. Granicus believes the proposed components to be compatible with the Client's IT environment and hardware, but has not tested the software with all aspects of the Client's IT environment.

2.2 Project Management Assumptions

1. Success of the project is dependent on both Granicus and the Client's commitment to collaborating on and performing the tasks and obligations described in this Scope of Work. Granicus assumes that the Client will provide reasonable turnaround time (to be mutually agreed upon) on critical decisions, essential information, and approvals that are required to continue with work in progress or that is critical to meeting a deliverable due date. Granicus expects that a decision will be elevated to the appropriate Client management level to make a decision in a timely manner.
2. Client will perform its obligations and render the assistance described in this Scope of Work in a timely manner and in a manner as to adhere to the final schedule. In the event that Granicus is delayed or prevented from performing its obligations, to the extent that the delay is caused by factors beyond the reasonable control of Granicus, including without limitation, the inability of The Client to perform its responsibilities (i.e. finalizing the requirements) in a timely manner, Granicus will be entitled to an equitable adjustment in the timetable and compensation as set forth in the Agreement.
3. Project initiation will occur upon signature of the Agreement by both parties. All dates in this Scope of Work are subject to a mutually agreed upon schedule after execution of the Agreement. Please see Section 9 for further details.
4. Granicus will provide status reports as needed to the Client Project Manager.

2.3 Staffing Assumptions

Below is an outline of the key project team members for a successful Meeting Efficiency and VoteCast implementation. The goal is for the Client to build a successful project team and for all involved to understand the project plan and scope so realistic expectations are set from the start. Prior to any training, Granicus will work with Client staff to create and deliver user profiles, user groups, and training documentation to ensure that the training instruction is as effective as possible for each role.

Key Granicus Team Members

1. Granicus has assigned a Project Manager for this effort. The escalation process in the event of the Project Manager's inability to respond to Client needs will be directly to Granicus' Director of Professional Services (please email implementation@granicus.com to contact the Director of Professional Services).
2. Granicus will assign the following team roles to the Client implementation:
 1. Account Manager/Sales Executive
 2. Designer
 3. Solution Validation Engineer
 4. Product Trainer

The Granicus Project Manager and the Client's Project Manager will facilitate and coordinate all activities and communications between the Granicus team and the Client team. Granicus representatives may contact Client participants directly regarding project issues, as warranted and approved by the Project Managers.

Key Client Team Members

It is important for the Client to create a solid project team for a successful Meeting Efficiency and VoteCast implementation. Below are the recommended project team members:

1. **Project Manager:** The Project Manager should be someone who manages the Client team's performance of project tasks and secures acceptance and approval of deliverables from the Client 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's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables;
 2. Coordination with key stakeholders, representatives, and decision makers;
 3. Facilitation of timely decision-making and resolution of issues; and
 4. Coordination of Client resources for decision-making, project management, testing, training, etc.
2. **Granicus Solution Administrator:** The Solution Administrator should be a person who has good overall knowledge of the Client's legislative workflow: from the approval process of legislation to the creation of minutes. This person should consider him or herself computer savvy and ideally have a good working knowledge of any existing elements of a Granicus solution. The Solution Administrator's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables; and
 2. Coordination with key stakeholders, representatives, and decision makers.
3. **IT Lead:** The IT Lead works closely with the Project Manager to ensure that Meeting Efficiency and VoteCast are deployed properly and helps solve IT issues that might arise.
4. **Clerk:** It is important that the Clerk is an integral part of the Project Team to be the expert on the legislative process of the Council, from the approval process of legislation to the creation of minutes. This person will also be responsible for indexing the recording during the meeting if video/audio recording is involved.
5. **Committee Representative:** The Committee Representative will be the expert on the committee process of agenda and minutes creation.
6. **Backup Solution Administrator:** This Backup Solution Administrator will serve as the backup to the Solution Administrator and preferably has a solid understanding of the legislative process of the Client jurisdiction—from the approval process of legislation to the creation of minutes—as well as a good level of technological skills.
7. **Video Indexer:** Should the solution include video, the Video Indexer will be indexing/time-stamping the video in LiveManager if the Clerk cannot. This person can be from the Clerk's staff or a member of the A/V team depending on the Client's unique workflow.

2.4 Training Assumptions

1. Clients who use iPad and Android voting will be provided with online training resources. Clients who use VoteCast Classic (CPU, non-tablet version) will be provided with onsite, instructor-led training as well.
2. For VoteCast Classic:
 1. Client will have appropriate staff members attend and participate in the training sessions as to allow the training sessions to be completed in the time designated in the project plan. It is critical that senior personnel from the Client attend all necessary training in that they will be the people that the junior people come to for assistance.
 2. Granicus assumes that the Client will provide a training facility suitable for those purposes and in a timeframe supported by the project plan.
 3. Granicus will provide the Client with information on how to set up Client computers for Meeting Efficiency and VoteCast training. Client will follow instructions on how to prepare computers for training prior to the Granicus Trainer's arrival onsite.
 4. Granicus requires that all Client personnel participating in the system training be proficient on Windows, i.e. familiar with drop down menus, mouse navigation, etc. Granicus' experience has shown that without such training, the system training can be disruptive for the other staff and the trainer.
 5. Granicus will train a core group of users onsite. These users will be responsible for educating others within the Client organization after formal Granicus training ends (the "train-the-trainer" approach).

2.5 Scope and Cost Assumptions

1. Both Granicus and the Client will follow a Change Order Process for handling any work that is not defined in this Scope of Work. The Change Order Process is jointly managed by the Project Managers. All changes must be documented in a Change Log, and approved by both parties prior to work being undertaken.
2. Requested Client changes to the deliverable template may increase project costs or introduce timeline delays.

3. BUSINESS OBJECTIVES

The business objectives to be achieved by this project are as follows:

1. Streamline live meeting processes into a workflow that combines minutes with meeting recordings.
2. Perform tasks associated with capturing and publishing minutes electronically.
3. Record roll call, agenda items, speakers, motions, votes, and notes through a simple interface.
4. Integrate VoteCast to enable real-time meeting voting and recording on the touch-screens (VoteCast Classic) or iPad and/or Android voting machines.
5. Allow the public to track legislation, ordinances, and voting member records through Client website.
6. Allow elected officials to participate in public meetings using touch-screen displays to record motions and votes as well as request to speak.
7. Enable viewing of full agendas, supporting materials, the current item, speakers, and vote results on the touch-screen display.

8. Substantially reduce hardcopy printing of documents related to meetings.
9. Provide training for all stakeholders through a "train-the-trainer" concept.
10. Provide integration with the public interface for legislation-related information.

4. PROJECT PHASES

Project deliverables are defined according to the project phase. The project will be broken into the following primary phases:

1. **Pre-Deployment Activity:** Granicus works with the Client to gather general technical information and analyzes existing technology set-up to ensure that the proposed project meets all requirements necessary to delivering a successful Granicus solution.
2. **Deployment Phase and Project Kick-off:** Granicus will deliver a project timeline that clearly outlines deployment milestones and assigned roles.
 1. Key project stakeholders from the Client side will be required to attend this call.
 2. Project timeline will be delivered (within 48 hours).
3. **Final Validation/Deployment Completed:** This milestone is the final point of sign-off for any last-minute changes or approval by multiple stakeholders that the project requires. By this stage, the solution will be fully operational.
4. **Training:** The assigned Product Trainer will work with Client on full product training, including: two (2) days of onsite training with meeting support for staff and elected officials on VoteCast Classic.
5. **Live Operations Begin/Scope of Work Completed:** In this final stage of the implementation, the Client will begin using its solution. Information on how to access Granicus support documents and staff will be provided.

5. SCOPE OF WORK

5.1 In Scope

1. One (1) minutes template to be installed on an unlimited number of computers. Granicus' best practice is to limit installation to those users who will be modifying the minutes (generally, this means two to three employees).
2. Time stamping and indexing on agendas and minutes.
3. Configuration and support for one (1) meeting body. This implementation plan includes training for one primary legislative meeting body (i.e., Council, Board of Education, etc.). If the client has multiple meeting bodies that follow the same workflow and that use the same agenda/minutes format, they are considered one (1) additional meeting body.
4. Automation of the following business processes to support a streamlined workflow, with modifications to achieve the best practices as necessary:
 1. Motions and votes will be populated automatically into the Word add-in.
 2. Notes Section
 3. Roll Call
5. A voting member is defined as someone who will have access to a voting machine, but may not necessarily vote. The VoteCast solution includes:

1. Hardware configuration, installation, and maintenance for:
 1. VoteCast Tablets and Stations for voting members, and
 2. One (1) VoteCast Display and Central Processing Unit (CPU)
2. VoteCast software configuration, installation, and maintenance as included in the upfront and monthly managed service fees.
6. Training for stakeholders.
7. Access to reference and support materials and documentation.
8. Integration with existing Granicus content.
9. Issue support for user acceptance testing.
10. Integration and validation with existing Granicus solution.
11. One (1) view page. This view page will be "sectioned" out by Meeting Body or calendar year based upon client preference. Standard view pages do not include these sections.

Note: different design elements of different solution components have different configuration options that can be selected by the Client and implemented by the Granicus Project Team. If the Client has any questions regarding the design of the solution, the Client should contact the Project Manager for additional information.

12. API Integrations.
 - a. Granicus makes available the use of its various APIs to its Clients to enable them to extend their Granicus data in a variety of ways. Examples include leveraging the API to import data from a third party system into Granicus and, conversely, exporting data to a third party system.
 - b. Granicus will deliver access to its APIs, as well as any existing documentation, to the Client upon request.

5.2 Out of Scope

This section captures the most common out-of-scope scenarios that Granicus encounters during the lifecycle of any given project. This list is not comprehensive and any work not clearly defined in the project scope above may be considered out-of-scope at Granicus' discretion. Granicus remains dedicated to Client success and satisfaction with its Granicus solution and welcomes discussions with the Client on how best to achieve any out-of-scope requests. Granicus will not engage in any out-of-scope work without prior written approval from the Client.

1. Additional equipment, templates, production environments, or other configuration services above the quantities listed in section 5.1 above.
2. Sectioned/customized view pages that have embedded video players and/or customized graphics, animations, or interactions.
3. Onsite Encoder Installation
 - a. Granicus performs installation work and support of installation work of its Encoders remotely. Consult your Sales Associate or Account Manager for details and pricing for onsite installation.
4. Data conversion, porting of data, and migration of historical data into Granicus.

- a. A data conversion/migration is defined as a service whereby the Client requests Granicus to move, convert, upload, or otherwise "make available" any data not originally generated by a product to appear or be utilized in a Granicus product.
 - b. Common scenarios include (but are not limited to):
 - i. Moving previous video data captured by another system or process into Granicus software.
 - ii. Moving or converting previous agenda, minutes, legislation documents, attachments, or data into Granicus software.
 - c. Any potential data migrations are considered out-of-scope and require additional assessment, as well as a separate project scope. Data migrations are billed by a combination of flat fees, as well as the current professional services rate per hour. Consult your Sales Associate or Account Manager for details.
5. Creation of sectioned view pages or custom design work related to the Client's iFraming of the view page into its official website.
- a. Custom design work is defined as work that requires modifications to the core application code in order to achieve a desired format or purpose. A sectioned view is defined as a customized view page that allows the Client to organize its meeting content by year and/or meeting body, making it easier for citizens to view and navigate through its publicly facing archives. (This is opposed to a standard view page that lists all archives in one, chronological table)
 - b. In general, modifications to formatting (font, size, justifications) or hiding or moving certain data elements are not considered custom design work, and are thus considered 'in-scope'.
 - c. The creation of any custom design work is considered out-of-scope and requires a separate assessment and project scope. Billing for custom reports is assessed on an hourly basis at the current professional services rate. Consult your Sales Associate or Account Manager for details.
6. API Integrations.
- a. Examples of out-of-scope API requests include, but are not limited to:
 - i. Requests to make modifications to API functionality to accommodate any third party integration.
 - ii. Any feasibility/data gap analysis to determine whether or not an API will be suitable for any Client integration or business need.
 - iii. Any custom programming/configuration done by a Granicus staff member or contractor to accomplish or in pursuit of accomplishing any API integration.
 - iv. Any request for support regarding a third party integration not created by Granicus or its contractors.
 - v. Any other API integration not clearly defined by this original scope of work.
 - b. Billing for out-of-scope API integrations is assessed on an hourly basis at the current professional services rate. Consult your Sales Associate or Account Manager for details.
7. Product changes or enhancements.
- a. If the Client wishes to make a feature or product change request, it may do so at any time through its Granicus Account Manager, Granicus Client Care, or its Granicus Project Manager. Granicus, at its sole discretion, will then choose whether or not to implement any given product request.

- b. Any accepted feature request will be implemented within a manner, timeline, and fashion that are purely at Granicus' discretion.
- c. Any product change or enhancement not currently existing or not explicitly listed in the project scope above at the time this Scope of Work is executed is considered out-of-scope.

6. PROJECT DELIVERABLES

6.1 Description of Deliverables

6.1.1 Meeting Efficiency

Meeting Efficiency is a live meeting workflow solution that combines minutes with a meeting's recording. It allows users to capture and publish minutes and record roll call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, users can finalize minutes quickly and easily. With VoteLog, the public can track legislation, ordinances and even voting member records through the Client's website. These products seamlessly integrate with agenda solutions already in place. The feature list includes:

- Meeting preparation tools
- Live minutes automation
- Quick notes and text expansion
- Minutes editing and publishing
- Linked minutes generation

6.1.2 VoteCast: Electronic Voting and Public Displays

VoteCast enables elected officials to participate in public meetings to record motions and votes as well as request to speak. Users can view full agendas, supporting materials, the current item, speakers, and vote results. Actions are recorded directly from elected members and a public display shows the current item, vote results, a speaker timer, and more. The system includes a digital speaker queue, vote automation, and the ability to review paperless agenda packets. Elected officials can use Granicus-provided hardware, which includes either a tablet computer with a docking station or an ultra-small, form factor Dell CPU and touch-screen monitor, depending on Client preference. VoteCast Classic is a highly configurable system that provides many custom options, some of which include:

- Ability to show or hide live vote results, including a numerical tally for elected officials or the meeting chair. This can be done during the live vote or after it has been completed.
- Vote types ("Yes" or "Yay", "No" or "Nay", etc.) (VoteCast Classic-only)
- Show or hide motion information and mover/seconder buttons (VoteCast Classic-only)
- Ability to view supporting document attachments
- Customized elected official names
- Display the speaker queue and speaker timer
- Ability for meeting chair to have controls such as start/stop/reset vote, call speakers, etc.

6.1.2.1 Meeting Room Public Display

The Clerk has complete control over the live meeting data entry, notes and actions. All of this meeting data (e.g. current item, vote results, speakers, etc.) can be pushed to the public display interface. The public display is designed to keep people in the meeting chamber, TV viewers, and the Web audience up-to-speed on meeting action.

7. PROJECT DELIVERABLES REVIEW AND APPROVAL

All deliverables must be signed off on by the Client Project Manager before they will be considered complete and final. Sign-off is defined as the delivery of written or electronic approval and acceptance of the deliverables. The Client Project Manager will manage the internal testing and review process to ensure completion with the Client project team. Pending support tickets, unresolved bugs, and additional design-related requests that are received after the post-training design call will not prevent a project from reaching final sign-off. Client will continue to receive full support from the Granicus Customer Care team after project closure.

8. PAYMENT SCHEDULE

Payment is to be made based upon the terms set forth in the Agreement.

9. GENERAL PROJECT TIMELINE, ASSOCIATED TASKS, AND PAYMENT MILESTONES

The milestones, tasks, and time estimates below are based on projects similar to the Client's known requirements. The time estimates are for initial pricing and project planning only. Payment milestones are based on prior communication and agreement with the Client.

#	Milestone (in bold) or Task Name	Resource(s)	Description	Duration
1	Pre-Deployment Activity Phase	Client, Granicus	Tasks completed before official project initiation to ensure smooth and successful project deployment.	6 days

2	Send Technical Solution Guides: Meeting Efficiency Solution, Live Manager, VoteCast Solution	Granicus	Granicus PM will email the technical solutions guide for the Meeting Efficiency and VoteCast solutions. The guides detail all system pre-requisites and security requirements for installing the hardware and related applications that will need to be installed on the Client's computers.	1 day
3	Solution Validation Call	Client, Granicus	The Solution Validation Call is the opportunity to discuss the Client's current workflow process and existing technology set-up, as well as to ensure that the proposed plan meets all requirements necessary to deliver a successful Granicus solution. At a minimum, the Client PM, Client Solution Administrator, and Client IT Lead should participate in the call.	1 day
4	Review VoteCast Display Format with Audio and Video Team	Client, Granicus	Granicus PM and Client's A/V team will work together to confirm the following parameters for the VoteCast display: I. Aspect Ratio II. General Aesthetics	1 day
5	Service Agreement Executed	Client, Granicus	Joint execution of service agreement by legal representatives is required before the project can proceed.	1 day
6	Billing Milestone 1	Granicus, Client	Granicus will invoice and Client agrees to pay the first installment as per the Agreement	
7	Deployment Phase	Client, Granicus	The majority of software installation and configuration occurs during the Deployment Phase. (Time estimate based on Granicus' and Client's availability.)	60 days
8	Schedule Project Kickoff Call	Granicus	Granicus will reach out to Client PM to schedule the Project Kickoff Call (see below).	.25 days

9	Email Kickoff Call Agenda and related material	Granicus	Granicus will email the Client Project Manager the Kickoff Call agenda and all related documentation in preparation for the Kickoff Call.	1 day
10	Kickoff Call	Client, Granicus	<p>The primary goal of the Kickoff Call is to bring all project stakeholders together and establish the timeline for all related project milestones. In addition, it is the official transition from the Sales team to the Implementation team. The Granicus Project Manager will lead the call after the proper introductions have occurred. All project stakeholders should participate in the Kickoff Call.</p> <p>The outline below covers a high-level overview for the call. Granicus will provide a complete agenda for the Kickoff Call in advance.</p> <p>I. Client and Granicus Team Introductions</p> <p>II. Review solution details</p> <p>III. Identify/solidify Client resources</p> <p>a) Desktop Support</p> <p>b) Security/Network</p> <p>c) Audio and Video Specialist</p> <p>IV. Present outline of project plan, both milestones and tasks</p> <p>V. Set appropriate dates for project plan with all stake holders for all relevant project milestones</p> <p>Design</p> <ul style="list-style-type: none"> Public-facing Components Review <p>VI. Schedule check-ins between Granicus Project Manager and Client Project Manager.</p>	1 day

11	Email Training Plan and Agendas (VoteCast Classic)	Granicus	The Granicus Trainer will follow up the training discussion on the Kickoff Call with an email to the Client PM detailing the proposed training plan and agenda (VoteCast Classic Clients only).	1 day
12	Order Hardware (as necessary)	Granicus	Granicus will order and configure hardware as necessary.	3 days
13	Complete Public-facing Components Design Call	Client, Granicus	This call's purpose is to finalize all design aspects of the Granicus webpage, aka "view page", portal. Client PM, Granicus Design, and Granicus PM are required attendees on this call. Other stakeholder attendees will be determined and communicated with in advance.	1 day
14	Deliver Technical Requirements for LiveManager	Granicus	Granicus PM will provide a document detailing the technical requirements for the Word add-in to Client IT Lead.	1 day
15	Installation of Voting Hardware	Client	After Client receives equipment, Client IT Lead will install the voting hardware and VoteDisplay, including power and Ethernet connection, and confirm that Granicus has remote access.	1 day
16	Configuration of Voting Hardware	Granicus	Granicus PM will install and test VoteCast software on the voting hardware and VoteDisplay.	1 day
17	Complete System Validation	Granicus	Granicus PM will conduct complete system testing to confirm all systems are working as expected.	1 day
18	Complete Technical Deployment	Client, Granicus	Granicus and Client will meet to review and approve the technical deployment to ensure that all technical scope deliverables have been successfully completed and delivered in preparation for training, including: <ol style="list-style-type: none"> 1. Encoder Functionality (Live Streaming and Archived Recording) 2. VoteCast Installation on Designated Workstations 3. VoteCast Display Functionality 	1 day

19	Billing Milestone 2	Client, Granicus	<p>Granicus will invoice and Client agrees to pay the second installment as per the Agreement</p> <p>Commencement of managed service fees as per the Agreement begins, prorated from the date of Deployment Completed.</p>	
20	Training (VoteCast Classic only)	Client, Granicus	Granicus will provide onsite training to staff and elected officials on the VoteCast system in addition to onsite meeting support.	2 days
21	Meeting Efficiency Training	Client, Granicus	Meeting Efficiency training will be provided.	1 day
22	Final Solution Acceptance Meeting	Client, Granicus	The purpose of this meeting is to review the entire project scope and deliverables and ensure complete client satisfaction.	1 day
23	Live Operations Begin/Scope of Work Completed	Client	This is the official go-live date when meeting bodies will be using the Meeting Efficiency and VoteCast solution during a live meeting.	0 days

Granicus Differentiators

- World's most experienced provider of government transparency, citizen participation, meeting efficiency, and legislative management solutions with:
 - Over 1,000 clients in all 50 states, at every level of government
 - Over 31 million government webcasts viewed
 - More than 265,350 government meetings online
- First fully integrated legislative workflow management system for local government
- Open API architecture and SDK allow for seamless integrations with systems already in place
- Certified integrations provide flexibility and choice of agenda workflow solutions
- Exclusive provider of the iLegislate iPad application that allows users to review agendas and supporting materials, bookmark and take notes on items, stream archived videos, and review community feedback
- Only government webcasting service to provide encoding, minutes annotation, transcription, and closed captioning services
- Truly unlimited storage and distribution for all meeting bodies and non-meeting content
- Indefinite retention schedules for all archived meeting and non-meeting content
- Only provider of both government webcasting and citizen engagement services
- 24/7/365 customer service and support
- 97% customer satisfaction rating, 98.5% client retention rating
- One of the 100 companies that matter most in online video by Streaming Media magazine
- Ranked 185 on Deloitte 500 fastest growing companies
- Ranked 419 on Inc 500 fastest growing companies
- Client Success stories are available here: <http://www.granicus.com/customers/case-studies/>

Proposal Terms and Conditions

- Sales tax may apply depending on your organization's tax status and the tax laws unique to your state, county and/or municipality
- Fifty percent (50%) of all up-front fees for all products are due upon Granicus' receipt of an executed agreement or purchase order, as appropriate. The remaining fifty percent (50%) of up-front fees for each product are due upon delivery of that product.

Annual billing for Managed Services for associated products shall begin upon completion of delivery as defined below. Client Shall be invoiced for a twelve (12) month period commencing upon delivery of the configured product(s). Thereafter, Client will be billed annually in advance. Client agrees to pay all invoices from Granicus within thirty (30) days of receipt of invoice. Client acknowledges that products may be delivered and fully operational separate from the other purchased products.

For Granicus Hardware, delivery is complete once the Client receives Hardware components with the configured Granicus Software. For Granicus Software, delivery is complete once the Software is installed, configured, tested and deemed by Granicus to be ready for Client's use, irrespective of any training services provided to Client by Granicus. Granicus oftentimes sells multiple software suites in one transaction. For Clients that have purchased multiple suites, Granicus reserves the right to start invoicing on a per suite basis when considered delivered.

- For existing clients, the costs associated with this proposal or purchase order are in addition to client's existing services.
- If Client's solution requires any onsite training, Client agrees to pay travel expenses for Granicus employees (including but not limited to airfare, lodging, meals) not to exceed two thousand dollars (\$2,000.00) per trip.
- If multiple products are included in this proposal, product scope of work timelines might not run parallel to each other and extend the time of the overall project.