CANTON GEORGIA
Est 1834

Action Requested/Required:

☐ Vote/Action Requested
☑ Discussion or Presentation Only
☐ Public Hearing
   Report Date: _____
   Hearing Date: _____
   Voting Date: _____

Department: City Management & Communications **Presenter(s) & Title:** Nathan Ingram, Assistant City Manager

_____

Agenda Item Title:

Discussion of Engagement with Granicus to Upgrade the City of Canton Website Platform.

Summary:

In accordance with the Department of Justice, by April 26, 2027, based on its population size of less than 50,000, the City of Canton must be in full compliance with ADA regulations for its government website www.cantonga.gov. The last upgrade to the City's website was made in 2020 with its current host and platform provider, Granicus. IT Director Mike Morgan and Communications Manager Lauren Johnson have held several meetings with Granicus to determine the feasibility of upgrading the website platform to the ServiceCloud, while simultaneously incorporating ADA accessibilities. The upgrade will allow for more efficient and effective maintenance by staff on the back end, and for a more intuitive and modern experience for the public on the front-facing website. ADA compliant design, layout, and documents will be recognized and incorporated through the upgrade process. The upgrade is expected to take 9-12 months. The cost is a one-time upgrade expenditure of $30,513 to set up the new website and transfer everything over, and the annual subscription fees will go from ~$24K/year to $41K/year (an increase of ~$17K/year).

Budget Implications:

Budgeted? ☐ Yes ☑ No ☐ **N/A**

Total Cost of Project: $ 30,513.00   Check if Estimated ☐
Fund Source: General Fund ☐   Water & Sewer ☐   Sales Tax ☐   Other: | IT and Communications Budgets

Staff Recommendations:

Staff will present the Granicus proposal at the Jan. 8 meeting, and ask for possible action at Jan. 22 meeting to approve the Granicus proposal for the www.cantonga.gov website upgrade.

Reviews:

Has this been reviewed by Management and Legal Counsel, if required?   ☑ Yes   ☐ No

Attachments:

Proposal attached.

Granicus Proposal for Canton, GA

ORDER DETAILS

Prepared By:	Jim Allen
Phone:	
Email:	jim.allen@granicus.com
Order #:	Q-505231
Prepared On:	17 Dec 2025
Expires On:	08 Feb 2026

ORDER TERMS

Currency:	USD
Payment Terms:	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Current Billing Term End Date:	20 Dec 2026
Period of Performance:	The Agreement will begin upon the date of signature and will continue through the end of the then current billing term.

GRANICUS

PRICING SUMMARY

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

Terminating Subscriptions		
Solution	**Quantity/Unit**	**Prior Annual Fee**
govAccess - Maintenance, Hosting, & Licensing Fee - Core	0 Each	$11,231.28
	SUBTOTAL:	**$11,231.28**

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

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

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

Existing Subscriptions			
Solution	**Billing Frequency**	**Quantity/Unit**	**Annual Fee**
Open Platform Suite	Annual	1 Each	$0.00
Government Transparency Suite	Annual	1 Each	$5,318.84
Granicus Encoding Appliance Software (GT)	Annual	1 Each	$1,772.96
Meeting Efficiency Suite	Annual	1 Each	$5,318.84
		SUBTOTAL:	**$12,410.64**

One-Time Fees			
Solution	**Billing Frequency**	**Quantity/Unit**	**One-Time Fee**
Government Experience Service Cloud Essentials - Set-up, Config, and Training	Milestones - 40/30/30	1 Each	$4,263.00
Web Experience - Enhanced Package	Milestones - 40/30/30	1 Each	$26,250.00
		SUBTOTAL:	**$30,513.00**

New Subscription Fees					
Solution	**Period of Performance**	**Billing Frequency**	**Quantity/ Unit**	**Annual Fee**	**Prorated Fee**
Government Experience Service Cloud Essentials *(Up to 10000 Unique Contacts)*	12 Jan 2026 - 20 Dec 2026	Annual	1 Each	$28,371.00	$26,706.31
SUBTOTAL:				**$28,371.00**	**$26,706.31**

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Except for services sold on a volume basis, which must be consumed during the then current billing term. Additional volume purchased herein will cover the period of 12 Jan 2026 - 20 Dec 2026 The additional volume and annual fees will be added to Canton, GA's current subscription and will be included in the next renewal period.

CREDITS AVAILABLE

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

Available Service Credits	
Total Services Catalog Credits:	25

PRODUCT DESCRIPTIONS

Solution	Description
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.
Government Transparency Suite	Government Transparency are the live in-meeting functions. Streaming of an event, pushing of documents, and indexing of events.
Granicus Encoding Appliance Software (GT)	Granicus Encoding Appliance Software (GT) This includes the LiveManager Software solution where webcasts are started/stopped, agendas amended and indexed, votes and attendance recorded, and minutes created.
Meeting Efficiency Suite	Meeting Efficiency is a hybrid Software-as-a-Service (SaaS) and Hardware-as-a-Service (HaaS) solution that enables government organizations to simplify the in-meeting management and post-meeting minutes creation processes of the clerk's office. By leveraging this solution, the client will be able to streamline meeting data capture and minutes production, reducing staff efforts and decreasing time to get minutes published. During a meeting, use LiveManager to record roll calls, motions, votes, notes, and speakers, all indexed with video. Use the index points to quickly edit minutes, templates to format in Microsoft Word, and publish online with the click of a button. Meeting Efficiency includes: • Unlimited user accounts • Unlimited meeting bodies • Unlimited storage of minutes documents • Access to the LiveManager software application for recording information during meetings • Access to the Word Add-in software component for minutes formatting in MS Word if desired • Up to one (1) MS Word minutes template (additional templates can be purchased if needed)

Government Experience Service Cloud Essentials	The annual subscription edition is an outcome-focused solution that Increases online self-service, reduces calls, and drives more clicks to help constituents do business with you. Solution includes:
	
	• Strategic Capabilities
	   o Designated Experience Partner
	   o Extended LMS Training On-demand

Solution	Description
	- o Access to Services Catalog - o Biannual CX Program Brief to Review Insights & Recommendations - o Online Help Articles and Access to govCommunity • Data Insights - o Community Satisfaction and Performance Monitoring - o Government Effectiveness Score - o Digital Experience Score - o Quality of Life Surveys - o In-app Reporting and Dashboards • Connected Technology - o Service Web Portal - o Forms and Workflows (up to 50) ▪ Capabilities include: (1) Drag and drop form builder, (2) display logic, calculations, and payments, (3) insights dashboard and form analytics, (4) unlimited responses and ability 'to save and return', (5) data connections and API access, and (6) up to 10GB file uploads and 1,000 web API calls per hour - o Outbound Communications ▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences. - o Ongoing security updates - o Ongoing product updates and enhancements - o Product accessibility maintained perpetually - o 99.9% up-time guarantee - o Technical Support Reporting (biannual) - o Escalation & Care Process - o Support Coverage & Response Time SLAs ▪ Severity Level 1: System unavailable – 1 hour ▪ Severity Level 2: Major system features unavailable, no user workaround – 4 hours ▪ Severity Level 3: Major system features unavailable, user workaround available – 12 hours ▪ Severity Level 4: Transactional issue, user workaround

Solution	Description
	available - 24 hours A "Unique Contact" is an individual that provides either an email address, phone number, or both. Additional fees for exceeding contracted Unique Contact tier will automatically be applied in arrears and adjusted for go-forward use at subscription renewal. Overages above 1M unique contacts are billed in increments of 100,000 Unique Contacts. * SMS/text messages only available for US and UK customers.
Government Experience Service Cloud Essentials - Set-up, Config, and Training	The Service Cloud Essentials edition offers a user-centered solution built on industry best practices and proven pre-configured layouts that enhance the user experience through an established configuration and UX process. This implementation is ideal for organizations with smaller teams seeking a balanced blend of strategic capabilities, data insights, and government-specific technology, particularly those that may not have the resources for a more complex implementation process. This solution includes: • Stakeholder Kickoff and GXC Project Alignment • Program Management - Weekly / bi-weekly communication • Up to three (3) Email message templates • Development/Implementation/component configuration, including: • Forms and workflow • Community satisfaction and performance monitoring • Email and SMS communications • Remote Training – Specific training agenda is flexible and includes up to 15 hours total delivered and up to 3-hour sessions across non-consecutive sessions • Recommended schedule by platform module: • Forms and workflow: Two (2) hours total – Up to 25 people • Customer satisfaction & performance monitoring: Ninety (90) minutes total – Up to ten (10) people • Email and SMS communications: Ninety (90) minutes total – Up to (10) people *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use. Wireless phone numbers can take 4-26 weeks to procure due to carrier provisioning. Carriers may enforce blackout period(s) and can enforce restrictions at any time during which

Solution	Description
	they will not accept new applications and can delay provisioning or halt sending. Failure of carrier response will not result in any adjustment and failure to comply with regulations may result in suspension of phone number.
Web Experience - Enhanced Package	The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation. This package includes: • Professional Project Management • Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: • One (1) site analytics report based on Google Analytics • One (1) homepage heatmap analytics visualization • One (1) internal stakeholder survey • One (1) Community survey export • One (1) modular homepage wireframe based on predefined building blocks • Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) • Best practices review, one (1) hour session • Site scrape loaded into AIM framework document • One (1) Visual Design Package • One (1) homepage design concept • Interior page sample • Mobile version sample • Up to three (3) rounds of design revisions • Up to two (2) CX features • choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report

Solution	Description
	- Remote Training - Delivered in three (3) non-consecutive sessions eight (8) hours total - Up to ten (10) people

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at https://granicus.com/legal/licensing, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.

- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-505231 dated 17 Dec 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Canton, GA to provide applicable exemption certificate(s).

- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.

- Billing Frequency Notes (Milestones - 40/30/30): Payments shall become due and payable as follows: 40% of the total upon signature of this Agreement; 30% of the total upon homepage design approval; and 30% of the total upon go-live.

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

- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.

For All Services Credits (including Service Catalog Credits and SimpleSupport):

Credits must be purchased prior to use and are allocated towards any services performed by Granicus included in the Service Credit portfolio for the number of credits indicated therein. Credits cannot be used towards software subscription purchases. Credits are consumed as Services are performed during the applicable period of performance and must be used during that period of performance or they will expire. If Client fails to use the credits within the period of performance due to factors outside of Granicus' control, Granicus will not be obligated to refund any credits and will be under no obligation to perform the Services.

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BILLING INFORMATION

Billing Contact:		Purchase Order Required?	[ ] - No [ ] - Yes
Billing Address:		PO Number: *If PO required*	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:
The pricing, terms, and conditions of quote Q-505231 dated 17 Dec 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

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

Canton, GA	
Signature:	
Name:	
Title:	
Date:	