



THIS IS NOT AN INVOICE

Order Form
Prepared for
Mendocino County CA

Granicus Proposal for Mendocino County CA

ORDER DETAILS

Prepared By: Vanessa Melgarejo
Phone:
Email: vanessa.melgarejo@granicus.com
Order #: Q-481749
Prepared On: 11 Sep 2025
Expires On: 30 Sep 2025

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: 30 Jun 2026
Period of Performance: The Agreement will begin on date of signature and will continue through the end of the then current billing term, and will continue for an additional 48 months thereafter.



PRICING SUMMARY

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

Terminating Subscriptions		
Solution	Quantity/Unit	Prior Annual Fee
govAccess for Traditional visionLive	0 Each	\$5,463.49
govAccess - Maintenance, Hosting, & Licensing Fee - Core	0 Each	\$14,121.00
SUBTOTAL:		\$19,584.49

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).

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Web - Content Migration for OpenCities (50 pages)	Upon Delivery	7 Each	\$7,560.00
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	1 Each	\$10,800.00
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:			\$48,873.00



New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Service Cloud Essentials (Up to 10000 Unique Contacts)	Annual	1 Each	\$28,371.00
OpenCities Subsite License	Annual	1 Each	\$5,463.00
SUBTOTAL:			\$33,834.00

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages. Additional volume purchased will cover the period of 30 Sep 2025 - 30 Jun 2026 The additional volume and annual fees will be added to Mendocino County CA's standard subscription and will be included in the next renewal period.

Communications Cloud Tier:
0

CREDITS AVAILABLE

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

Available Service Credits	
Total Services Catalog Credits:	25



FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	Year 3	Year 4	Year 5
Government Experience Service Cloud Essentials <i>(Up to 10000 Unique Contacts)</i>	\$30,356.97	\$32,481.96	\$34,755.70	\$37,188.60
OpenCities Subsite License	\$5,845.41	\$6,254.59	\$6,692.41	\$7,160.88
SUBTOTAL:	\$36,202.38	\$38,736.55	\$41,448.11	\$44,349.48
Total Services Catalog Credits:	25	25	25	25



PRODUCT UPDATES

FOR INFORMATION ON RECENT AND UPCOMING PRODUCT ENHANCEMENTS ACROSS THE GRANICUS PORTFOLIO, PLEASE REFER TO THE SEMIANNUAL UPDATE INFORMATION ON THIS WEBPAGE:
: [HTTPS://GRANICUS.COM/SEMIANNUAL-UPDATES/](https://granicus.com/semiannual-updates/)

PRODUCT DESCRIPTIONS

Solution	Description
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 ○ Designated Experience Partner ○ Extended LMS Training On-demand ○ Access to Services Catalog ○ Biannual CX Program Brief to Review Insights & Recommendations ○ Online Help Articles and Access to govCommunity • Data Insights ○ Community Satisfaction and Performance Monitoring ○ Government Effectiveness Score ○ Digital Experience Score ○ Quality of Life Surveys ○ In-app Reporting and Dashboards • Connected Technology ○ Service Web Portal ○ 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 ○ Outbound Communications ▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target



Solution	Description
	audiences. ○ Ongoing security updates ○ Ongoing product updates and enhancements ○ Product accessibility maintained perpetually ○ 99.9% up-time guarantee ○ Technical Support Reporting (biannual) ○ Escalation & Care Process ○ 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 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.
Granicus Web - Content Migration for OpenCities (50 pages)	Content Migration Delivery: Your web implementation project manager will guide you through the timeline and overall strategy. Once this is defined, the content migration team will work to deliver the content. At the end, you will receive: - Access to the CMS with all agreed pages moved over (to the best that accessibility compliance and CMS functionality/limitations allow) - A recap document that details anything your team should know about what Granicus migrated as well as recommendations - All content migrated in conformance with the WCAG 2.2 AA accessibility standard Client Responsibilities: - Completion of the Content Rationalization Workbook (CRW) (provided by Granicus) listing all pages classified as either 'Granicus to Migrate', 'Client to Migrate', or 'Do Not Migrate.' - Completion of a Proposed Site Map (if applicable) listing all pages in hierarchical order including all pages marked as 'Granicus to Migrate' and 'Client to Migrate.'

Solution	Description
	Identify an individual or team with the ability to clarify questions and promptly make decisions about migration questions What's IN scope? - Creation and migration of static content and assets on the pages identified for 'Granicus to Migrate' on the Proposed Site Map, as it currently exists on its listed source. - Migration of time-bound items (news articles, events, job listings, rfp/bid listings), only if identified and counted within the allotted scope. What's NOT in scope? - Anything within an iFrame or embedded HTML content - Interactive/dynamic content - Content not managed within the CMS - JavaScript, CSS, or other custom code - Interactive web forms and/or single-page applications - Written content within image/diagram - Content contained inside a PDF file - Documents and images on pages marked "Do Not Migrate" ** This SKU cannot be used to migrate content from a non-Granicus hosted Intranet.
Granicus Web - Intranet-Specialty services pack - Independent Subsite	The Independent Subsite package offers a mutually agreed upon wireframe based on department needs from Granicus' selection of layouts. This package includes: • Professional Project Management ◦ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following: ◦ One (1) site analytics report based on Google Analytics ◦ One (1) homepage heatmap analytics visualization ◦ One (1) internal stakeholder survey ◦ One (1) modular homepage wireframe based on predefined building blocks ◦ Information Architecture (IA) best practices review • One (1) Basic Content Rationalization Package (optional) ◦ Best practices review, one (1) hour session ◦ Site scrape loaded into AIM framework document • One (1) Visual Design Package



Solution	Description
	○ One (1) homepage design concept ○ Interior page sample ○ Mobile version sample ○ Up to three (3) rounds of design revisions • Development/CMS Implementation • QA & Accessibility Report ** This package does not include content migration
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 <i>*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</i>

Solution	Description
	<i>blackout period(s) and can enforce restrictions at any time during which 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.</i>
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
OpenCities Subsite License	This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more. Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you. • Use the full power of OpenCities modules to create functionally rich subsites • Reduce maintenance costs • All sites benefit from ongoing Accessibility, Browser, Device and UI updates • Easily share content such as events in between sites, even if each site looks different • Setup password protected sites to deliver secure information to authenticated users. • Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements. • Does not include implementation services



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-481749 dated 11 Sep 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 Mendocino County CA to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 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.

IN WITNESS WHEREOF

DEPARTMENT FISCAL REVIEW:

By: [Signature]
DEPARTMENT HEAD

Date: 09/30/2025

Budgeted: ☒ Yes ☐ No

Budget Unit: 0717

Line Item: 862227

Org/Object Code: ITSF/862227

Grant: ☐ Yes ☒ No

Grant No.: N/A

COUNTY OF MENDOCINO

By: _____
JOHN HASCHAK, Chair
BOARD OF SUPERVISORS

Date: _____

ATTEST:

DARCIE ANTLE, Clerk of said Board

By: _____
Deputy

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

DARCIE ANTLE, Clerk of said Board

By: _____
Deputy

INSURANCE REVIEW:

By: [Signature]
Risk Management

Date: 09/30/2025

CONTRACTOR/COMPANY NAME

DocuSigned by:
[Signature]
71FB6CB5D848403... Greg Eck Senior Manager, Contracts

Date: 10/6/2025

NAME AND ADDRESS OF CONTRACTOR:

Granicus LLC
PO Box 29650
Phoenix, AZ 85038-9650

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:
By: [Signature]
COUNTY COUNSEL

Date: 09/30/2025

EXECUTIVE OFFICE/FISCAL REVIEW:

By: [Signature]
Deputy CEO or Designee

Date: 09/30/2025

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; \$50,001+ Board of Supervisors

Exception to Bid Process Required/Completed ☐

Mendocino County Business License: Valid ☐

Exempt Pursuant to MCC Section: _____



BILLING INFORMATION

Billing Contact:	Katherine Waddington	Purchase Order Required?	☒ - No ☐ - Yes
Billing Address:	501 Low Gap Road, Rm 1440, Ukiah, CA 95482	PO Number: <i>If PO required</i>	N/A
Billing Email:	InformationTechnology@mendocinocounty.gov	Billing Phone:	707-234-6348

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

The pricing, terms, and conditions of quote Q-481749 dated 11 Sep 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.

Mendocino County CA	
Signature:	
Name:	Tony Rakes
Title:	Deputy CEO
Date:	09/30/2025