

Region 14 Education Service Center

Contract # 159768

for

Software & SaaS Solutions with

Granicus

Effective: December 8, 2025

The following documents comprise the
executed contract effective: December 8, 2025

- I. Region 14 ESC Terms & Conditions
- II. Vendor Contract and Signature Form
- III. Granicus SSA & SLA
- IV. Supplier's Response to RFP, incorporated by reference

IV. Region 14 – TERMS AND CONDITIONS

Assignment. Supplier may not assign its rights or obligations under this contract without the prior written permission of Region 14 ESC. Region 14 ESC will not unreasonably withhold approval for a requested assignment.

Audit Rights. Supplier shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 14 ESC and any entity that utilizes this contract. Region 14 ESC reserves the right to audit the accounting for a period of four (4) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 14 ESC shall have the authority to conduct random audits of supplier's pricing at Region 14 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 14 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 14 ESC shall have the ability to conduct an extensive audit of supplier's pricing at supplier's sole cost and expense. Region 14 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 14 ESC.

Construction. Supplier shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lightning; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

Franchise Tax. The supplier hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

Funding. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only. Each payment obligation created by this contract is conditioned upon the availability of city, county, state and federal funds that are appropriated

or allocated for the payment of such an obligation. If funds are not allocated by an entity and available for the continued purchase of the services and/or materials provided under this contract, this contract may be terminated at the end of the period for which funds are available. The entity will endeavor to notify the supplier in the event that continued service will or may be affected by non-appropriation. No penalty shall accrue to the entity in the event this provision is exercised, and the entity shall not be obligated or liable for any future payments due or for any damages as a result of termination under this paragraph.

Indemnity. The awarded supplier shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the supplier, supplier employees or supplier subcontractors in the preparation of the solicitation and the later execution of the contract. **To the extent permitted by applicable law, Supplier will have control of the defense and reserves the right to settle any claim. Region 14 ESC must notify Supplier promptly of any claim and provide reasonable cooperation to Supplier, upon Supplier's request and at Supplier's cost, to defend such claim. Supplier will not agree to any settlement which requires acknowledgment of fault or an incurred liability on the part of an indemnified party not otherwise covered by this indemnification without indemnified party's prior consent. Region 14 ESC may elect to participate in the defense of any claim with counsel of its choosing at its own expense.**

Insurance. Certificates of insurance shall be delivered to a public agency requesting them prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded supplier shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The awarded supplier shall require all subcontractors performing any work to maintain coverage as specified.

Legal Obligations. It is the supplier's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

Non-Exclusive Contract. This contract is for the sole convenience of Region 14 ESC, which may obtain like goods or services from other sources.

Permits. Knowing and abiding by the permit laws in each state is the sole responsibility of the supplier.

Price Increases. Should it become necessary, price increase requests may be submitted quarterly during the term of the contract and must be approved by Region 14 ESC in writing. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified in the sole opinion of Region 14 ESC, the change will be approved.

Products. Supplier shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects.

Products and Services Additions. New products and/or services may be added to the contract quarterly during the term by Region 14 ESC's written approval, to the extent that those products and/or services are within the scope of this RFP.

Safety. Suppliers performing services shall comply with occupational safety and health rules and regulations. All suppliers and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

Survival. All applicable software license agreements, warranties or service agreements that are entered into between the Contractor and Region 14 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract for a period of up to one year beyond the term of the Contract.

Tax Exempt Status. Knowing the tax laws in each state is the sole responsibility of the supplier.

Term and Renewal. The contract term is for three (3) years. The contract may be renewed for up to two (2) additional one-year terms or any combination of time not to exceed 2 years. Maintenance/service/supplemental agreements may be issued for up to (5) years under this contract so long as the effective date of the maintenance/service/supplement agreement is prior to the expiration of the contract.

Termination. This contract may be terminated at any time by mutual written consent, or by Region 14 ESC, with or without cause, upon giving thirty (30) days written notice. Region 14, at its convenience, by written notice, may terminate this contract, in whole or in part. If this contract is terminated, Region 14 ESC shall be liable only for payment under the payment provisions of this contract for services rendered and accepted material received by Region 14 ESC before the effective date of termination. Region 14 ESC reserves the right to terminate the whole or any part of this Contract due to the failure of the supplier to carry out any term or condition of the contract. Region 14 will issue a written ten (10) day notice of default to the supplier for acting or failing to act as specified in any of the following: in the opinion of Region 14 ESC, the supplier provides personnel that do not meet the requirements of the contract; In the opinion of Region 14 ESC, the supplier fails to perform adequately the stipulations, conditions or services/specifications required in this contract; in the opinion of Region 14 ESC, the supplier attempts to impose personnel, materials, products or workmanship of an unacceptable quality; the supplier fails to furnish the required service and/or product within the time stipulated in the contract; in the opinion of Region 14 ESC, the supplier fails to make progress in the performance of the requirements of the contract; the supplier gives Region 14 ESC a positive indication that the supplier will not or cannot perform to the requirements of the contract.

Waiver. Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

Contracts with Public Agencies. Supplier and Region 14 acknowledge that these terms & conditions apply strictly to this contract between Supplier and Region 14 and shall not necessarily apply to the final contract between Supplier and each Public Agency that agrees to purchase Supplier's goods and services. It is understood that Supplier and each Public Agency purchasing Supplier's goods or services shall also enter into Supplier's License Agreement (the "License Agreement"), including the more specific terms and conditions (between the parties) in the form attached as **Exhibit A**, which shall govern the rights, duties, and obligations of the Supplier and the Public Agency with respect to the transaction between them. To the extent that there is a conflict between this contract and the License Agreement (between the Supplier and the Public Agency), as to that Public Agency, the terms and conditions of the License Agreement shall control.

VI. SIGNATURE FORM

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective supplier must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. A contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless conspicuously noted by the supplier following the requirements of Deviations and Exceptions section in the Instructions to Suppliers. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this response in collusion with any other supplier and that the contents of this proposal as to prices, terms or conditions of this response have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed for **120 days**.

Granicus, LLC.

Company Name

1152 15th Street NW, Suite 800

Address

Washington,
City

DC
State

20005
Zip

(800) 314-0147

Telephone Number

N/A

Fax Number

contracts@granicus.com

Email Address

Jordan Copland

Printed Name

CFO / President

Position

DocuSigned by:

5E5F7560E29F49B

Authorized Signature



Subscription and Services Agreement US/Canada

This Subscription and Services Agreement (“**Agreement**”) is effective as of the date an Order or SOW (as defined below) commences that references this Agreement (“**Effective Date**”), and is a contract between the party procuring Granicus Products and/or Services named in the Order or SOW (“**Client**”) and Granicus, LLC, a Minnesota Limited Liability Company for those Clients located in the US, or Granicus Canada Holdings, U.L.C., an unlimited liability corporation for those Clients located in Canada (“**Granicus**”).

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

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

“**Deliverable(s)**” means any computer software, and related written documentation, reports or materials developed by Granicus as part of a Services engagement;

“**Granicus Data**” means data owned, generated or collected by Granicus separately from Content provided by Client, including data generated by use of the Products or personal information related to individuals who use the Products or Services, which is collected and used in accordance with applicable law and in conformance with publicly posted privacy policies;

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

“**Order**” means a binding proposal, written order, or purchasing document setting forth the Products made available to Client under the terms of this Agreement either directly with Granicus or through an authorized third party reseller;

“**Products**” means the: (i) online or cloud subscription services; (ii) on premise software; (iii) embedded software; and (iv) Granicus Data, licensed to Client, and hardware components purchased by Client under this Agreement, as applicable and as set forth in the Order or SOW;

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

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

2. Intellectual Property Ownership and Use Rights.

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

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

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

d) **Data Sources.** Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee.

e) **Content.** Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus does not own the Content submitted by Client nor is Granicus responsible for any Content used, uploaded or migrated by Client or any third party. Granicus will not sell, use, or disclose any Content for any purpose other than performing Services subject to this Agreement. For clarification, the fact that Content and Granicus Data may contain the same or similar information does not minimize or limit the ownership or use rights of either party as it relates to Content on the part of Client, or Granicus Data on the part of Granicus.

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

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

- (i) Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or

tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;

- (ii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iii) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (iv) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (v) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part.

3. Term; Termination.

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

b) **Order Term.** Each Order will be effective on the date set out therein and will remain in effect during the Initial Term identified in the Order. Each Order will automatically renew for twelve (12) month terms (each, a "**Renewal Term**") unless either party gives the other party notice of non-renewal within thirty (30) days of notification of price change as described in Section 4.d., or within sixty (60) days prior to the start of the next Renewal Term, whichever is later. The Initial Term and all Renewal Terms are collectively, the "**Term**".

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

d) **Subscription Term.** The annual term for all Products licensed to Client on a subscription basis begins upon the Effective Date of the applicable Order and are based on subscription term and not actual usage. Products licensed on a subscription basis are deemed delivered upon Initial Availability. Initial Availability of a Product means the earlier of: (i) the issuance of a user name and password to Client to access the Product; (ii) the provision of the Product in its hosted environment on behalf of Client by Granicus technical personnel; or (iii) access to the Product by Granicus or third-party services personnel in order to commence configuration or implementation Services on behalf of Client.

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

f) **Non-Appropriation.** Client may terminate this Agreement or any Order or SOW by providing Granicus written notice during the then-current Term for lack of appropriation of funds for the Renewal

Term so long as Client has made best efforts to secure the necessary consents for renewal and obtain appropriate funds for payment of the fees.

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

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

4. Fees; Payment.

a) **Fees.** Client will pay all fees, costs and other amounts as specified in each Order or SOW. Annual or subscription fees are due upfront at the beginning of each annual Term. Services fees and one-time fees are due according to the billing frequency specified in each Order or SOW. Absent any specific billing frequency, Client will pay fees for Services on a monthly basis in arrears for time and materials engagements, or milestone basis as billed upon delivery of each milestone. GXG Services are billed up front annually prior to the then-current term. Hardware will be invoiced to Client upon shipment. Granicus may suspend Client's access to any Products if there is a lapse in payment not remedied promptly upon notice to Client. A lapse in the Term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees are exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).

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

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

d) **Price Changes.** Subject to any price schedule or pre-negotiated fees to which this Agreement or an Order may be subject, Granicus will provide notice of any price changes prior to the end of the current Term, which subject to Section 3.b, will become effective as of the next Renewal Term. Such notification may be made via Order, email, or invoice provided by Granicus. Renewals at the same volume amount will not increase more than ten percent (10%) over the prior year's fees. Purchases of additional Products will be at Granicus' then-current price and licenses, subject to volume or transaction metrics, and will be reviewed annually prior to commencement of the Renewal Term, with fees adjusted to cover increases in Client's use.

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

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

g) **Resellers.** If Client has entered into a separate agreement with an authorized distributor or reseller of Products and/or Services, the terms of such third-party agreement will supersede conflicting terms contained herein solely as they relate to payment schedules and pricing as negotiated between Client and the reseller.

5. **Client Responsibilities.**

a) **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property, privacy or other legal rights of any third party. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client.

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

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

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

offices for Services performed onsite. Services delayed or unable to be performed due to lack of Client cooperation or communication will be deemed delivered and no refunds will be issued for such services.

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

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

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

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

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

b) **Warranties:**

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

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

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

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

8. Services.

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

b) Granicus grants Client a non-exclusive, non-transferable, royalty-free, perpetual license to use the Deliverables on behalf of and for the benefit of Client independently and with the Products. Granicus retains all right, title and interest to the Deliverables except for those rights expressly granted to Client. Deliverables and Services are deemed accepted upon delivery unless otherwise set forth in a SOW.

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

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

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

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

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

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

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

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

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

10. Indemnification.

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

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

c) If the Products or Deliverables are subject to a claim of infringement or misappropriation, or if Granicus reasonably believes the Products or Deliverables may be subject to such a Claim, Granicus reserves the right, in its sole discretion, to: (i) replace the affected Products or Deliverable with non-infringing functional equivalents; (ii) modify the affected Products or Deliverable to render it non-infringing; or (iii) terminate this Agreement or the applicable Order or SOW with respect to the affected Granicus Product or Deliverable and refund to Client any prepaid fees for the then-remaining portion of the Order or SOW Term.

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

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

11. Limitation of Liability.

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

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

12. General.

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

b) **Independent Contractor.** Each party is an independent contractor and employees of each party are not considered to be employees of the other party. No agency, partnership, joint venture or other joint relationship is created by this Agreement. The parties shall not make any commitments binding on the other or make any representation that they are acting for, or on behalf of, the other. Each party assumes full responsibility for the actions of its personnel while performing the Services and such party will be solely responsible for the supervision, daily direction, control of its personnel, and for the payment of all of their compensation and any taxes related thereto.

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

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

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

Granicus
Contracts
1152 15 th Street NW, Suite 800 Washington DC 20005
1-800-314-0147
contracts@granicus.com

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

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

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

j) **Applicable Law.** Each party will, at all times, exercise its rights and perform its obligations under this Agreement in compliance with all applicable law, rules, and regulations including all applicable local, state and federal laws and regulations prohibiting discrimination and harassment.

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

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

m) **Conflict of Interest.** Granicus certifies that it is not engaged in any current project or business transaction, directly or indirectly, nor has it any interest, direct or indirect, with any person or business that might result in a conflict of interest in the performance of the Agreement, Order, or SOW.

n) **Anti-Corruption.** Neither Party has received or been offered any illegal or improper bribe, kickback, payment, gift, or item of value from an employee or agent of the other Party in connection with this Agreement. If Client learns of any violation of the above restriction, Client shall immediately notify Granicus.

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

14. Entire Agreement. This Agreement and Orders and SOWs governed by this Agreement constitutes the entire agreement between Granicus and Client, and supersedes all prior agreements, requests for proposals or pricing and the corresponding responses, understandings, representations or correspondence relevant to the subject matter hereof. Perpetual licenses granted to Client under prior agreements remain in full force and effect. If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of this 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. Inconsistencies between documents will be resolved in the following order: (i) this Agreement; (ii) Orders and SOWs; (iii) all other purchase documents executed by the parties (except for any pre-printed or standard terms contained on purchase orders which shall have no force or effect); (iv) Granicus'

response to Client's RFI, RFP, RFQ; and (v) Client's RFI, RFP, RFQ. Client has not been induced to enter into this Agreement or the SOW by any representations or promises not specifically stated herein. This Agreement may be updated from time to time at Granicus' sole discretion. Notification to Client will be via email or posting to the Granicus website.

REGIONAL HOURS OF AVAILABILITY AND SUPPORT CONTACT CHANNELS

Region	Regular Support Hours	Support Contact Channels
USA	Monday - Friday 8:00 AM-8:00 PM EST Excluding Federal Holidays	support.granicus.com 1-800-314-0147
Canada	Monday - Friday 8:00 AM-8:00 PM EST Excluding Statutory Holidays	support.granicus.com 1-800-314-0147
Europe	Monday - Friday 9:00 AM-5:00 PM GMT Excluding Statutory Holidays	support.granicus.com +44 (0) 800 032 7764
Australia & New Zealand	Monday - Friday 9:00 AM-5:30 PM AEST Excluding National Holidays and Victorian public holidays	support.granicus.com +61 3 9913 0020
Subscribers GovDelivery Help	Monday - Friday 8:00 AM-8:00 PM EST Excluding US Federal Holidays	subscriberhelp.granicus.com subscriberhelp@granicus.com 1-800-439-1420 USA +44 (0) 808 234 7450 Europe
Emergency Support	<i>Emergency technical support is available 24/7 by phone only for customers experiencing a Level 1 outage as defined below</i>	

TECHNICAL SUPPORT SEVERITY LEVEL DEFINITIONS

Severity Level	Description	Time to 1 st Response	Granicus Action
Level 1 EMERGENCY	Incident represents complete unavailability of the Granicus Products for all users and no workaround is available	Within two (2) hours	Incident response process is initiated upon verification. Work on a resolution begins immediately (24/7/365). Notifications and updates of resolution or work arounds are provided to affected clients via case, or if several clients are affected, via status.granicus.com .
Level 2 SEVERELY IMPAIRED	Incident occurs when a major feature of the product is not working or fails repeatedly and there is no workaround available	Within four (4) hours	Incident response process is initiated upon verification. Case is evaluated whether a solution or acceptable work around can be achieved. Notifications and updates of resolutions or work arounds are provided to affected clients via case, or if several clients are affected, via status.granicus.com
Level 3 IMPAIRED	Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available	Within one (1) business day	Upon verification case is assigned and work on resolution begins within 1 business day. If the issue is reported after hours, it will not be assigned until the next business day.
Level 4 LOW IMPACT	Incident that has a limited business impact; primary functionality is unaffected	Within three (3) business days	Upon verification case is assigned and work on resolution begins within 3 business days. If the issue is reported after hours, it will not be assigned until the next business day.

Granicus shall use commercially reasonable efforts to resolve incidents affecting Granicus Products. Incidents that require debugging of programming code may need to be corrected during the next regular update cycle. Resolution time will be based on the details and severity of an incident. Regular follow-ups will be communicated with the customer until final resolution is reached

PRODUCT AVAILABILITY

Granicus will use commercially reasonable efforts to make the Granicus Products Available 99.9% of the Available Hours of Operation, calculated on a calendar quarter basis, as follows:

$$\frac{[(\text{Total time in a quarter} - \text{Unexpected Downtime} - \text{Scheduled Downtime} - \text{Service Disruption}) / (\text{Total time in a quarter} - \text{Schedule Downtime} - \text{Service Disruption})] * 100}$$

Reasonable efforts are made to avoid Scheduled Downtime to perform maintenance, however, in circumstances where Scheduled Downtime is required, notification will be posted at least 10 days in advance for all Product Suites, scope of maintenance activities may be refined to ensure adherence to published schedule. Customers can subscribe to product specific email notifications on the status page status.granicus.com

Notifications for Granicus Products of any system-wide outages will be posted to status.granicus.com and will occur within one (1) hour from the time the issues are first recognized by Granicus.

Reports of Unscheduled Downtime will be provided upon request up to once per calendar quarter.

Term	Definition
Availability	ability of a user to access the Granicus Product via the internet. Granicus uses industry-standard third-party monitoring to measure Availability through URL monitoring (HTTP)
Available Hours of Operation	twenty-four hours a day, seven days per week, minus Scheduled Downtime
Maintenance	updates, upgrades, bug fixes, and patches to the Granicus Products. Maintenance times vary by Product. An up-to-date maintenance schedule can be found at status.granicus.com .
Scheduled Downtime	is the period when the Granicus Product may be inaccessible to permit Granicus to perform Maintenance services
Service Disruption	is the downtime arising from causes beyond the reasonable direct control of Granicus, such as the interruption or failure of digital transmission links or telecommunications, hostile network attacks, or issues arising with customer Domain Name Systems (DNS).
Unexpected Downtime	is any time after the first five minutes of downtime where the Granicus Product is not Available in any way

OUTAGE CREDIT

Any credit provided within this Technical Support and Availability document will be referred to as an **Outage Credit**. The Outage Credit shall be applied as credit to the customer's following renewal term for the customer's affected Granicus Product and will be added to the end of the then-current period of performance and shall be provided upon the customer's request.

Outage Credit is available solely to the extent Unscheduled Downtime created unavailability of the entire Granicus product. In no event shall any credit for a calendar quarter exceed the seven (7) days of Outage Credit. Granicus shall have the ability to determine at its reasonable discretion whether Unscheduled Downtime has occurred.

Per calendar quarter, Granicus will provide Outage Credit as follows:

Site Outage per Quarter (Unless Otherwise Specified Below)	Amount of Outage Credit (Unless Otherwise Specified Below)
>99.9%	No Outage Credit
99.8-98.0%	1 day credit
97.9-97.0%	3 days credit
96.9% or less	7 days credit



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Pricing

Section 2 – Pricing

Please also refer to Section 2 Attachment - Granicus Pricelist.xlsx

A. Availability of Products and Pricing (40 points)

1. Provide pricing for products, services, warranties, etc. supplier proposes to offer. Price lists provided will be used to establish both the extent of a supplier's product lines, services, warranties, etc. available from the supplier and the pricing per item. Pricing should be based on a discount from a manufacturer's price list or catalog, or fixed price, or combination of both. Multiple percentage discounts are acceptable if, where different discounts apply, the different percentages are specified. Electronic Catalog and/or price lists should accompany the proposal. Additional pricing and/or discounts may be included. Suppliers may elect to limit their proposals to any category or categories.
 - a. Any discounts proposed shall remain the same throughout the term of the contract and at all renewal options. At a minimum, the Contractor must hold the proposed price list firm for the first 12 months after the contract award.

Acknowledged.

- b. Pricing is not to exceed. Unlike fixed pricing, the supplier can adjust submitted pricing lower if needed but cannot exceed the approved pricing. The contract must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Granicus price list is ceiling (not to exceed) pricing.

- c. Due to products and services potentially being used in response to an emergency or disaster recovery situation in which federal funding may be used, if suppliers are proposing cost plus a percentage of cost, suppliers should provide alternative pricing that does not include either cost plus a percentage of cost. If pricing is based on time and materials, a ceiling price that the supplier exceeds at its own risk will be needed as determined and set by the Participating Public Agency. If products and services are provided in a situation where an agency is eligible for federal funding, supplier is subject to and must comply with all federal requirements applicable to the funding including, but not limited to the FEMA and Additional Federal Funding Special Conditions section located in the Federal Funds Certifications Exhibit.

Our ceiling (not to exceed) price list is included as **Section 2 Attachment - Granicus Pricelist**.

2. Propose the frequency of updates to the supplier's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the contract.

Granicus does use annual cost increases to support general maintenance, upkeep, and development of future and current products. Granicus is a SaaS company that incurs landed costs that rise every year, including 3rd party vendor/infrastructure costs and internal and external resources to maintain and support the hosted environment, and as such uses annual price increases to support those incurred costs. Additionally, we are regularly adding products and services, which will cause us to require updates to our pricelists on a quarterly basis.

3. Describe any shipping charges. All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Granicus offers a short list of hardware products to accompany our video solutions. These products have fixed shipping rates dependent on the country of destination and size of the items and are included as separate SKUs in our published pricelist.

4. Describe any delivery or installation services provided by Offeror and how these services are priced. Include any fees such as setup/cleaning, design/layout, special orders, etc. Supplier may enter into additional negotiations with a purchasing agency for additional delivery or installation charges based on onerous conditions. Additional delivery and/or installation charges may only be charged if mutually agreed upon by the purchasing agency and Supplier.

Granicus primarily delivers Software-as-a-Service (SaaS) solutions, which do not require physical delivery or on-site installation. However, for products that include hardware components—such as video streaming solutions—Granicus provides comprehensive delivery and installation services tailored to the client's needs.

For these hardware-inclusive solutions, Granicus offers:

- Custom-designed equipment packages based on the physical meeting space and technical requirements.
- On-site installation by a Swagit deployment expert or self-installation guided by a detailed checklist.
- Pre-shipment testing of all components to ensure functionality.
- Warranty coverage for all hardware provided.

Any additional fees—such as for setup, design/layout, or special orders—would be clearly defined for each customer and only applied if mutually agreed upon by the purchasing agency and Granicus.

5. Describe any return and restocking fees.

Granicus primarily delivers Software-as-a-Service (SaaS) solutions, which do not involve returns or restocking fees. However, for cancellation of products that include hardware components—such as video streaming solutions—Granicus requires twenty percent (20%) of the total fees due for the hardware as a restocking fee. Our customers are responsible for all costs associated with the return of the hardware to Granicus in resale condition.

6. Describe if distributors/dealers/resellers/subsidiaries/partners (“affiliates”) will be used to fulfill the contract. Submit a list of those affiliates authorized to sell under the proposed contract. Where and how does Offeror propose to maintain an authorized affiliate list so it may be accessed by Participating Agencies? How often does the supplier propose to update the affiliate list? Confirm the Offeror reviews the financial health, debarment status and overall general capacity of authorized affiliates. Purchase orders and payment can only be made to the awarded supplier or an approved affiliate and pricing must be less than or equal to the pricing stated herein. Offerors who use authorized affiliates are responsible for ensuring authorized affiliates are performing in accordance with the contract.

This contract is intended to be executed directly with members of the OMNIA Partners Cooperative Purchasing Program. We do not anticipate utilizing distributors, resellers, or other affiliates for the delivery of services under this agreement. Our organization is currently listed on reseller-held OMNIA contracts and will continue to be available through those separate procurement vehicles.

7. Describe any special offers, promotions, additional discounts or rebates offered. Additional discount or rebates may be offered for large quantity purchases, single ship to location programs, growth, annual spend, guaranteed quantity, etc.

Granicus does not offer any blanket special offers, promotions, or rebates, however from time to time we may have special offers associated with our new or launching products.

8. Describe any Leasing/Financing programs.

Granicus primarily delivers Software-as-a-Service (SaaS) solutions, and as such does not offer leasing or financing programs.

9. Describe how customers verify they are receiving the correct contract pricing.

Granicus agrees to publish our not-to-exceed (i.e., ceiling) pricing on OMNIA's website to provide pricing transparency. That said, each Granicus quote is tailored to the customer, considering factors such as customer size/type, scope of work, and configuration requirements.

10. Describe supplier's invoicing process. Include payment terms and acceptable methods of payments. Suppliers shall describe any associated fees pertaining to credit cards/p-cards.

When the contract is executed, Granicus invoices customers in accordance with the invoicing terms per the contract. We typically invoice for the annual subscription upfront and one-time work based on the agreed-upon terms. Our payment term is Net 30. The invoice will include payment instructions including ACH/Wire payment as well as a lockbox for check payment. Our preferred method of customer payment is ACH/wire to ensure prompt processing and better customer service.

11. Describe how future product introductions will be priced and align with contracting pricing proposed.

Granicus is a SaaS provider and is constantly developing and improving our product offerings and we provide a range of solutions for our public sector customers. As such, we have product launches planned throughout each year, and we aggregate and standardize our pricing for those products into quarterly updates to published pricelists. Pricing for our varied solutions depends on customer metrics such as population size and annual request volume, as well as specifics of how our customers will use our solutions, such as the number of subscribers, number of unique contacts, etc. We will continue to use metrics that help us properly size our solutions to the needs of our customers.

12. Provide any additional information relevant to this section.

Granicus is committed to pricing transparency, flexibility, and long-term value for OMNIA Partners and its Participating Public Agencies. Our not-to-exceed pricing model ensures that agencies receive consistent, compliant pricing while still allowing for tailored quotes that reflect the unique scope, scale, and configuration of each engagement.

To further support OMNIA's goals of simplifying procurement and maximizing value, we:

- **Publish our ceiling pricing** on OMNIA's website to ensure easy access and auditability.
- **Update our price list quarterly** to reflect new product launches and evolving customer needs, while maintaining consistent discount structures.
- **Offer scalable pricing models** based on population, usage, or contact volume—ensuring agencies of all sizes can benefit from our solutions.
- **Maintain a direct-to-agency model** under this contract, eliminating intermediary markups and ensuring full alignment with OMNIA's cooperative purchasing principles.

This pricing approach reflects our commitment to being a long-term, strategic partner to OMNIA and its members—delivering not only cost-effective solutions, but also the flexibility and transparency needed to support evolving public sector priorities.



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Section 3

Ability to Perform,
including Response to
the National Program
(Appendix B)

Section 3 – Ability to Perform/Response Appendix B

B. Ability to Perform (30 points)

1. Include a detailed response to Appendix B, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how supplier will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

We have provided a detailed response as requested.

2. The successful supplier will be required to sign Appendix B, Exhibit B, OMNIA Partners Administration Agreement prior to contract award. Suppliers should have any reviews required to sign the document prior to submitting a response. Supplier's response should include any proposed exceptions to OMNIA Partners Administration Agreement.

Acknowledged. We have provided our proposed exceptions to the Administration Agreement in this response as well as our Master Subscription Agreement.

3. Include completed Appendix B, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Provide in Section 6 – Required Forms

4. Provide available ordering methods (online ordering, order tracking, search options, order history, etc.).

As a provider of software as a service with solutions that range in complexity and volume of use, Granicus does not have an online ordering catalog. Each opportunity is individually researched through discovery and interviews to create a mutually agreeable price per service/product.

5. What is supplier's average on time delivery rate? Describe Supplier's history of meeting the shipping and delivery timelines.

While the question is most applicable to physical goods, Granicus' track record of delivering cloud-based solutions on time is a strong indicator of our reliability and operational discipline.

On-Time Delivery for SaaS Implementations

Granicus consistently meets or exceeds implementation timelines for our SaaS products, including those within the Government Experience Cloud (GXC)—Engagement Cloud, Service Cloud, and Operations Cloud. Our agile implementation methodology, combined with dedicated Experience Partners and project managers, ensures that deliverables are aligned with client expectations and capacity from day one.

- **Average On-Time Launch Rate:** While we do not ship physical products, our SaaS implementations are typically launched on time or ahead of schedule, with implementation timelines varying from **as little as 8-12 weeks** to 9-18 months depending on scope and complexity.
- **Structured Project Management:** Every implementation includes a kickoff, milestone tracking, and regular check-ins to ensure alignment and accountability.
- **Experience Services:** Our embedded strategic services team proactively monitors progress and removes blockers to keep projects on track.

This history of timely delivery reflects our commitment to operational excellence and our understanding of the mission-critical nature of government technology.

6. Describe how supplier responds to emergency orders.

Granicus primarily delivers Software-as-a-Service (SaaS) solutions that are delivered remotely, and as such, the need to respond to emergency orders typically does not apply to our solutions.

7. What is supplier's average Fill Rate?

Granicus primarily delivers Software-as-a-Service (SaaS) solutions that are delivered remotely, and as such Fill Rate is not applicable.

8. Describe supplier's return and restocking policy.

Granicus primarily delivers Software-as-a-Service (SaaS) solutions, which do not involve returns or restocking. However, for cancellation of products that include hardware components—such as video streaming solutions—Granicus requires twenty percent (20%) of the total fees due for the hardware as a restocking fee. The client is responsible for all costs associated with the return of the hardware to Granicus in resale condition.

9. Describe supplier's ability to meet service and warranty needs. Proposal should address life expectancy of equipment under normal use; applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period; availability of replacement parts; and detailed information as to proposed return policy on all equipment.

Granicus warrants that we take all precautions that are standard in the industry to increase the likelihood of successful performance for the products and services we provide; however, Granicus products and services are provided "AS IS" and as available.

All equipment is provided with the manufacturer's warranty associated with such equipment. Granicus will provide documentation associated with the manufacturer's warranty upon request.

10. Describe any extended warranty programs or service maintenance programs.

Granicus does not offer extended warranty or service maintenance programs beyond the standard maintenance/support of SaaS products described in our Master Subscription Agreement. All equipment is provided with the manufacturer’s warranty associated with such equipment. Granicus will provide documentation associated with the manufacturer’s warranty upon request.

11. The supplier shall provide timely and accurate technical advice and sales support. The supplier shall respond to such requests within one (1) working day after receipt of the request. Describe supplier’s customer service/problem resolution process and ability to meet the one working day response time. Include hours of operation, number of services, etc.

Granicus provides a robust, tiered customer support and problem resolution process designed to meet the needs of government clients across time zones and severity levels. Here’s a summary of our Service Level Agreement (SLA) and support capabilities:

Customer Service & Problem Resolution Process

Granicus offers a structured, severity-based incident response model to ensure timely and effective resolution of issues:

Severity Level	Description	Initial Response Time	Resolution Approach
Level 1 – Emergency	Complete unavailability of Granicus products for all users with no workaround	Within 2 hours (24/7/365)	Immediate response and resolution efforts begin; updates provided via case or status site
Level 2 – Severely Impaired	Major feature failure with no workaround	Within 4 hours	Case evaluated for workaround or resolution; updates provided
Level 3 – Impaired	Primary feature not working as expected, workaround available	Within 1 business day	Assigned and addressed within 1 business day
Level 4 – Low Impact	Limited business impact, primary functionality unaffected	Within 3 business days	Assigned and addressed within 3 business days

Support Hours & Contact Channels

Granicus provides regional support coverage and multiple contact options:

Region	Support Hours	Contact Channels
USA & Canada	Mon–Fri, 8:00 AM–8:00 PM EST (excl. holidays)	support.granicus.com 1-800-314-0147
Emergency Support	24/7 by phone for Level 1 outages	Phone only

12. Describe supplier's contract implementation/customer transition plan.

Granicus follows a consistent, agile-based implementation methodology across our product suite—including Engagement Cloud, Service Cloud, and Operations Cloud—designed to ensure rapid deployment, user-centered configuration, and long-term success.

Granicus Implementation Process Overview

1. Agile, Iterative Approach

Granicus uses an agile methodology rather than a traditional waterfall model. This allows for:

- Flexible, paced workstreams that adapt to client capacity and priorities
- Continuous validation and feedback loops
- Early delivery of value and iterative improvements throughout the project lifecycle

2. Dedicated Implementation Teams

Each project is supported by a cross-functional team that may include:

- Project Managers
- Implementation Consultants
- Technical Architects
- UX Designers
- Data Migration Specialists
- Training and Support Leads

3. Phased Implementation Framework

While specific phases may vary slightly by product, the general structure includes:

- Discovery & Planning
 - Kickoff meetings
 - Business process analysis
 - Stakeholder interviews
 - Data and system audits
- Configuration & Development
 - Workflow and form configuration
 - Integration setup (e.g., GIS, payment gateways, CRM)
 - Branding and accessibility alignment
 - API and connector development (if applicable)
- Testing & Validation
 - User Acceptance Testing (UAT)
 - Peer-to-peer testing
 - Feedback collection and iteration
- Training & Go-Live
 - Role-based training sessions

- Knowledge transfer and documentation
- Final configuration adjustments
- Launch support and transition to support team
- Post-Go-Live Support
 - 30-day hyper care period
 - Ongoing access to Granicus Experience Services
 - Strategic reviews and optimization planning

4. Experience Services

Service Cloud, Engagement Cloud, and Operations Cloud implementations are supported by Granicus Experience Services, which provide:

- Strategic consulting
- Performance reviews
- Training and enablement
- Access to a services catalog for ongoing enhancements

5. Scalable and Secure

Granicus platforms are cloud-based, mobile-ready, and WCAG 2.1AA compliant. They are designed to scale with client needs and integrate with third-party systems like ESRI, Laserfiche, Bluebeam, and Microsoft Dynamics.

13. Describe the financial condition of supplier.

Granicus is a private company, and our financial position is not public information. Granicus is backed by Vista Equity Partners and Harvest Partners who together manage portfolio assets valued at upwards of \$100 billion.

Since our inception in 1999, Granicus has a proven track record that includes more than 25 years of experience delivering similar services to our 7,000+ government customers. Granicus employs over 2,000 people across our global operations. We have not filed for bankruptcy or had any interruptions in operations due to financial issues.

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

14. Provide a website link to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

As a provider of software as a service with solutions that range in complexity and volume of use, Granicus does not have an online ordering catalog.

15. Describe the supplier's safety record.

Granicus is a global SaaS company. Granicus does not manufacture products, participate in onsite construction work, or do any other work for which a safety record would be applicable.

16. Describe technology used to support the contract.

Granicus has entered into written agreements with providers of various services that Granicus uses to support our products and services (e.g., using AWS for hosting, and Salesforce for opportunity and contract management).

17. Provide any additional information relevant to this section.

Granicus' ability to perform under the OMNIA Master Agreement is grounded in our exclusive focus on the public sector, our proven national delivery model, and our long-standing success supporting cooperative purchasing programs. As a current OMNIA supplier, we have already built the internal infrastructure, sales enablement, and reporting processes necessary to support a seamless transition and continued growth under this renewed agreement.

Key differentiators that reinforce our ability to perform include:

- **Dedicated OMNIA Sales Enablement:** Our national sales force is trained twice annually on OMNIA-specific messaging, pricing, and compliance, ensuring consistent promotion and adoption across all regions.
- **Integrated Systems for Contract Management:** Our Salesforce–NetSuite integration ensures accurate quoting, invoicing, and reporting aligned with OMNIA requirements.
- **Proven Track Record:** OMNIA currently accounts for a significant and growing portion of our public sector revenue, with over \$9M in ARR and \$2M in new annual growth over the past two years.
- **Strategic Alignment:** We have made OMNIA our lead national cooperative contract and will continue to prioritize it in all sales and marketing efforts.

This foundation—combined with our scalable SaaS delivery model and embedded Experience Services—ensures that Granicus is well-positioned to support OMNIA's goals of simplifying procurement, expanding access, and delivering measurable value to Participating Public Agencies.

Response for National Cooperative Contract

3.1 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

Granicus is a privately held, global Software-as-a-Service (SaaS) company founded in 1999. We specialize in digital solutions for the public sector, serving over 7,000 government clients across federal, state, and local levels. Our offerings include digital communications, legislative management, agenda automation, and citizen engagement platforms. Granicus is backed by Vista Equity Partners and has never filed for bankruptcy or experienced operational interruptions due to financial issues. We continuously enhance our products based on customer feedback and industry trends, maintaining a high client retention rate

B. Total number and location of salespersons employed by Supplier.

While the exact number of sales personnel is not publicly disclosed, Granicus maintains a geographically distributed sales force across North America, the United Kingdom, and Australia. Our sales teams are strategically positioned to support public sector clients in all major regions, ensuring localized expertise and responsiveness

C. Number and location of support centers (if applicable) and location of corporate office.

Corporate Headquarters: 1999 Broadway, Suite 3600, Denver, CO 80202

Contracting: 1152 15th Street NW, Suite 800, Washington, DC 20005

Global Offices: Canada, the United Kingdom, and Australia

These locations support a global client base and provide a combination of sales, technical support, and administrative services.

D. Annual sales for the three previous fiscal years.

a. Submit FEIN and Dunn & Bradstreet report.

FEIN: 41-1941088

Granicus is a privately held company, and as such we cannot share detailed financial information. However, we are continuously improving and expanding our products through customer feedback and industry analysis. We have over 7,000 public sector clients and maintain a high retention rate, so you can rest assured that we are financially sound now, and for the foreseeable future. Granicus has been operating since 1999 and has not filed for bankruptcy or had any interruptions in operations due to financial issues. We are backed by Vista Equity Partners.

E. Describe any green or environmental initiatives or policies.

Granicus primarily offers SaaS and PaaS products that are hosted through our partners. Consequently, we do not currently have a Green Initiative in place. Nonetheless, Granicus is highly conscious of our carbon footprint. Our corporate office operates within a building that adheres to Gold Standards and Green Policies. Furthermore, as a remote-first organization, we reduce our employees' environmental impact by eliminating the need for commuting.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Granicus performs the vast majority of our work directly and does not typically subcontract services. However, we are committed to supporting supplier diversity and make a good faith effort to identify and engage Minority- and Women-Owned Business Enterprises (MWBEs) when a solicitation includes a subcontractor participation goal or when a Participating Agency requests such inclusion.

While Granicus does not maintain a formal diversity program or list of diversity alliances, we do have access to a broad network of MWBE resellers through our distribution partnership with Carahsoft. When applicable, we can route opportunities through Carahsoft's OMNIA-held contract, which includes a wide range of certified MWBE partners. This approach allows Participating Agencies to meet their diversity goals while still leveraging the benefits of the Master Agreement.

Pricing Impact

When utilizing Carahsoft's OMNIA contract to engage MWBE resellers, the same discounting structure applies. Specifically, Carahsoft's OMNIA contract includes a 2% discount off Granicus' list pricing, and this discount is honored when diverse partners are involved.

Granicus remains open to expanding our diversity engagement and welcomes collaboration with Participating Agencies to meet specific diversity objectives under the Master Agreement.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

Yes No

If yes, list certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Yes No

If yes, list certifying agency: _____

c. Historically Underutilized Business (HUB)

Yes No

If yes, list certifying agency: _____

d. Historically Underutilized Business Zone Enterprise (HUBZone)

Yes No

If yes, list certifying agency: _____

e. Other recognized diversity certificate holder

Yes No

If yes, list certifying agency: _____

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Not Applicable. This contract is intended to be executed directly with customers referencing the OMNIA Procurement Vehicle. We do not anticipate utilizing subcontractors or affiliates for the delivery of services under this agreement. Our organization is currently listed on reseller-held OMNIA contracts and will continue to be available through those separate procurement vehicles.

I. Describe how supplier differentiates itself from its competitors.

Granicus differentiates itself from competitors through a combination of platform integration, public sector specialization, and a proven track record of delivering measurable outcomes for government clients.

1. Unified Government Experience Cloud Platform

Granicus offers a fully integrated platform—Government Experience Cloud—that unifies digital communications, engagement, service delivery, and operations. Unlike competitors who offer siloed or point solutions, Granicus provides a connected ecosystem that includes Engagement Cloud, Service Cloud, and Operations Cloud. This enables governments to manage the full lifecycle of resident interaction from outreach to service fulfillment within a single, secure, and scalable environment.

2. Purpose-Built for Government

Granicus is 100% focused on the public sector. All products are designed to meet the unique needs of government agencies, including compliance with accessibility standards (WCAG 2.1AA, Section 508), data sovereignty requirements, and security certifications like FedRAMP. This focus ensures that every feature, workflow, and integration is aligned with government priorities and constraints.

3. Seamless Integration Across Channels and Tools

Granicus solutions are designed to work together. For example, EngagementHQ integrates directly with OpenCities, allowing community engagement activities to be embedded within the website experience. Communications Cloud supports multi-channel outreach (email, SMS, social media) from a single interface, eliminating the need for multiple vendors or disconnected tools.

4. Data-Driven Insights and Personalization

Granicus leverages billions of annual interactions across our platform to provide actionable insights. This includes real-time sentiment analysis, campaign performance metrics, and resident behavior data that help agencies optimize services and communications. The platform supports personalized, journey-based engagement that adapts to resident needs over time.

5. Experience Services and Strategic Support

Beyond software, Granicus provides ongoing strategic services through our Experience Services team. These experts help agencies implement best practices, build digital maturity, and continuously improve outcomes. This level of partnership is rare among competitors and ensures long-term success.

6. Scale and Trust

Granicus serves over 7,000 government organizations globally, including 48 of the 50 most populous U.S. cities. Our solutions connect more than 300 million people and power over 250 award-winning government websites. This scale provides unmatched reliability, peer benchmarking, and a robust community of practice.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Neither Granicus nor any of our subsidiaries have ever been party to bankruptcy or reorganization. No current officers or directors have been or are currently subject to any litigation or investigations. Granicus is occasionally party to litigation, primarily related to HR and employment matters, none of which have been material to the organization, and all have been addressed or settled as a matter of course. There have been investigations into specific acquired companies, but none have resulted in any findings, fines, or penalties to date.

K. Felony Conviction Notice: Indicate if the supplier

- a. is a publicly held corporation and this reporting requirement is not applicable;
- b. is not owned or operated by anyone who has been convicted of a felony; or
- c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Granicus is not owned or operated by anyone who has been convicted of a felony.

L. Describe any debarment or suspension actions taken against supplier

None.

3.2 Distribution, Logistics

- A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Granicus offers one of the most comprehensive portfolios of digital government solutions available under a single agreement. This breadth ensures that Participating Public Agencies can meet a wide range of operational, engagement, and compliance needs through a single, trusted partner.

Government Experience Cloud (GXC) – Core Product Suites

- **Service Cloud:** Digital service delivery with website/CMS, forms automation, multichannel communications, workflow management, and more.
- **Engagement Cloud:** Multichannel communications, public engagement, sentiment analysis, and audience growth tools.
- **Operations Cloud:** Agenda automation, meeting and video management, public records request processing, and legislative transparency.

Each **Government Experience Cloud** solution is supported by Granicus Experience Services, which provides strategic consulting, implementation, training, and ongoing optimization. Our offerings are modular and scalable, allowing agencies to adopt individual products or integrated suites tailored to their needs.

Specialized Solutions and Verticals

Find detailed information about all solutions at: <https://granicus.com/products/>.

- **govAccess:** A website and content management system (CMS) platform tailored for government agencies to create accessible, responsive, and user-friendly websites that meet community needs.
- **AMANDA:** A permitting, licensing, and compliance solution used by government agencies for enterprise case management, helping streamline workflows and ensure regulatory compliance.
- **SmartGov:** A cloud-based permitting, licensing, code enforcement, and inspection management platform designed for local and state governments. It streamlines workflows, improves transparency, and enhances citizen satisfaction through an intuitive portal and mobile access.
- **Simpleview:** A CRM and CMS platform tailored for destination marketing organizations (DMOs). It helps manage tourism marketing, partner relationships, and visitor engagement through tools like drag-and-drop editing, real-time feedback, and responsive design simulation.
- **Host Compliance:** A short-term rental compliance solution that helps local governments monitor, regulate, and enforce short-term rental ordinances.
- **govDelivery:** A digital communications platform that enables governments to send targeted messages via email, SMS, and social media to keep residents informed and engaged.

- **govService:** A digital service delivery platform that allows governments to create and manage online forms, applications, and workflows to improve citizen service experiences.
- **govMeetings:** A suite of meeting management tools that includes agenda creation, video streaming, minutes management, and public engagement features for government meetings.
 - **Swagit:** A video streaming and archiving solution (often integrated with govMeetings) that enables live and on-demand access to public meetings, enhancing transparency and accessibility.
 - **Legistar:** A robust agenda and meeting management platform designed for large government organizations. It supports end-to-end legislative workflows, including agenda creation, voting, public comment management, and ADA-compliant publishing.
 - **Peak:** A modern agenda management solution within the govMeetings suite that simplifies the preparation, review, and publication of meeting materials, often used by smaller or mid-sized agencies.
- **govRecords:** A public records management system that simplifies the intake, tracking, and fulfillment of records requests.
- **GovQA Public Records Solutions:** A configurable compliance platform for managing public records requests, especially for high-volume agencies.
- **GovQA Legal Suite:** A specialized solution for handling legal records and information requests from courts, law enforcement, and attorneys.
- **EngagementHQ:** A community engagement platform that enables governments to gather, analyze, and act on public input at scale.
- **Boards and Commissions:** A board management tool designed for government use, simplifying the administration of public boards and commissions.

Strategic Services

- **Granicus Experience Group (GXG):** A dedicated team of strategists, designers, and enablement experts who support implementation, training, and long-term success.
- **Experience Services:** Embedded with every product suite, these services include dedicated Experience Partners, performance reviews, and access to a services catalog.
- **GXI (Government Experience Insights):**
Analytics and benchmarking platform for engagement, service performance, and satisfaction.
- **GXA (Government Experience Agent):**
AI-powered assistant for residents and staff, enabling personalized, automated interactions.

This full-stack offering—combined with our ability to scale across jurisdictions of all sizes—ensures that Granicus can meet the evolving needs of OMNIA's member agencies, from small towns to major metropolitan governments.

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Granicus delivers our solutions and services nationwide, including all 50 U.S. states, the District of Columbia, and U.S. Territories such as Puerto Rico, Guam, and the U.S. Virgin Islands. As a cloud-based provider, Granicus ensures consistent access and support regardless of geography. There are no exclusions; all products and services are available under the Master Agreement across all jurisdictions.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

Participating Agencies are guaranteed Master Agreement pricing through the following mechanisms:

- **Direct Ordering:** Agencies can procure directly from Granicus via dedicated account managers.
- **Contract Reference:** All quotes and agreements reference the Master Agreement number to ensure pricing compliance.
- **Audit and Verification:** Participating Agencies may request pricing audits at any time. Granicus provides detailed billing and service documentation to support transparency.
- **No Retail or Reseller Markups:** When purchased under this contract directly, all pricing is direct and consistent with the Master Agreement.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Granicus does not rely on third-party distributors for software delivery. All implementation, support, and hosting services are managed by Granicus. For cloud infrastructure, Granicus partners with providers such as Amazon Web Services (AWS) and Microsoft Azure to ensure secure, scalable hosting.

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

As a SaaS provider, Granicus does not operate physical product distribution centers. However, we maintain a robust global support and operations footprint:

- **U.S. Offices:** Denver, CO and Washington, D.C.
- **Employees:** Over 2,000 globally, with more than 1,000 based in the U.S.

Our support infrastructure includes 24/7 technical support, regional implementation teams, and a distributed network of Experience Services professionals to ensure responsive service delivery.

3.3 Marketing and Sales

- A. Given the public nature of the solicitation and contract, OMNIA Partners makes solicitation and contract documentation, including pricing documents, available on its website so Participating Public Agencies may easily conduct their due diligence. Describe any portions of the response that should not be available on the website and why those portions should not be available.

None.

- B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:
- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days
 - ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Granicus provides SaaS solutions exclusively in the public sector, has long been an NCPA supplier, and has fully adopted the shift to participating through OMNIA since the acquisition in 2022. As an existing OMNIA supplier, we do not have a detailed 90-day plan. Rather, we plan to continue the strategies already in place. Granicus sellers are enabled through internal programming to understand the extraordinary benefits of working through OMNIA, and we additionally provide OMNIA-led orientation to our sellers approximately twice a year to ensure they are up to date in their understanding and ability to articulate the mutual benefits to our prospects and customers.

- C. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:
- i. Provide Supplier's logo, content and keywords for OMNIA Partners website contract search and ecommerce platform
 - ii. Creation and distribution of an announcement or press release to Public Agencies, customers and/or trade publications
 - iii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days
 - iv. Design, publication and distribution of co-branded marketing materials within first 90 days
 - v. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

- vi. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, ads in trade publications, etc.)
- vii. Dedicated OMNIA Partners page on Supplier's website with:
 - OMNIA Partners standard logo;
 - Copy of original Request for Proposal;
 - Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
 - Summary of Products and pricing;
 - Marketing Materials
 - Electronic link to OMNIA Partners' website;
 - A dedicated toll-free number and email address for OMNIA Partners

Granicus provides SaaS solutions exclusively in the public sector, has long been an NCPA supplier, and has fully adopted the shift to participating through OMNIA since the acquisition in 2022. As an existing OMNIA supplier, we do not have a detailed 90-day strategy to market the Master Agreement. Rather, we plan to continue the strategies and tactics already in place. To that end, Granicus agrees to provide an updated logo and content to OMNIA for use alongside our business listing and pricelist on the cooperative's website. Granicus also commits to attend and participate in national, regional, and trade shows, conferences, and meetings throughout the term of the Master Agreement. Granicus does not, however, actively promote any distributors, resellers, procurement vehicles, or cooperatives on our website or in our marketing to avoid the appearance of impropriety or favoritism. That said, the OMNIA cooperative has been and will continue to be the lead contract offered to prospects or customers looking for direct purchasing relationships.

D. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

If awarded, the OMNIA Master Agreement will become Granicus' lead national cooperative contract for all new and transitioning Public Agency business. This agreement will be prominently featured in all sales and marketing materials, and our sales teams will be trained to prioritize it in all relevant engagements. Existing procurement contracts will remain available to agencies that prefer them, but the OMNIA agreement will be positioned as the preferred vehicle due to its national reach, robust compliance framework, and alignment with Granicus' strategic goals.

E. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for use in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Acknowledged.

F. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
- ii. Best government pricing
- iii. No cost to participate
- iv. Non-exclusive

Confirmed.

G. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

- i. Key features of Master Agreement
- ii. Working knowledge of the solicitation process
- iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
- iv. Knowledge of benefits of the use of cooperative contracts

Confirmed.

H. Provide the name, title, email and phone number for the person(s), who will be responsible for:

- i. Executive Support

Amir Capriles, CRO, amir.capriles@granicus.com, 800-314-0147

- ii. Marketing

Suzanne Behrens, suzanne.behrens@granicus.com, 800-314-0147

- iii. Sales

Cindy Simonides, VP Sales Operations, cindy.simonides@granicus.com, 800-314-0147

- iv. Sales Support

Lucy Fowler-Tutt, Pricing Operations Manager, lucy.fowler-tutt@granicus.com, 800-314-0147

- v. Financial Reporting

Minji Lee, VP Corp Controller, minji.lee@granicus.com, 800-314-0147

- vi. Accounts Payable

Accounts Payable, AP@granicus.com, 800-314-0147

- vii. Contracts

Kelly Oliver, VP Legal, Business & Contracts, contracts@granicus.com, 800-314-0147

I. Describe in detail how Supplier’s national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Granicus maintains a robust, multi-tiered national sales organization designed to support the diverse needs of public sector agencies across the United States and beyond. Our sales force is structured by geography, market segment, and product specialization to ensure deep domain expertise and localized support.

The national sales organization is led by:

Amir Capriles

Chief Revenue Officer

amir.capriles@granicus.com

800-314-0147

Amir oversees all revenue-generating functions, including direct sales, channel partnerships, and sales operations.

Sales Leadership and Enablement

Supporting Amir is a team of senior leaders who manage sales operations, enablement, and regional strategy:

- **Courtney Bromley**, SVP of Sales – oversees strategic accounts and enterprise growth.
- **Greg Evans**, VP of Sales – manages regional and vertical sales teams.
- **Josh Fruecht**, Sr. Director of Sales – leads regional sales execution.
- **Cindy Simonides**, VP of Sales Operations – responsible for pricing, contracting, and sales process optimization.
- **Drew Leach**, VP of Sales Operations & Enablement – leads sales training and performance programs.

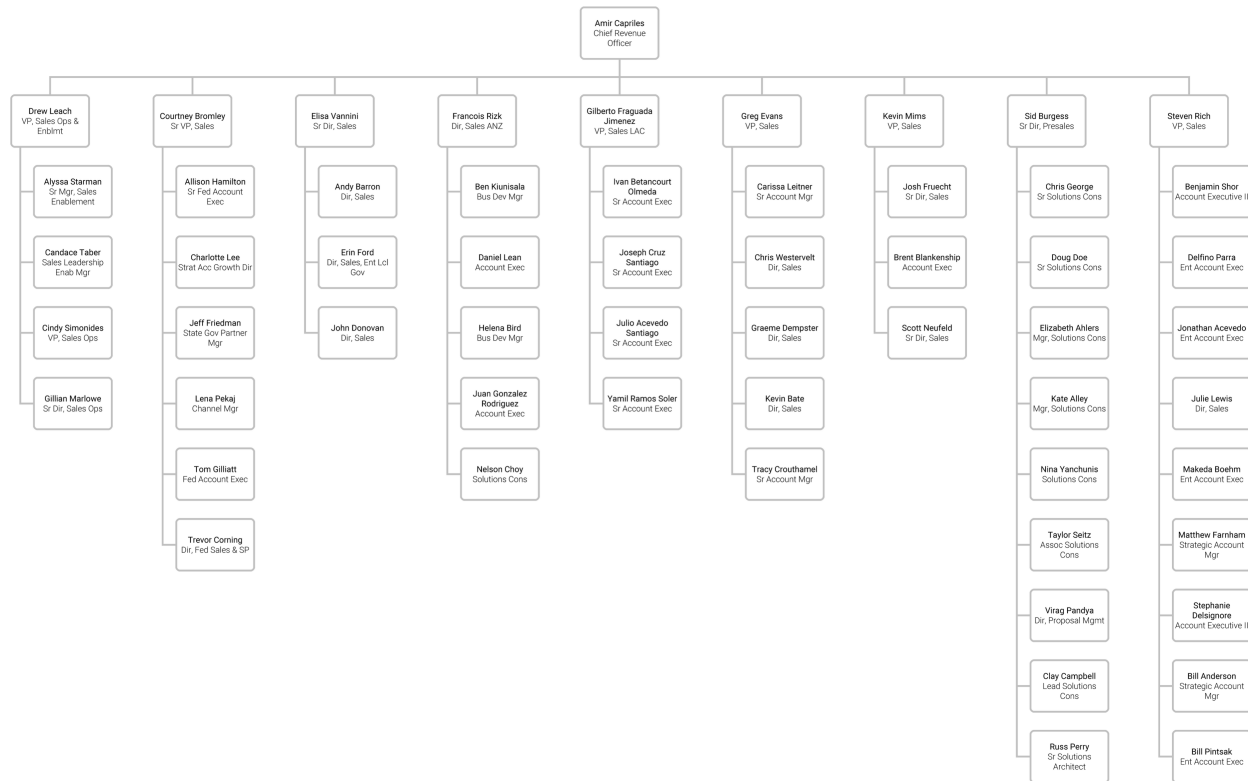
Regional and Vertical Sales Teams

Granicus’ sales force is organized into specialized teams aligned to customer types and geographies:

- **State and Local Government:** Account Executives and Strategic Account Managers are assigned by territory and population tier (e.g., under 20K, mid-market, enterprise, super cities).
- **Vertical Markets:** Dedicated teams serve K-12 and higher education, transportation, ports, utilities, and special districts.
- **Federal Government:** A separate team covers all federal agencies, including CMS, VA, DOJ, and DOD.
- **International:** Sales teams are also in place for Canada, the UK, and Australia/New Zealand.

Each territory is supported by a regional manager and includes a mix of hunters (new business) and farmers (account managers), as well as solution consultants and proposal managers to support technical and procurement needs.

This structure ensures that every Participating Public Agency under the OMNIA Master Agreement has access to a knowledgeable, responsive team that understands their unique challenges and can deliver tailored solutions.



I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

If awarded, the OMNIA Master Agreement will become Granicus' lead national cooperative contract for all new and transitioning Public Agency business. This agreement will be prominently featured in all sales and marketing materials, and our sales teams will be trained to prioritize it in all relevant engagements. Existing procurement contracts will remain available to agencies that prefer them, but the OMNIA agreement will be positioned as the preferred vehicle due to its national reach, robust compliance framework, and alignment with Granicus' strategic goals.

J. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set- up, timely contract administration, etc.

Granicus has long been an NCPA supplier and has fully adopted the shift to participating through OMNIA since the acquisition in 2022. Granicus sellers are enabled through internal programming to understand the extraordinary benefits of working through the cooperative, and we additionally provide OMNIA-led orientation to our sellers approximately twice a year to ensure they are up to date in their understanding and ability to articulate the mutual benefits to our prospects and customers.

- K. State the amount of Supplier’s Public Agency sales for the previous fiscal year. Provide a list of Supplier’s top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

This information is confidential. Granicus is a privately held company, and as such we cannot share our detailed financial information. However, we are continuously improving and expanding our products through customer feedback and industry analysis. We have over 7,000 public sector clients and maintain a high retention rate, Granicus supports **48 of the 50 most populous U.S. cities**, over **2,500 local governments**, and hundreds of special districts and school systems.

- L. Describe Supplier’s information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Granicus employs a robust and integrated information systems architecture to manage the full lifecycle of order management—from opportunity capture through to payment receipt. Our systems are designed to ensure accuracy, transparency, and compliance with cooperative purchasing requirements under the OMNIA Master Agreement.

- **CRM and Opportunity Management:** Granicus uses Salesforce as our Customer Relationship Management (CRM) platform. Salesforce enables our sales and account management teams to track opportunities, manage customer interactions, and ensure that all quotes and agreements reference the OMNIA Master Agreement where applicable.
- **Order Management and Financial Processing:** Salesforce is integrated with NetSuite, which serves as our Order Management and financial operations platform. This integration allows for a seamless transition from opportunity to order, ensuring that contract terms, pricing, and billing align with the Master Agreement. NetSuite handles invoicing, revenue recognition, and payment tracking.
- **Administrative Fee Processing:** Granicus pays OMNIA administrative fees upon receipt of an invoice. These payments are tracked and reconciled, ensuring compliance with reporting obligations under the OMNIA Partners Administration Agreement.
- **Limitations:** While our systems are highly integrated, any custom reporting or data reconciliation outside of standard Salesforce-NetSuite workflows may require manual intervention. Additionally, Public Agencies that require non-standard procurement documentation or formats may necessitate additional coordination.

This integrated approach ensures that all transactions are accurately captured, reported, and reconciled in accordance with OMNIA requirements, while also supporting scalability and auditability for our internal teams and external partners.

M. Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”).

\$ _____ .00 in year one
\$ _____ .00 in year two
\$ _____ .00 in year three

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

Granicus does not guarantee contract sales, however, our current projected growth for **new** business through OMNIA contracts is approximately \$2,000,000 per year.

- N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.
- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
 - ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
 - iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
 - iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier’s strategies under these options when responding to a solicitation.

Granicus is committed to maximizing the value and reach of the OMNIA Master Agreement while maintaining flexibility to meet the diverse procurement needs of Public Agencies. Our strategies under each response scenario are as follows:

i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners)

Granicus will prioritize responding with Master Agreement pricing whenever possible. This approach ensures streamlined procurement for Public Agencies, leverages the pre-negotiated terms of the Master Agreement, and supports consistent reporting to OMNIA Partners. Our sales team is trained to promote this path as the default, reinforcing the value of cooperative purchasing and minimizing administrative burden for agencies.

ii. Respond with lower pricing through the Master Agreement (Contract Sales reported to OMNIA Partners)

In competitive situations where pricing flexibility is necessary to win business, Granicus may offer pricing below the not-to-exceed rates established in the Master Agreement. These discounts will still be processed under the Master Agreement and reported as Contract Sales to OMNIA Partners. This strategy allows us to remain competitive while preserving the cooperative purchasing framework and its benefits.

iii. Respond with higher pricing only if the Public Agency refuses to utilize the Master Agreement (Contract Sales not reported to OMNIA Partners)

In rare cases where a Public Agency explicitly declines to use the Master Agreement, Granicus may respond with pricing outside the Master Agreement. This ensures we remain responsive to agency needs while clearly delineating such sales from OMNIA-reported Contract Sales. This approach is used sparingly and only when required by the agency's procurement constraints.

iv. Respond with higher pricing and include the Master Agreement as an alternate proposal

When solicitations allow for multiple or alternate proposals, Granicus may submit a primary proposal with pricing tailored to the solicitation and a secondary proposal referencing the Master Agreement. This dual-path strategy provides agencies with flexibility and highlights the advantages of using the cooperative contract, including time and cost savings.

Service Cloud

Building a stronger community with connected website, forms, communications, and engagement solutions that make government services accessible to all



The challenge

Customer needs continue to grow and expand, but accessing and navigating complex government processes and services can be challenging. With increased public scrutiny and declining trust in government, it's more important than ever to deliver equitable access to information and streamlined and cohesive government services that work for residents and staff.

What if you could...

- ✓ **Enable an inclusive government** that delights users by easily finding, accessing, and understanding government information and services 24/7?
- ✓ **Go paperless** with streamlined workflows for any service, from simple to complex?
- ✓ **Use actionable data insights** that engage users with proactive communications outreach and personalization at every step of the experience?
- ✓ **Develop and maintain relationships** by building, launching, and optimizing digital service programs through targeted engagement?

Elevate government experiences and services with connected technology

Service Cloud helps government simplify information sharing, streamline government processes, and strengthen community relationships by integrating website, forms, communications, and engagement tools into one solution that solves multiple service delivery challenges and creates positive outcomes for your community.

Service Cloud provides one connected platform to deliver government information and services more efficiently, so you can focus on serving your residents while also consolidating systems, reducing siloes, and supporting remote/hybrid work.

With Service Cloud, you can...

- **Reduce frustration** by connecting residents to information and services without complex government structure or language, using their device of choice when most convenient to them.
- **Deploy and optimize digital services across government** to meet both organizational and unique department needs while also keeping up with resident expectations.
- **Recommend curated content** and promote relevant services, events, and programs to your community based on recent activity.
- **Analyze service data and sentiment information** to gain actionable insights to address service gaps, improve customer experiences, and develop a long-term digital government strategy.
- **Access full-service experience services** to upskill internal teams and design, develop, and manage programs that enhance constituent experiences across government channels.

Experience Services

Technology alone is not enough for organizations to improve service delivery, increase operational excellence, and engage their community. That's why Service Cloud, as part of Granicus' Government Experience Cloud (GXC) platform, provides ongoing Experience Services. Our Experience Services empower your organization with continuous support and strategic guidance, ensuring the successful delivery of resident-focused digital experiences. From implementation to ongoing optimization, our multidisciplinary team provides always-on expertise to level up your capacity and enhances the impact and efficiency of your programs, helping you achieve your goals at every stage of digital maturity.

With Experience Services, you also get access to a tiered service catalog and technical support framework that fits your organization's requirements, making it easier to implement Service Cloud and evolve as your community needs change over time.

Proven Customer Success | Clearwater, FL



The City of Clearwater, Florida, is committed to providing quality, sustainable, cost-effective municipal services that foster and sustain positive government experiences for residents. Using Service Cloud, Clearwater reduced walk-in traffic by digitizing services, rebuilt their website using a service-based information architecture and reduced web page counts,, making it easier for residents to quickly find the information they need.



70 Services
increased online
access by digitizing



Streamlined
the website from
1,000 to 455 pages
helping users find
information quickly



Implemented
service based
website navigation

Ready to get started?

Let us help determine which Service Cloud and Experience Services solution option best works for your organization.

Contact us

Key Capabilities

- Craft human-centered journeys to boost resident satisfaction.
- Design websites with easy navigation, plain language, and multilingual support to improve communication.
- Implement predictive search for quick access to information, making government more accessible.
- Go paperless to simplify service access, reduce frustration, and save time and money.
- Build community ties by promoting services and events based on recent activity.
- Use data to guide decisions and understand resident behavior and sentiment.
- Identify trends and improve services with benchmark data and analytics.

85%

of users who have negative overall experiences said they distrust government

36%

of users find government processes and interactions intuitive

75%

less likely for governments to receive negative responses when users experience a better customer experience

Engagement Cloud

Engage, activate, and connect with the public like never before.



The challenge

Governments are tasked with serving diverse populations with a wide range of needs and priorities. This responsibility, combined with the volume of critical information, programs, and outcomes agencies need to deliver makes achieving relevant and personalized engagement a significant challenge. It's more important than ever to move beyond generic, one-size-fits-all communications toward deeper relevance and dialogue.

What if you could...

- ✓ **Find and understand target audiences** through direct messaging channels, peer network access, unrivaled deliverability rates, and comprehensive zero-party and first-party data?
- ✓ **Inspire action by creating user journeys** that naturally guide your audience toward action and participation in key programs and services?
- ✓ **Access critical insights at every step** by categorizing audiences based on shared traits, interactions across different engagement channels, or the feedback they provide?
- ✓ **Nurture relationships and drive digital maturity** with access to consistent constituent experience and performance metrics to pinpoint and address gaps in strategy?

Deliver inclusive, proactive, and targeted customer experiences

The public expects great experiences across all channels. Engagement Cloud makes it easy to deliver engaging and tailored interactions – without the heavy lift. With built-in automation, AI, rich stakeholder insights, and Experience Services, you can safely connect with, hear from, and understand more people, including communities that fly under the radar.

With Engagement Cloud, you can...

- **Increase audience adoption and completion rates** for key agency programs and services.
- **Leverage human-centered design expertise** to craft compelling interactions based on audience personas, journeys, attributes, events, or actions.
- **Meet customers where they are** with automated, two-way conversational messaging across email, social, web, and SMS.
- **Capture clean, consented public data** for real-time insights and progressive contact profiles.
- **Use audience data to initiate rich, interactive conversations** tailored to individual contexts.

Experience Services

Technology alone is not enough for organizations to improve service delivery, increase operational excellence, and engage their community. That's why Engagement Cloud provides ongoing Experience Services.

Our Experience Services empower your organization with continuous support and strategic guidance, ensuring the successful delivery of resident-focused digital experiences. From implementation to ongoing optimization, our multidisciplinary team provides always-on expertise to level up your capacity and enhance the impact and efficiency of your programs, helping you achieve your goals at every stage of digital maturity.

With Experience Services, you also get access to a tiered Service Catalog and technical support framework that fits your organization's requirements, making it easier to implement Engagement Cloud and evolve as your community needs change over time

Customer Success | Ada County Highway District



Idaho's Ada County Highway District (ACHD) oversees more than 5,000 miles of roadways and bridges and undertakes hundreds of improvement projects each year. They wanted to streamline how they connected to Ada residents to collect input on the safety and maintenance of the county's roads, sidewalks, traffic signals, bike paths, and related infrastructure. With Engagement Cloud, ACHD retired its separate online survey tools that were disconnected from their website and created hours of unnecessary extra work.

Harnessing an integrated approach for digital surveys, outreach, and website led ACHD to new engagement and public education heights. The new approach led to significant outcomes, including: developing a consistent, professional brand identity; allowing citizens to subscribe to individual projects and not be inundated with unwanted information; and increasing awareness for job recruitment initiatives.



76%
engagement rate



52%
subscriber growth



160K
website views

Features

- Built for government use
- Unlimited agency users
- Access to Granicus' 330M+ email subscriber network
- Cross-channel publishing: email, social, web and SMS
- AI + Natural Language Processing
- Omnichannel engagement and sentiment collection
- API Integrations
- Civic insights dashboards
- Best-in-class security
- 24x7 emergency customer support
- Consultative support to help you attain your goals
- Access to industry-leading expertise and on-demand training
- Customer experience and performance benchmarking

Ready to get started?

Let us help determine which Engagement Cloud and Experience Services solution option best works for your organization.

Contact us

Operations Cloud

Recover time and resources for other projects



The Challenge

Outdated systems, manual processes, and staffing challenges create inefficiencies in government operations. These issues can erode trust and hinder important work.

What If You Could...

- ✓ **Provide better government experiences**, improve public participation and, ensure legal compliance?
- ✓ **Streamline operations** and neutralize complexity?
- ✓ **Move from resource-heavy manual processes** like spreadsheets and emails to automated workflows and connected digital systems?
- ✓ **Continually improve and simplify processes** to discover more operational efficiencies and cost recovery?
- ✓ **Lean on a partner** with deep industry knowledge, data insights, and tech skills?
- ✓ **Demonstrate ROI on technology investments** while attracting and retaining talent?

Operations Cloud transforms how government organizations adopt and use technology, replacing one-size-fits-all, out-of-the-box point solutions with connected technology, decades of government expertise, and tailored consultation based on deep data insights. Our solutions and operations experts help you uncover efficiencies, recover costs, engage more of the community, and avoid legal risks by staying in compliance – even as legislation and technology evolve.

With Operations Cloud, you can...

- **Select from best-in-class product solutions** to create a powerful, connected technology framework tailored to your organization's needs.
- **Maximize ROI** with scalable tools and services that streamline and automate repetitive tasks, freeing staff to devote time and talents to high-priority projects.
- **Improve public perception, trust, and transparency** and meet modern expectations to easily access critical information while decreasing public calls, walk-ins, and emails.
- **Expand reach and grow informed public participation** by establishing simple, direct, and accessible ways to provide feedback and engage in legislative processes.
- **Avoid risk and ensure legal compliance** using built-for-government solutions that support compliance, accessibility, and transparency.
- **Say goodbye to security worries** with protection from the expense and loss of trust associated with improper disclosures, hacks, and video bombing incidents. Gain confidence in confidentiality with best-in-government data security.

Key Capabilities

- >> **Highly-Configurable and Scalable Tech** for end-to-end meeting management and record requests, expertly implemented and aligned with time-tested best practices.
- >> **Powerful Agenda Automation** that helps you discover deeper efficiencies with industry-best workflows, subscription notifications, and legislative history tracking.
- >> **Simplified Meeting Management** with digital tools for elected officials and request-to-speak and commenting options for constituents. Save time with branded agenda and minutes templates, easy last-minute agenda changes, and one-click website publishing.
- >> **HD Video Tech that Exceeds Expectations** and meets accessibility goals with highly accurate transcriptions, spoken word content searching, and captioning options for every budget. Reliably and securely broadcast to websites and many other channels.
- >> **Worry-Free Record Request Compliance**, highly configurable to neutralize rising complexity and reduce workload with patented requester self-service, automated workflows, and email and video record redaction. Mitigate risk and centralize all record requests, including interagency, subpoenas, legal holds, and more.
- >> **Expert Analysis and Insights** with in-depth, knowledgeable user experience consultants to help you discover ways to improve processes and maximize value.

Customer Success | CA Orange County Sanitation



Before the Orange County Sanitation District found the Granicus easy button, they spent 12+ hours on every agenda packet (multiplied by ~50 packets/yr) plus 2 hours on every public record request. Public meeting attendance was low across the large area served by the 20-city district. Using Granicus solutions, the district saw:



87%

reduction in
agenda prep



92%

reduction in
PRR processing



Increase

in meeting
participation

Maximize limited resources with Operations Cloud

up to \$100k

and 35+ days of staff time saved

on meeting streaming and video
recording

up to 75%

less time spent managing agenda
preparation

30-60%

reduction in record request
processing time

up to 75%

reduction in time spent managing
ancillary boards and committees
and \$10K+ cost savings

Ready to get started?

Let us help determine which
Operations Cloud options works
best for your organization.

Contact us

Introducing Experience Services

Transforming Government with Strategic Services That Deliver Outcomes

Government Experience Cloud (GXC) from Granicus is a full-service partnership. With every GXC solution, your agency gains built-in **Experience Services** designed to ensure success in implementation and partnership long after go-live.

Why Experience Services Matter

Selecting the right technology is only the start of delivering exceptional government services. Unlike traditional vendors, Granicus embeds proactive professional services that solve critical challenges:

- ✓ **Staff turnover and skill gaps?** We help train and upskill.
- ✓ **Lack of internal alignment?** We drive cross-team cohesion.
- ✓ **Disconnected point solutions?** We unify your experiences.
- ✓ **Internal and external organizational changes?** We simplify compliance updates for new state and local requirements and support change management.
- ✓ **Slow ROI realization?** We accelerate time to value and maximize returns.

“Technology alone won’t improve government. It’s the strategic partnership that turns tools into impact.”

- Jerome Keene, Senior Planner, City of Delano, CA



What’s Included with Experience Services?

Granicus’ Experience Services team acts as an extension of your agency staff, featuring technical, strategic, and operational experts bringing best practices from decades of public sector experience. We’ve evaluated the services we’ve provided to hundreds of customers to give you access to the expertise that will drive the outcomes your staff and your constituents need.

- **Designated Experience Partner (XP):** Your strategic advisor across implementation and beyond.
- **Services Catalog:** A curated suite of expert-led consulting, trainings, and best practices available to you on day one of your go-live.
- **Elevated Technical Support:** Tailored assistance, performance reporting, and higher Service Level Agreements (SLAs) based on your needs.

Driving Real Results: How Experience Services Take the Anxiety out of Meaningful Digital Transformation



People-Centered Gains

- Rapid staff enablement & upskilling
- Greater job satisfaction
- Stronger internal ownership of outcomes
- Easier recruitment & retention



Process Efficiency

- Faster, smoother project delivery
- Reduced risk of failure
- Maximized return on investment (ROI)



Organizational Alignment

- Shared goals across teams
- Elimination of siloed execution
- Unified vision for digital transformation

Ready to Deliver Better Experiences to Your Community?

Choose GXC with Experience Services
Integrated, Impactful, Included.

[Contact us](#)

Experience Services are...

Included in every GXC solution

- ✓ **Tailored Implementation:** Customized setup to meet your specific needs.
- ✓ **Best Practices Library:** Access to a wealth of knowledge and proven strategies to target challenging areas.

Guided by an Experience Partner

- ✓ **Strategic Services:** Assistance with form design, agenda processes, video production and engagement, website architecture, campaign management, communications strategy, and workflow optimizations.

Accessed via annual service credits

- ✓ **Expert-Led Training:** Live, on-demand, and on-site sessions to upskill your team.

Supporting evolving needs

- ✓ **Boost Tech ROI:** Increase use, adoption, and ROI of investments.
- ✓ **Legal Compliance:** Adapt and align to changing fed, state, and local law.
- ✓ **24/7 Support Coverage:** Always available to address your critical concerns, including direct routing to live support specialists.

Government Experience Insights (GXI) Foundations

Objectively measure and benchmark sentiment and customer experience across audiences and community segments.



The Challenge







Public sector audiences are complex, made up of many different stakeholders with varying – and sometimes competing – priorities. Most governments often hear from a small, engaged group and use traditional methods to capture point-in-time feedback. However, these methods often fail to represent the evolving needs of the entire community and don't provide the insights required for meaningful decision-making.

Imagine If You Could...

- ✓ **Capture community feedback across the digital journey:** Gather real-time input at every stage with methods tailored to the context of each resident interaction, reducing lag time between feedback and action.
- ✓ **Understand public sentiment:** Analyze community attitudes to uncover opportunities and drive initiatives that foster transparency, participation, and digital transformation.
- ✓ **Measure and benchmark key metrics:** Evaluate performance across critical areas such as service delivery, digital maturity, trust, and public satisfaction.
- ✓ **Enhance engagement strategies:** Improve response rates, increase transparency, and gain the insights needed for human-centered innovation and community understanding.
- ✓ **Apply industry-leading methodology:** Use scientific methodologies and standardized data collection techniques developed through a decade of collaboration with governments and domain experts.

**Good public agencies ask for pulse checks.
Great ones act on them.**

Features

-  Scientific research method
-  Themed question bank
-  Embeddable tools
-  Aggregated, anonymized participation
-  Real-time contextual insights
-  Performance dashboard

Transform insights into meaningful action

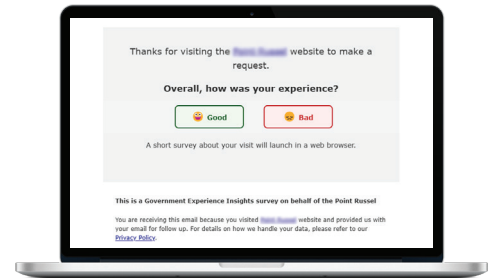
Granicus' GXI Foundations turns every website visit into an opportunity to gather valuable community insights. Leveraging intuitive, contextual engagement, coupled with research-backed questions and methodologies, GXI Foundations objectively measures critical success indicators – like community satisfaction and quality of life – to help local government leaders make decisions and track impact.

With Granicus you can...

- **Improve performance with real-time insights:** Key service delivery, digital maturity, trust, and public satisfaction themes ensure you're measuring what matters most.
- **Reduce the cost and manual collection of insights:** Identify and prioritize efficiency and optimization strategies while reducing the costs in time and resources spent on manual data collection and analysis.
- **Respond faster to constituent needs and feedback:** Always on, at-scale engagement ensures decisions are grounded in up-to-date public sentiment, not outdated assumptions.
- **Make a greater impact on the community:** Sentiment and demographic data ensure your initiatives drive meaningful outcomes across the entire community.

Why GXI Foundations?

- ✓ **Always-on, rapidly deployed measurement** across key themes.
- ✓ **Proven research methodologies**, backed by a decade of expertise.
- ✓ **Rich community segmentation** and analysis.
- ✓ **Effectiveness benchmarks** to compare performance with peers.



Initial results from an early adopter

6,720

projected CX & sentiment touchpoints based on an average of 140 submissions per week.

95%

of survey participants opted in to further surveys.

3 of 4

participants shared most, if not all, demographic data.

Ready to get started?

Get GXI Foundations for your local government.

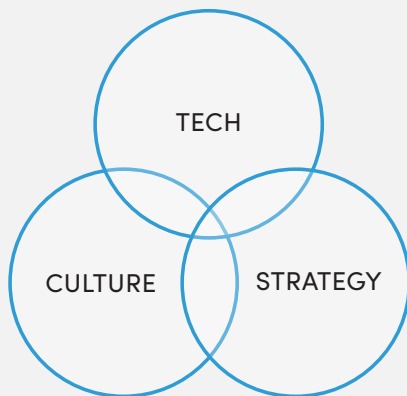
Contact us

Granicus Experience Group

Better Government Experiences, **Delivered.**



Three facets of a successful digital transformation:



Technology alone can't thrive without strategy.

You need a strategy to guide what to do, when to do it and how to say it, plus the data to back it up.

Your team also needs to develop an agile **culture**, ready to grow and change how things are done.

Offering expert guidance and support for your digital initiatives

We believe government can set a NEW standard for digital experiences. To make our online worlds more intentional, more connected, and more human. To create more equitable access for your whole community. But such meaningful experiences require more than the right technology.

The Granicus Experience Group (GXG) is our in-house digital agency. We use human-centered practices and a design-thinking approach to help governments better connect with the people they serve.

Your challenges, our services



You need to deliver results but don't know where to start.

Workshops: Our custom, collaborative Experience Center workshops can help your team solve complex problems and enable progress toward achievable goals.



You're responsible for a results-driven initiative.

Strategy and Program Planning: We design, develop and manage sophisticated programs to enhance the constituent experience across your owned channels.

Reporting: We analyze data throughout the program to discover meaningful insights around audience segmentation and message optimization.



Your team doesn't have the skills or bandwidth needed to tackle specific program goals.

Creative and Content: Leverage our digital content writing expertise like an extension of your own team for creating email or text messages, website content, graphics, videos, and more.

Training: Build up the skills of your own team with custom curriculums covering best practices for digital programs.

Virtual Experiences Centers



Our collaborative workshop approach offers **customized private workshops**, with facilitation to help your team:

- Build a digital transformation roadmap
- Develop audience personas
- Map a current state process and identify pain points
- Plan a content calendar
- Develop a governance process

“ Thanks for taking the farmer’s perspective, as it (oddly) gets lost in the shuffle.”

- Experience Center participant

The facilitator will design a custom set of design thinking activities for your team. Using what they know, your team will identify your audiences, find pain points, develop solutions or gain alignment.

At the end of your workshop, you will have a set of custom takeaways to continue discussions and plan next steps.

Get inspired

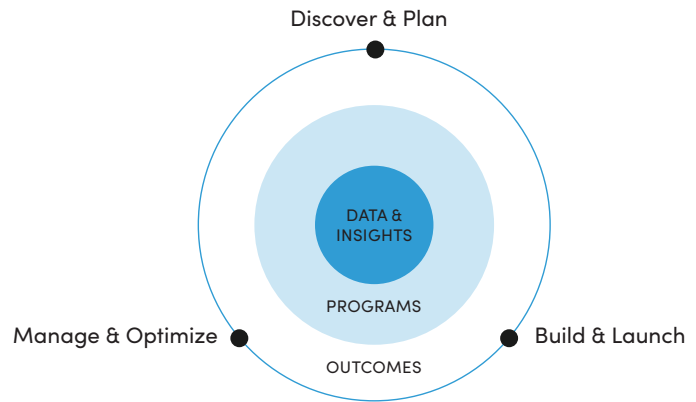
[See more customer successes](#) >

Our Approach

GXG follows an agile, flexible, and repeatable process that fuels digital and organizational transformation year-over-year.

We use data and insights to define an optimal communications experience, then we build and launch that experience, helping you mature your communications and programs over time.

Our multi-disciplinary core team will work side-by-side with you, as an extension of your team, to achieve your mission.



Case Study: Cover Virginia; Virginia’s Medicaid, FAMIS

Challenge

In May 2018, Virginia lawmakers expanded Medicaid health care options to close to 400,000 newly eligible adults statewide.

Solution

Create a digital outreach program with information on how to apply for coverage, eligibility guidelines and what to expect during the application process via email and text.

Outcome

Department of Medical Assistance Services saw a direct correlation between communications efforts and enrollment.

250K

Adults enrolled 2019

400K

Adults enrolled 2020

117K

Subscribers

Transforming the Digital Resident Experience

Granicus delivers research-based, results-driven websites that meet the unique needs of government agencies.



The Challenge


The digital needs and expectations of residents are changing, and government websites are no exception. To support informed and engaged residents, governments must provide simple, accessible, and secure ways for their residents to engage. Offering a variety of transformative website options that meet the varied needs of our customers, Granicus is helping governments serve better, from the initial launch of a website well into the future.

Reduce Costs, Improve Efficiency

Websites are the starting or ending point for nearly 2/3 of all government interactions. Your organization can save time and money and enhance the user experience by helping residents easily find the information and tools they need to complete tasks online.

Cost by Channel


Face-to-face

 **\$12.90**
per request

Correspondence

 **\$9.79**
per request

Telephone

 **\$3.16**
per request

Online

 **Only cents**
per request

WHICH PACKAGE IS RIGHT FOR YOUR ORGANIZATION?

ESSENTIALS	ENHANCED	ADVANCED
<p>The Essentials Package is ideal for organizations that:</p> <ul style="list-style-type: none">• Have limited or constrained staff capacity• Need a shorter timeframe for website launch• Have a lower website budget as a high priority• Want to ensure they meet best practices and launch an efficient and easy-to-use website• Aren't looking for specific website configurations and outcomes	<p>Our Enhanced Package best serves organizations that are:</p> <ul style="list-style-type: none">• Looking for a human-centered design approach• Seeking a robust and data-driven user experience to the website design process• Want to enhance user self-service, transparency, and civic engagement• Have more flexible budgets and website development timelines	<p>The Advanced Package works well for entities that:</p> <ul style="list-style-type: none">• Want a website development partner that provides a high-touch, consultative approach to research and design• Have specific website design needs or unique configurations• Are interested in redefining website best practices through in-depth training opportunities• Willing to invest increased time and budget to achieve the desired long-term outcomes

Key Features

- Simple, low-code/no-code solutions
- Data-driven content and design
- Flexible content templates and tools
- Library of pre-designed templates, optimized for common government website pages
- Custom approval processes and workflows
- Multi-channel publishing
- Mobile responsive for common devices
- Granicus Experience Group (GXG) Website Consulting Add-On

Technology Built for Government

- Training and ongoing support
- Template library
- Third-party software integrations
- Robust reporting and analytics
- ADA/WCAG compliance
- Best-in-class security
- State-of-the-art hosting infrastructure: 99.9% uptime
- 24/7 customer support

Built for Government Efficiency and Resident Satisfaction

Designed by industry experts and informed by in-depth user research, Granicus websites deliver the balance of efficiency, design, and accessibility that modern governments need. Our experts are with you every step of the way to remove guesswork, get results, and ultimately create positive, engaging experiences for residents and visitors. From a quick launch to unique website configurations to something in between, Granicus is the right partner for government.

With Granicus, you can...

- ✓ **Launch research-based, data-driven websites** that are purpose-built for the unique needs of government.
- ✓ **Quickly connect residents with the information they need** using innovative website tools that simplify government language and processes.
- ✓ **Empower staff at all levels** to create and update website content with a simple and intuitive content management system.
- ✓ **Be confident** that websites meet modern security, design, accessibility, mobile responsiveness and compliance best practices.

Customer Success

Olathe, Kansas takes pride in transparency and data-driven decision-making. After working with Granicus experts, Olathe transformed their website into a virtual city hall, resulting in better-informed residents and improved efficiency within city departments.



12%

Direct Traffic Increase



136%

Visitor Increase



51%

Mobile Users

“Granicus helped us simplify our website content to make it easily consumable for citizens.”

- Ed Foley, Management and Budget Services, Olathe, KS

govService OpenForms

Simple, Intuitive Online Forms and Workflows



SERVE FASTER, SERVE BETTER

“ We saw 48 forms submitted in one month... That saved us two physical court hearings, which is a huge cost saving.”

- Crystal Sprague, Court Administrator, Kansas City, Kansas

Explore Ways to Use OpenForms

- Customer Requests
- Applications
- Registration Forms
- Payments
- Bookings
- Permits
- Calculators
- Self-service

The Challenge

Most interactions between residents and government happen at the local level.

Whether requesting a pothole repair, starting water service, or ordering a new trash bin, governments process thousands of resident requests every day. That's why cities and counties need an effective way to digitize workflows and services.

But how can governments create easy-to-use solutions that accommodate complex resident and staff needs while still being flexible enough to integrate with existing systems?

What If You Could...

- ✓ **Create online forms and workflows** using drag and drop functionality? Modernize outdated processes to provide a digital government experience that can rapidly respond to residents and increase engagement?
- ✓ **Encourage more resident self-service** and significantly reduce time spent on call center and in-person interactions?
- ✓ **Translate complex business logic** into simple “wayfinding” or digital tools to help residents ensure they are eligible?
- ✓ **Allow staff to build custom solutions** without tech skills or time-consuming customizations?

Transform the Digital Journey with OpenForms

OpenForms provides the functionality modern governments need to transform their digital customer journey. Built with and for governments, Forms converts even the most complex processes or multi-page forms into an intuitive online experience with automated form flows based on customer responses.

Key Forms Features

- Drag and Drop Form Creation
- Smart Form Logic, such as Groups of Fields and Office Only Fields
- Seamlessly Integrate with Digital Payment Providers
- Unparalleled Security Made for Government

Usability and Accessibility

- Accessibility Compliant (ADA)
- Mobile Friendly
- Cross Device Compatibility
- Multilingual
- Built-in Save and Continue
- Real-Time Form Validation
- Online Help

Efficient Forms Management

- Automate Form Workflow
- Drag and Drop Review and Approval Process
- Actionable Email Notifications
- Connect to Existing Systems

Additional Services Available

- Integrate with Microsoft Azure Active Directory for easy user management

From Simple to Complex, OpenForms Can Help

- ✓ **Transform any service** by rapidly converting even the most sophisticated PDFs, paper forms, and offline processes into online forms, without the need for coding.
- ✓ **Simplify submissions** with a service that is secure, accessible, mobile-friendly, and easy to use for everyone.
- ✓ **Automate workflows** with drag-and-drop design to assemble an approval path that automatically routes submissions to the right people and departments.
- ✓ **Increase transparency and keep residents notified** as their request progresses through the entire workflow process to closure.
- ✓ **Measure and improve a resident’s experience** by visualizing their journey, identifying bottlenecks, and leveraging actionable insights to refine the process and further increase self-service.

Proven Customer Success



When city-wide COVID-19 restrictions went into effect in Kansas City, KS, courts had to close their doors to in-person service. With the help of OpenForms, court staff and judges were able to quickly adapt justice processes online, implement policy changes, and inform the public.



4

Hours vs. 4 weeks
of time saved
in Online Traffic
Pleas



48

Online Traffic
Pleas forms
submitted in the
first month



2

full public hearing
sessions saved
through online
submissions in
one month

“As a department head, I can now work with our judges to implement policy changes in minutes, not days or even months. I can build a form in govService OpenForms and make it go live on our website tomorrow.”

- Crystal Sprague, Court Administrator, Kansas City, Kansas

SIMPLEVIEW CMS

Don't settle for anything less than **Simpleview CMS**

Create, manage, and deliver dynamic visual experiences — get a superior user experience on one dynamic platform.

LET'S TALK

Your content management software solution is simple.
It's Simpleview CMS.



Made with purpose, defined by the industry

Our fit-for-purpose platform was built by the industry for the industry with DMO-friendly features, including modules that give you enhanced flexibility and control over your website updates, such as event calendars, partner listings, and a form builder.



Demonstrate value to partners

Show the value your DMO website provides partners through the reporting of referrals, impressions, and website traffic. Seamlessly link to partners within content and available modules to drive an increase in visitors.



Future-proof your content strategy

Our headless, SaaS CMS will future-proof your content strategy and let you engage your audience wherever they are. As technology evolves and new platforms emerge, your content will adapt seamlessly without being constrained by specific presentation formats.



Discover the integrated impact of Simpleview CRM + CMS

Simpleview CMS offers more than 45 web modules, industry-leading partnerships, and integrations to meet your needs and maximizes the data already stored in your CRM to display the best possible version of your destination.



LILLY KELLY

Director of Marketing | Visit Anchorage

It's been such an amazing experience to have the new CMS, to be able to manage the system so much more efficiently in-house, and to have that great synchronization of information between the CRM and CMS."

Give your destination the **content management system it deserves.**

- We designed the platform to be **100% future-proof**, enabling agile innovation and cultivating growth
- We leverage cloud-based integrations and implement **AI-backed technology** for smarter, faster work
- We integrate and partner with top providers to **bring you the best** the industry has to offer — more than 13 major partners
- **We empower you** to control your content and updates while maintaining flexibility
- Our first-in-class, **expert support team** is ready to help you every step of the way
- We participate in the tourism community as well as the tech industry, **ensuring you stay ahead** with cutting-edge advancements

LOS CABOS

LAS
Vegas

MILWAUKEE

NORWAY
POWERED BY NATURE

Give your destination the **CMS it deserves.**

Simpleview is a leading provider of CRM, CMS, website design, digital marketing services, and data insights for convention bureaus, venues, tourism boards, destination marketing organizations (DMOs), and attractions. The company employs staff across the globe, serving clients of all sizes, including small towns, world capitals, top meeting destinations, and countries across multiple continents.

Discover your complete solution to future-proof your content and show value to your partners with Simpleview CMS.

LET'S TALK

+1 520.575.1151
SIMPLEVIEWINC.COM

Engage Your Audience, Drive Action

Email, Social & Text Messaging Solutions



The Challenge

These days, updating a webpage isn't enough. To achieve your goals as a government communicator, you have to engage with your diverse audiences everywhere you can: In email inboxes, on mobile devices, through social media. Defining a communication strategy that hits the most relevant audience, managing the volume of messages required across your organization, and ensuring you have the right approvals and security can be a challenge.

What If You Could...

- ✓ **Improve engagement** by sending the right message, at the right time, via the right channel?
- ✓ **Grow your audience by 250%**, on average, by letting subscribers opt-in to all the information that matters to them?
- ✓ **Ensure your messages are received** while complying with security regulations and policies?
- ✓ **Spend less on marketing and lighten your workload** by managing all digital communications through one mobile-friendly platform?

Secure Better Engagement With govDelivery

The govDelivery solution is the first FedRAMP-authorized digital engagement platform for email, social, and text communications. It's easy to use, more affordable than traditional advertising, and trusted by every federal agency. Additionally, 500 state departments and thousands of local communities use govDelivery to reach, engage, and serve constituents. Plus, the Granicus Subscriber Network promotes your organization through a millions-strong opt-in subscriber network of customers who could be interested in related government content, ensuring immediate impact.

Increase Engagement

500%

more public engagement when using multiple digital channels.



Investing in Granicus was a game changer. Now, we connect with people in need and as a result see at least a 4x return on our investment."

- Sean Bennett, Director of Marketing & Outreach, Making Home Affordable

With govDelivery you can...

- ✓ **Write once, publish everywhere** – post email, social media, and text messages with the click of a button.
- ✓ **Instantly drive more relevant subscriptions** through the Granicus Subscriber Network of more than 330M people subscribed to receive the messages they want most.
- ✓ **Protect subscribers data** by using the first cloud communication platform authorized by FedRAMP (also a DoD Trusted Sender).
- ✓ **Optimize your strategy** with advanced analytics that provide key insights and support from our team of digital communication experts.

Customer Success



The National Highway Traffic Safety Administration (NHTSA) uses govDelivery's Targeted Messaging

Service (TMS) to improve safety by connecting tens of millions of Americans with important vehicle and product recall information. [Read the full story >](#)



6.2M

Targeted Messages Yearly



99%

Deliverability



3X

Open Rate

“govDelivery TMS is definitely a success for our agency. We're able to reach consumers more quickly and reliably. I would recommend anyone with a similar need or circumstance to switch to TMS.”

- Gopal Rajanala, Director of Information Management, NHTSA

govDelivery Features

Obtain Subscribers & Drive Interest in Your Mission

- Sign-up Box
- Text-to-Subscribe
- Website Overlay
- Quick Subscribe Pages
- Granicus Subscriber Network

Engage & Drive Action

- **Targeted (1:1) email or SMS notifications** to drive channel-shift behavior and promote activities.
- **Cutting-edge data mesh architecture**, artificial intelligence, and machine learning to provide scale, security, and personalization.
- **Advanced analytics, data pipelines and dashboard templates** to provide a comprehensive view of the organization experience.
- **Two-way conversational SMS**, powered by AI/ML, with natural-language processing and expert services to design the experience and data-capture strategy.

Continually Improve

- Robust Reporting & APIs
- Link Tracking Parameters

Get Inspired

[See more customer successes](#)





EngagementHQ

Essential software for changemakers



Don't guess. Know.

EngagementHQ is the world's leading community engagement platform, where robust 21st-century democracies are built through courageous questions and meaningful answers—turning community input into valuable insights, removing barriers to engagement, and reducing the time to a decision.

EngagementHQ helps you...

- ✓ **Make informed decisions** – Purpose-built analytics let you see who is informed, aware of, or engaged with your project. You can categorize responses, identify areas of interest, determine critical issues and missing demographics, and tailor outreach accordingly.
- ✓ **Get more people involved** – Go beyond talking to the same ten people and meet participants where they are with embeddable and purpose-built tools, social sharing, SMS, YouTube streaming, smart search, and private and public participation modes.
- ✓ **Report back to your community** – EngagementHQ doesn't just organize your community engagements – it delivers what you need to execute them end-to-end. With real-time visibility, email, and SMS for closed-loop communications and project update subscriptions.
- ✓ **Save time and resources** – Compile a unified view of your community and streamline internal review and approvals processes with draft sharing, templates, and project previews. Access best-practice guides, dedicated helpdesk, 24/7 support, and trained moderators.
- ✓ **Fast-track moderation and security** – Real human moderators protect you, your team, and your community against inappropriate behavior. Our unwavering commitment to accessibility and security means you can focus on building connections while we focus on compliance.

You helped us quickly gather information from the community, especially groups and populations that do not come to the in-person meetings."

– Chris Meschuk, City of Boulder, Colorado

EngagementHQ has been a hit in our community, helping to turn innovative ideas into reality!"

– Dannette Robberson, Town of Parker, Colorado

Magnify your impact with features designed to give you control, visibility and flexibility



Coordinate your engagement program – Utilize team access controls and draft sharing for easy creation, review, and approval.



Collect and connect community feedback – Leverage a range of tools across channels from Forums to Surveys, Ideas, Places, Q&A, and Polls.



Uncover actionable insights – Understand the sentiments of thousands of written responses in a single click using artificial intelligence.



Manage participant relationships – Access a central database to identify, segment and personalize communications for hard-to-reach voices.



Rely on 24/7 moderation – Trust expert moderators to protect you and your community against bullying, heckling, and inappropriate behavior.



Connect your favorite tools – Align your technology stack and integrate communication and participatory budgeting tools.



Simplify security and compliance – WCAG 2.1 | ISO27001 Certified | Quarterly security audits and strict data access rules

EngagementHQ: Proven technology

12,000+

practitioners across
5 countries

11 million

participants

1,000+

public sector customers
around the world

14 years

of experience partnering
with governments to engage
communities



A Solution for Every Situation

Agenda, Meeting, Video, & Board Management Solutions



The Challenge

As a clerk or meeting manager, we know that you have many responsibilities, but the public meeting process consumes an inordinate amount of your time. Compiling agendas with the proper approvals, recording meeting votes and minutes, and sharing those with your community members using processes that are outdated, inefficient, and costly can be a frustrating diversion from more meaningful work.

INCREASE EFFICIENCY:

600 Hours

lost yearly from printing and distributing public meeting agendas.

What If You Could...

- ✓ **Reclaim time** to focus on what matters most by automating manual meeting processes?
- ✓ **Run meetings effortlessly** by capturing minutes digitally, tracking motions and votes, and streaming video?
- ✓ **Better serve your constituents** by giving them one digital place with everything they need to participate?

“ govMeetings took a lot of work off my plate, and it made things clearer for the public. We have enhanced civic engagement, increased transparency, and improved accessibility.”

Laura Reams, City Clerk,
Hyattsville, MD

Run Perfect Meetings With govMeetings

With govMeetings solutions, you can streamline the entire meeting process. You can dramatically reduce staff time, provide easily accessible meeting information to constituents, and run the perfect meeting. Join over 2,400 other government organizations who use govMeetings to simplify public meetings—start to finish.

With govMeetings You Can...

- ✓ **Automate the end-to-end meeting process** – easily build digital agendas, capture in-meeting actions & automatically record minutes into public record.
- ✓ **Improve collaboration and decision-making** with a digital agenda app for board members, including convenient research and annotation capabilities.
- ✓ **Provide a central online meeting location** where constituents can search, find, and review meeting videos, agendas, minutes, and more.
- ✓ **Meet compliance requirements for accessibility and security** by optimizing meeting content for your website.

Customer Success



Instead of losing valuable hours to printing, assembling, and distributing agenda packets, the Village of

Snowmass uses govMeetings to increase transparency and save time and resources.



16X

Faster agenda prep by eliminating repetitive manual work



\$7,000

Recovered annually by digitizing the agenda process



24 Days

staff time saved yearly through automation of agenda management

“ Time has been the biggest benefit of govMeetings. It makes my job so much easier, and I can focus on other things. I never have to stay late anymore.”

- Rhonda Coxon, Town Clerk - Snowmass Village, CO

FEATURES & SERVICES:

PRE-meeting

Automated preparation

- Simplify boards & commissions management
- Automate agenda creation & approvals
- Collect digital public comments

IN-meeting

Streamlined facilitation

- Capture meeting minutes, roll calls, actions & votes
- Live stream, record, and index public meetings for greater engagement
- Manage public requests to speak digitally
- Improve community accessibility and participation with meeting close captioning, transcription, and translation services

POST-meeting

Simplified sharing

- Finalize meeting minutes quickly
- Automate publishing to a public portal
- Enable social sharing & notifications

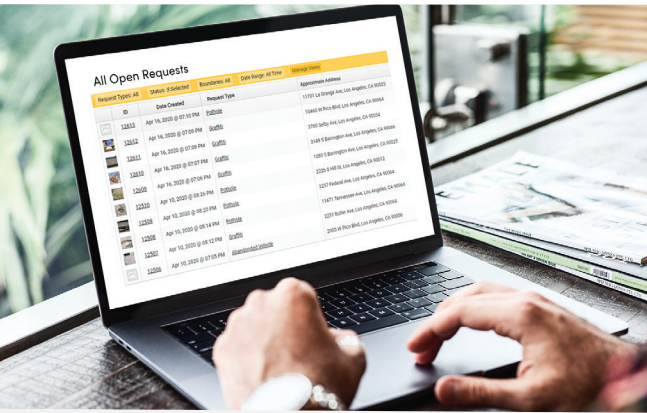
Granicus Meetings: A Solution for Every Situation



About Granicus: More than 6,000 government agencies use Granicus to modernize their online services, web presence, and communications strategies. We offer seamless digital solutions that help government actively reach, inform, and engage citizens on the first unified civic engagement platform for government.

OneView: Part of Granicus Digital Services

Connecting residents and local governments to strengthen communities



BENEFITS

- Reduce inbound calls and walk-ins by 35% or more
- Spend 25% less time fulfilling service requests manually
- Retire outdated service delivery solutions, driving down long-term IT costs

The Challenge

The challenges facing governments today are daunting. Leaders face rising customer expectations, operational disruption, and budget uncertainty. Governments have adopted numerous digital solutions but struggle to deliver better customer service and streamlined operations. Staff are left with poorly integrated technologies that require manual processing for even routine tasks. Residents are left with a confusing mix of online services that are hard to find or use, leaving them with underwhelming customer experience. To thrive today, leaders must make the work of serving residents less tedious and less expensive.

What if you could...

- ✓ **Automate 311 Service Requests:** Enable residents to request information or services online and report issues via a web portal, mobile app, email, or by phone.
- ✓ **Communicate with Residents:** Keep residents up to date on service requests and send notifications about upcoming events using one system.
- ✓ **Efficiently Manage Internal Processes:** Automate workflows, assign service requests to the correct department, and integrate with existing systems to complete work orders and maximize efficiencies.

KEY FEATURES

- **Case Management:** Manage service requests with ease, including specific request details and photos, to remove any guesswork
- **Workflow Automation:** Design workflows, automate processes, and integrate with existing systems to decrease training time and maximize efficiencies
- **Mobile App:** Use our user-friendly, brandable mobile app to encourage residents to self-serve and increase engagement in your community
- **Contact Profiles:** Easily access a snapshot view of residents using their contact profile, including a history of service requests, phone calls, emails, appointments, and cases
- **Reporting and Analytics:** Understand how and why citizens are interacting with government through at-a-glance dashboards and in-depth reports

With OneView You Can...

OneView provides government the tool they need to adapt to changing resident expectations. A centralized, 311 solution offers omnichannel options for residents to report and track service requests, learn about programs and events, and more. As requests are received, they are automatically routed to appropriate local government stakeholders to be fulfilled, with automated updates keeping residents informed along the way.

Capturing interactions centrally allows leaders to easily reference and share broader insights with in-depth reporting and analytics. OneView's web portal and brandable mobile app can help simplify, modernize, and automate to serve communities better than ever.

Additional Capabilities

OneView also offers the following add-on services:

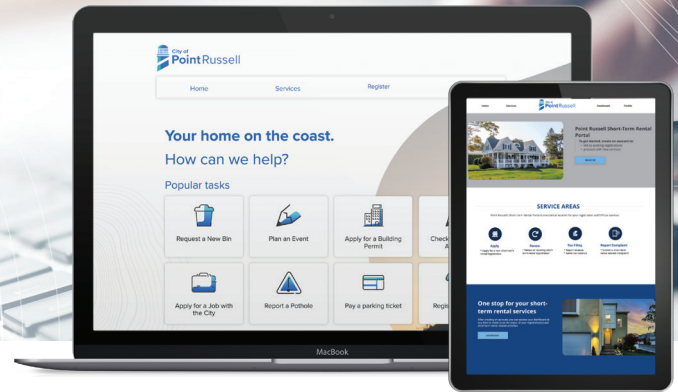
- ✓ **Messaging:** Interact with citizens on their preferred device with a mass notification system designed for everyday community connections.
- ✓ **Knowledge Base:** Help communities self-serve by providing answers to frequently asked questions and information requests on any device.
- ✓ **Waste Reminders:** Keep citizens informed of scheduled pickups with automated, geofence-based alerts.

Ready to get started? [Get in touch today.](#)

govService Host Compliance

STR Portal

Easiest Short-Term Rental Mobile Permitting
& Tax Collection for Government



DID YOU KNOW?

50%+

of STR hosts prefer to handle their business from mobile devices?

MOBILE PERMITTING & REGISTRATION BENEFITS:

- Streamlined annual renewal process
- Branded outreach for swift compliance
- Fully customizable and configurable processes to meet specific registration requirements
- Ease of use, error-proofing, and legal compliance
- Higher compliance rates and increased efficiency
- Better data for enforcement
- Mobile optimization and responsive design
- Clear and easy-to-read instructions and navigation

Challenges

The number of short-term rental (STR) properties listed on platforms, such as Airbnb, has grown 15x since 2011. While communities have turned to regulations and enforcement to stem the negative impacts from short-term vacation rentals, traditional permitting and application processes have failed to keep up with the accelerating demand for digital services. Many communities struggle to enforce permit/registration compliance as tech-savvy short-term rental hosts are less likely to voluntarily visit a government office to fill out paper applications.

What If You Could...

- ✓ **Give staff and residents a user-friendly and easy-to-administer solution** for the registration of any non-compliant STRs?
- ✓ **Simplify outreach** with personalized communication that connects owners with online STR license applications?
- ✓ **Recover untapped revenue potential** in the thousands or millions?
- ✓ **Save staff time and resources** by reducing errors with a robust document management system that educates applicants on STR requirements?
- ✓ **Easily scale up expansion of other digital government services beyond short-term rentals** in a single, centralized portal branded to match your website?

Simplify Short-Term Rental Compliance

The STR Portal from Granicus brings together features from the best-in-class Host Compliance Mobile Permitting and Tax Compliance modules in a single, convenient portal to simplify processes for property owners and staff.

DID YOU KNOW?

<10%

of STR owners voluntarily register and pay all owed taxes?

THE TAX COLLECTION ADVANTAGE:

- Securely enable payment of transient occupancy tax (TOT) online via debit, credit card, or e-check (ACH)
- Property owners can pay from a variety of devices
- Deposit all funds directly into the city/county bank account via daily direct deposits
- Integrated credit/debit card payment functionality
- Ability to collect electronic signatures
- Fully customizable and configurable forms

Built on the highly configurable, cloud-hosted Granicus platform, the STR Portal can be the foundation for your future digital service transformation.

WHAT OTHER DIGITAL SERVICES ARE YOU LOOKING TO OFFER YOUR COMMUNITY?

The STR Portal offers instant scalability to other government service solutions from a centralized, mobile-friendly app branded to match your website. Easily expand your digital services beyond short-term rentals to sanitation, water, streets, transportation, licensing, and more.

With Granicus STR Portal You Can...

- ✓ **Save staff time** by automating the flow of approval tasks related to permitting, renewals, and tax filing such as planning signoffs, financing validation, and building inspections.
- ✓ **Improve STR property owner/manager compliance** by providing convenient, online tools that also reduce the number of status inquiry calls and emails you manage.
- ✓ **Recover up to 20X more revenue** from the STR market by increasing regulatory tax and permit compliance.
- ✓ **Increase community engagement** and satisfaction with “one-stop shop” online government services.

Features & Services

For property owners:

- Online user account creation
- Dashboard linking real-time status of registrations and compliance user account
- Online property management including permit registration, fees, payments, and renewals – with convenient approval workflows
- Online revenue reporting and tax filing
- Manage registrations and tax filings individually or in bulk

For staff:

- Real-time, two-way communications in a centralized portal to reduce call volume and cumbersome email tracking
- Case viewer approval workflows (approve, deny, request information, view responses)
- Allow tax filing with online payment at time of submission for faster collection of revenue owed – deposited directly into the city/county bank account
- Customer Service Hub: registrant notifications of certificate expirations

Optional configurations:

- Sold property deactivation request with approval workflows or real-time, online deactivation (where permitted)
- Can support multi-step tax filing convenience for property owners; allowing them to file earning documentation for review and invoice generation before submitting online tax payments

Public Record Request Management

Automated Workflow for Government Compliance

When the public, journalists, lawyers and other governments request documents from you, the countdown begins. Manually tracking complex, voluminous requests to stay compliant is stressful and not secure – litigation looms. Automation is key. GovQA simplifies secure collaboration and compliance with all internal and external parties from intake to final reporting.



Intake

- **Public portal** with smart intake forms reduces clarification delays and streamlines routing.
- **Patented deflection** tools deliver requested information in-line and before a request is submitted for reduced request volume and workload



Vet

- **Secure admin portal** for automated communications
- **Link duplicates** to eliminate redundant work
- Create **estimates/invoices**



Gather & Track

- **Tiered request processing** makes it easy to collaborate, delegate, and track complex requests
- At-a-glance **status indicators** and in-app **Notification Center** reduce email clutter
- **Exchange Requests™** allow you to securely gather information from external agencies and non-government entities (like attorneys)
- **Laserfiche integration** saves time and improves security when importing potentially responsive records



Review

- **In-tool Redaction™** with email extraction increases security and reduces steps to successful redaction
- **Text search, pattern match & redact similar** eliminate accidental release of PII
- **Automated exemption logs** ensure compliance



Respond

- **Configurable templates** for standardized, secure release of files to the public portal
- **No file size limitations** means no stress in dealing with large files



Report

- **Dashboards & full audit trail** make reporting easy
- **Customize and schedule reports** for a big picture understanding of your organization's status

[Learn More](#)



SmartGov

SmartGov™ is a configurable, cloud-based licensing and permitting solution for local and state jurisdictions that promotes revenue growth, citizen confidence and cost savings in one easy-to-use platform.

How does it work?

Manage permits, business licenses, inspections, code enforcement, planning and reporting with customizable plan review, permit routing flows and forms that enhance operational efficiency, reduce labor costs and engages your community on the web or mobile platforms.

Maximize efficiencies

SmartGov integrates with vendors who support a Hosted Payment Page (HPP). An HPP integration offers checkout/payments forms that are SAQ-A compliant and allows SmartGov to pass all the payment data to the HPP for final processing. Once completed, the receipt information is passed back over to SmartGov to be stored appropriately and securely.

Increase citizen confidence and satisfaction

Build a stronger connection with your community while saving time and money by allowing citizens to complete applications and check real-time status updates online 24/7. This way citizens can work with you anywhere, anytime.

Improve safety

Make requests and applications easy to submit and maintain more reasonable response times to ensure citizens follow through with proper permitting procedures and work is done safely. With automated code enforcement, compliance is enforced more quickly and accurately, minimizing violations and increasing public safety.

Customize your community and internal experience

Build a stronger connection with your community while saving time and money by allowing citizens to complete applications and check real-time status updates online 24/7. This way citizens can work with you anywhere, anytime.



The ability for increased collaboration and accountability across departments has allowed for staff to process permits more efficiently with a smaller number of staff than in previous years, leading to increased efficiency in the use of taxpayer dollars.

– Jerome Keene
Senior Planner, City of Delano, CA

Implementation and Support

We provide our best service so you can do your best work.

Legendary Support Team - Included	All SmartGov Software clients have unlimited access to our Legendary Support Team
	Reach support via phone, email or chat for immediate answers
Implementation Support - Included	Orientation call to establish objectives and answer questions
	One-on-one implementation consultation with your client engagement team member
	Unlimited access to our Learning Management System
	Project collaboration tool for implementation management

Our Service Pledge to You



Phone calls answered within 3 rings



97% client satisfaction rate



Support emails answered within 1 hour



Always speak to a human

About Granicus

Granicus is the global leader in customer engagement and experience technologies and services for the public sector. By simplifying interactions and communicating critical information, Granicus brings governments closer to the people they serve—driving meaningful change for communities around the globe.

AMANDA

Helping government of all sizes digitally transform critical business processes.



The leader in modern digital service delivery

Granicus and AMANDA together can accelerate the digitization of any government process with the first and only civic engagement platform, now with Amanda best-in-class, highly configurable technology.

What If You Could...

- ✓ **Digitize Complex Processes Improve Citizen Engagement:** Digitize global Permitting Compliance and Licensing (PCL) and Freedom of Information (FOI) processes including land and construction management and professional and business regulation.
- ✓ **Modernize Staff Workflows:** Automate and simplify a wide range of civic services for your employees; centralize customer, property, asset & other data types in a single portal.
- ✓ **Increase Mobile Workforce Productivity:** Enable employees to complete entire inspections in the field with mobile devices.
- ✓ **Communicate Across Channels:** Automate customer alerts, notifications, and reminders with integrated communications that span web, email, and SMS.
- ✓ **Grow Your Target Audience:** Leverage the govDelivery Network of 300M subscribers to support shift to online, self-service channels.

Leading governments use AMANDA to manage regulatory functions and citizen services, including:



Expanded Digital Services for Government Agencies

With our collective expertise and interoperable platform, our customers will gain access to the most advanced and comprehensive technology offered in the public sector, supporting:

- Permitting & Compliance
- Licensing
- Freedom of Information
- Grants Management
- Inspection and Code Enforcement
- Land Development Plan Review

Sample PCL use cases include:

- Business Licenses
- Cannabis, Alcohol, and Tobacco
- Environmental Protection
- Gaming
- Food Safety
- Hunting & Fishing
- Professional Trade Registrations
- Waste Management

The largest community of government professionals:

- 6,000 customers
- 330 million subscribers
- 1,200+ employees



GRANICUS

**Empowering Modern
Digital Government**

References
and Experience

Section 4 – References and Experience

C. References and Experience (20 points)

1. Provide a brief history of the supplier, including year it was established and corporate office location.

Granicus was founded in **1999** and is headquartered at **1999 Broadway, Suite 3600, Denver, CO 80202**. Over the past 25+ years, Granicus has evolved from a single-product company into a global leader in digital government solutions. Our growth has been driven by a combination of organic innovation and strategic acquisitions that have expanded our capabilities across civic engagement, service delivery, and operational transparency.

Key milestones in Granicus' growth include:

- **Expansion into digital communications** with the acquisition of **govDelivery**, enabling large-scale, secure email and SMS outreach.
- **Enhancement of public records and compliance capabilities** through the acquisition of **GovQA**, the leading provider of FOIA and public records request management software.
- **Strengthening of community engagement tools** with the acquisition of **Bang the Table**, creators of **EngagementHQ**, a platform for inclusive, two-way public consultation.
- **Growth in permitting, licensing, and code enforcement** through the acquisition of **SmartGov** and **AMANDA**, expanding Granicus' footprint in regulatory and land management solutions.
- **Expansion into short-term rental compliance and tax automation** with the acquisition of **Host Compliance**.
- **Enhancement of CRM and 311 service request management** through the acquisition of **Rock Solid Technologies**, now part of the **govService OneView** suite.

These acquisitions, combined with continued investment in R&D and customer success, have positioned Granicus as the only provider of a fully integrated **Government Experience Cloud**—a platform that unifies communications, engagement, service delivery, and operations for over **7,000 government organizations** worldwide.

2. Describe supplier's reputation in the marketplace.

Granicus is widely recognized as a trusted and innovative partner to government agencies. The company has been named to the **GovTech 100** list by *Government Technology* magazine for multiple consecutive years and maintains a **98% client retention rate**. Our reputation is built on delivering secure, scalable, and user-friendly solutions that help governments modernize operations and improve transparency.

3. Describe supplier's reputation of products and services in the marketplace.

Granicus products are known for their reliability, accessibility, and measurable impact. Solutions such as **govDelivery**, **govAccess**, **govMeetings**, **govService**, and **EngagementHQ** are used by thousands of agencies to streamline communication, manage digital services, and enhance public engagement. Customers consistently report high satisfaction, with an average rating of 9 out of 10 across implementations. Granicus also supports over 250 award-winning government websites.

4. Describe the experience and qualification of key employees.

Granicus employs over **2,000 professionals** globally, including engineers, project managers, UX designers, and public sector strategists. Many team members hold certifications such as PMP, WebAIM WCAG, CCNA, and ATD Master Trainer. The leadership team brings decades of experience from government, software, and civic technology sectors, ensuring deep domain knowledge and a strong commitment to client success.

5. Describe supplier's experience working with the government sector.

Granicus is **100% focused on the public sector**. Our solutions are purpose-built for government workflows and compliance standards. The company has successfully partnered with federal, state, and local agencies on digital transformation initiatives, including communications, permitting, licensing, agenda management, and public records. Granicus supports **48 of the 50 most populous U.S. cities**, over **2,500 local governments**, and hundreds of special districts and school systems.

6. Describe any social diversity initiatives.

Granicus is committed to diversity, equity, and inclusion in our workforce and supplier relationships. The company promotes inclusive hiring practices, supports employee resource groups, and partners with minority- and women-owned businesses. Granicus also encourages the use of diverse subcontractors and provides opportunities for underrepresented communities to participate in civic engagement through accessible digital platforms.

7. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

Neither Granicus nor any of our subsidiaries have ever been party to bankruptcy or reorganization. No current officers or directors have been or are currently subject to any litigation or investigations. Granicus is occasionally party to litigation, primarily related to HR and employment matters, none of which have been material to the organization, and all have been addressed or settled as a matter of course. There have been investigations into specific acquired companies, but none have resulted in any findings, fines, or penalties to date.

8. Provide a minimum of 5 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

Entity Name:	Collier County, FL
Contact Name, Title:	Charles Kammerer, Supervisor - Accounting
Phone, Email:	239-252-8951, charles.kammerer@colliercountyfl.gov
City, State:	Naples, FL
Years Serviced:	2011 – Current
Description of Services:	Service Cloud, Website/CMS + Subsites, Communications
Annual Volume:	Approximately \$200,000

Entity Name:	Osceola County, FL
Contact Name, Title:	Ted Phillips, Procurement Supervisor
Phone, Email:	407-742-0929, ted.phillips@osceola.org
City, State:	Kissimmee, FL
Years Serviced:	2021 – Current
Description of Services:	Service Cloud, Website and CMS, Communications
Annual Volume:	\$165,000

Entity Name:	Columbus, OH
Contact Name, Title:	Kelly L. Davis, Applications Leader - Enterprise Architect
Phone, Email:	614-645-9642, kldavis@columbus.gov
City, State:	Columbus, OH
Years Serviced:	2017 – Current
Description of Services:	Service Cloud, Website and CMS, Communications, Meetings, Service Request Management
Annual Volume:	Approximately \$750,000

Entity Name:	Franklin County, OH
Contact Name, Title:	John M. Proffitt, Chief Digital Officer
Phone, Email:	614-525-2654, john.proffitt@franklincountyohio.gov
City, State:	Columbus, OH
Years Serviced:	2017 – Current
Description of Services:	Service Cloud, Website and CMS, Communications, Meetings, Boards & Commissions, Service Request Management, and Permitting, Licensing, and Compliance
Annual Volume:	Approximately \$290,000

Entity Name:	Aurora, IL
Contact Name, Title:	Jon Zaghoul, Communications Manager
Phone, Email:	630-256-3362, zaghoulj@aurora.il.us
City, State:	Aurora, IL
Years Serviced:	2016 – Current
Description of Services:	Service Cloud, Website and CMS, Communications, Meetings, Boards & Commissions, FOIA Request, Agenda Management, Service Request Management
Annual Volume:	Approximately \$285,000

9. Region 14 ESC reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any submitting a proposal.

Acknowledged.

10. Provide any additional information relevant to this section.

Granicus' strength lies not only in our technology but in our long-standing, trusted relationships with public sector clients. With over 25 years of experience serving more than 7,000 government agencies, we bring unmatched institutional knowledge, implementation expertise, and a deep understanding of the evolving needs of public agencies.

We are proud of our:

- **98% client retention rate**, reflecting our commitment to long-term partnership and customer satisfaction.
- **Global delivery model**, with over 2,000 employees and dedicated Experience Partners who provide strategic guidance throughout the customer lifecycle.
- **Track record of successful transitions**, including migrating hundreds of agencies to new platforms or cooperative contracts with minimal disruption.
- **Recognition as a GovTech 100 company** for multiple consecutive years, underscoring our leadership in civic technology.

Granicus is so much more than a technology vendor. We are a strategic partner committed to helping agencies modernize, engage, and deliver better outcomes for their communities.

We've included several success stories on the following pages. Click on the images to view more about each one. You can find these and many more on our website at <https://granicus.com/resources/success-stories/>.

Success Stories

City of Hurst, Texas

Goal: Using digital tools to connect and inform citizens in time of need.



7th

most visited page on the website after the storm hit



30%

increase in traffic to storm page due to the govDelivery



400

newly-engaged email subscribers



There's no way we'd have as many visitors to our website if not for govDelivery.

- Shelly Klein, Customer Service Technologies Administrator for the City of Hurst

County of Hawai'i, Hawai'i

Goal: Launch a website that empowered each department and their end users to take ownership of their data and content.



5x

More page views



6

Subsites



20+

Departments



Our website has been a vital tool in connecting citizens with government departments.

- Director of the Department of Information Technology

City of Olathe, Kansas

Goal: To make transparency a priority on its website.

 **12%** Direct traffic increase

 **136%** Visitor increase

 **51%** Mobile users



[Granicus] helped us simplify our website content to make it easily consumable for citizens.

- Ed Foley, Management and Budget Services for the City of Olathe, KS

Silverthorne, CO

Goal: Establish a transparent, authentic community through communication while improving community engagement.

 **45%-52%** newsletter open rate

 **72%** engagement rate

 **Greater flexibility** in creating newsletters

 **Improved consistency** in messages to the community



The newsletters [using govDelivery] have been the perfect way to make sure everything we do is centered on our residents first and foremost and establishes transparent communications."

- Kristina Nayden, Marketing Manager, Silverthorne, Colorado

King County, Washington

Goal: *Generating high-profile media coverage through informed communications data.*

 **220+** reports on King County's media list

 **33%** engagement on new press releases

 **31%** increase in press release site traffic since data usage



King County


It's not just about getting more media coverage; it's about getting better coverage. This data is how we're giving reporters what they asked for, which is access to more exclusives. Because the best story pitches are about the issues you really want to cover.

- Derek Belt, Social Media Specialist at King County

 govDelivery

Pinellas County, Florida

Goal: Automated meeting and agenda preparation.

 **75%** Reduction in agenda item approval time

 **100%** Reduction in paper required for meetings

 **3** Weeks approval time



Our previous process was tedious, time consuming and expensive. It stresses me out just to think about it.

- Becky Batten, IT Applications Developer at Pinellas County

 govMeetings

San Jose, California

Goal: Less paper and less staff time needed for organizing.

 **3X** number of online applications

 **2X** number of appointments

  Fewer filing cabinets (14 down to 1)




Once we started using Granicus, we saw an enormous increase in the number of applicants to our citizen boards... And, importantly, the pool of applicants was more diverse and representative of the city.

- Anh Tran, Deputy Clerk

 govMeetings

Wasatch County, Utah Assessor's Office

Goal: Implement a modern digital solution to assess nightly rental properties accurately and more efficiently.

 **50%** reduction in research process times

 **\$1.8M** tax dollars to be redistributed

 **350** non-compliant properties identified

 Realized a **reduced tax rate** for all taxpayers



WASATCH COUNTY

If you're having a nightly rental problem and you are looking to redistribute tax dollars evenly, Host Compliance has made all the difference for us."

- Linnea Stanley, Primary Specialist, Wasatch County Assessor's Office

Host Compliance

Hood River, Oregon

Goal: A solution to rein in the STR listings and prevent housing costs from skyrocketing, while continuing to accommodate tourists and STR operators and preserving the unique character of the city.

 **95%** Address identification

 **100%** Revenue covered costs

 **0** New employees required



"With Host Compliance, I love that there's no undertone of snooping or neighbors tattling on each other for code enforcement issues. It's just an automated system that finds listings via search, so it's not personal or invasive. The system treats all STR operators equally."

— Will Norris, Finance Director/ Interim City Manager, City of Hood River

HOST COMPLIANCE

Milwaukee County, WI

Goal: Streamline park permit process with automated services in the MyCounty Portal, powered by govService

 **4 paper applications** rolled into one online process

 **50% less time** to complete automated application

 **60-90 minutes savings** in staff time per application

 **Increased accuracy** by capturing event data in one place



"We're using technology to connect citizens directly to the services and forms they need. I don't have to personally send a PDF. That's allowing us to help them break down those doors to actually get what they need. I think that's an awesome thing."

- Davina Anderson, Special Events Manager, Milwaukee County Parks Department

 govService



GRANICUS

**Empowering Modern
Digital Government**

Value Added Products
and Services

Section 5 – Value Added Products and Services

D. Value Added Products/Services (10 points)

1. Provide any additional information related to products and services supplier proposes to enhance and add value to the contract.

Granicus Experience Group (GXG) and Experience Services

Granicus differentiates itself by embedding strategic support directly into our platform through the **Granicus Experience Group (GXG)** and **Experience Services**. These services are included with every edition of **Service Cloud**, **Engagement Cloud**, and **Operations Cloud**, and are designed to accelerate digital transformation and ensure long-term success.

Key components include:

- **Dedicated Experience Partners:** Strategic advisors who serve as the primary point of contact for each agency, guiding implementation, optimization, and continuous improvement.
- **GXC Services Catalog:** A curated library of expert-led workshops, training, and consulting engagements, redeemable via a flexible credit system.
- **Program Reviews:** Biannual or quarterly strategic performance reviews to assess outcomes and identify opportunities for growth.
- **Enablement & Training:** In-person and virtual training, best-practice workshops, and access to knowledge libraries to build internal capacity.
- **24/7 Technical Support:** Including live incident response for critical issues.

This model ensures that agencies are not only equipped with powerful technology but also with the strategic guidance and expertise needed to maximize its impact.

Government Experience Insights (GXI)

GXI is Granicus' next-generation analytics and intelligence layer. It provides real-time, actionable insights into resident engagement, service performance, and satisfaction across the GXC platform. With GXI, agencies can:

- Benchmark performance across departments and jurisdictions
- Visualize engagement trends and service bottlenecks
- Identify opportunities for proactive outreach and service improvement
- Support data-driven decision-making at both operational and executive levels

GXI transforms raw data into strategic intelligence, helping agencies continuously refine their digital services and engagement strategies.

Government Experience Agent (GXA)

GXA is an AI-powered assistant designed to enhance both resident and staff experiences. It supports:

- **Resident-facing automation:** Guiding users through complex service journeys, surfacing relevant content, and answering common questions.
- **Staff enablement:** Assisting internal teams with workflow automation, task routing, and decision support.
- **Personalized interactions:** Using behavioral and contextual data to deliver the next best action or message.

GXA is built to reduce friction, increase efficiency, and deliver more human-centered digital experiences at scale.

2. Provide any additional equipment offerings: Used, Parts, Accessories, Service and Repair, Trade-Ins, may be included by providing a pricing structure for each of these items.

Not applicable.

3. Describe any equipment reconditioning and recertification offerings.

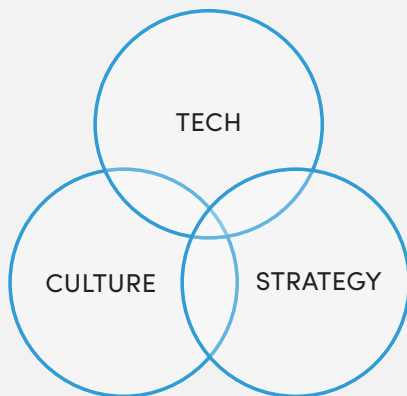
Not applicable.

Granicus Experience Group

Better Government Experiences, **Delivered.**



Three facets of a successful digital transformation:



Technology alone can't thrive without strategy.

You need a strategy to guide what to do, when to do it and how to say it, plus the data to back it up.

Your team also needs to develop an agile **culture**, ready to grow and change how things are done.

Offering expert guidance and support for your digital initiatives

We believe government can set a NEW standard for digital experiences. To make our online worlds more intentional, more connected, and more human. To create more equitable access for your whole community. But such meaningful experiences require more than the right technology.

The Granicus Experience Group (GXG) is our in-house digital agency. We use human-centered practices and a design-thinking approach to help governments better connect with the people they serve.

Your challenges, our services



You need to deliver results but don't know where to start.

Workshops: Our custom, collaborative Experience Center workshops can help your team solve complex problems and enable progress toward achievable goals.



You're responsible for a results-driven initiative.

Strategy and Program Planning: We design, develop and manage sophisticated programs to enhance the constituent experience across your owned channels.

Reporting: We analyze data throughout the program to discover meaningful insights around audience segmentation and message optimization.



Your team doesn't have the skills or bandwidth needed to tackle specific program goals.

Creative and Content: Leverage our digital content writing expertise like an extension of your own team for creating email or text messages, website content, graphics, videos, and more.

Training: Build up the skills of your own team with custom curriculums covering best practices for digital programs.

Virtual Experiences Centers



Our collaborative workshop approach offers **customized private workshops**, with facilitation to help your team:

- Build a digital transformation roadmap
- Develop audience personas
- Map a current state process and identify pain points
- Plan a content calendar
- Develop a governance process

“ Thanks for taking the farmer’s perspective, as it (oddly) gets lost in the shuffle.”

- Experience Center participant

The facilitator will design a custom set of design thinking activities for your team. Using what they know, your team will identify your audiences, find pain points, develop solutions or gain alignment.

At the end of your workshop, you will have a set of custom takeaways to continue discussions and plan next steps.

Get inspired

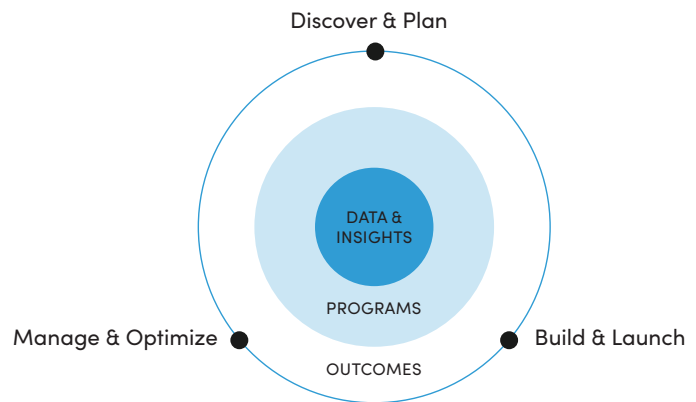
[See more customer successes](#) >

Our Approach

GXG follows an agile, flexible, and repeatable process that fuels digital and organizational transformation year-over-year.

We use data and insights to define an optimal communications experience, then we build and launch that experience, helping you mature your communications and programs over time.

Our multi-disciplinary core team will work side-by-side with you, as an extension of your team, to achieve your mission.



Case Study: Cover Virginia; Virginia’s Medicaid, FAMIS

Challenge

In May 2018, Virginia lawmakers expanded Medicaid health care options to close to 400,000 newly eligible adults statewide.

Solution

Create a digital outreach program with information on how to apply for coverage, eligibility guidelines and what to expect during the application process via email and text.

Outcome

Department of Medical Assistance Services saw a direct correlation between communications efforts and enrollment.

250K

Adults enrolled 2019

400K

Adults enrolled 2020

117K

Subscribers

Introducing Experience Services

Transforming Government with Strategic Services That Deliver Outcomes

Government Experience Cloud (GXC) from Granicus is a full-service partnership. With every GXC solution, your agency gains built-in **Experience Services** designed to ensure success in implementation and partnership long after go-live.

Why Experience Services Matter

Selecting the right technology is only the start of delivering exceptional government services. Unlike traditional vendors, Granicus embeds proactive professional services that solve critical challenges:

- ✓ **Staff turnover and skill gaps?** We help train and upskill.
- ✓ **Lack of internal alignment?** We drive cross-team cohesion.
- ✓ **Disconnected point solutions?** We unify your experiences.
- ✓ **Internal and external organizational changes?** We simplify compliance updates for new state and local requirements and support change management.
- ✓ **Slow ROI realization?** We accelerate time to value and maximize returns.

“Technology alone won’t improve government. It’s the strategic partnership that turns tools into impact.”

- Jerome Keene, Senior Planner, City of Delano, CA



What’s Included with Experience Services?

Granicus’ Experience Services team acts as an extension of your agency staff, featuring technical, strategic, and operational experts bringing best practices from decades of public sector experience. We’ve evaluated the services we’ve provided to hundreds of customers to give you access to the expertise that will drive the outcomes your staff and your constituents need.

- **Designated Experience Partner (XP):** Your strategic advisor across implementation and beyond.
- **Services Catalog:** A curated suite of expert-led consulting, trainings, and best practices available to you on day one of your go-live.
- **Elevated Technical Support:** Tailored assistance, performance reporting, and higher Service Level Agreements (SLAs) based on your needs.

Driving Real Results: How Experience Services Take the Anxiety out of Meaningful Digital Transformation



People-Centered Gains

- Rapid staff enablement & upskilling
- Greater job satisfaction
- Stronger internal ownership of outcomes
- Easier recruitment & retention



Process Efficiency

- Faster, smoother project delivery
- Reduced risk of failure
- Maximized return on investment (ROI)



Organizational Alignment

- Shared goals across teams
- Elimination of siloed execution
- Unified vision for digital transformation

Ready to Deliver Better Experiences to Your Community?

Choose GXC with Experience Services
Integrated, Impactful, Included.

[Contact us](#)

Experience Services are...

Included in every GXC solution

- ✓ **Tailored Implementation:** Customized setup to meet your specific needs.
- ✓ **Best Practices Library:** Access to a wealth of knowledge and proven strategies to target challenging areas.

Guided by an Experience Partner

- ✓ **Strategic Services:** Assistance with form design, agenda processes, video production and engagement, website architecture, campaign management, communications strategy, and workflow optimizations.

Accessed via annual service credits

- ✓ **Expert-Led Training:** Live, on-demand, and on-site sessions to upskill your team.

Supporting evolving needs

- ✓ **Boost Tech ROI:** Increase use, adoption, and ROI of investments.
- ✓ **Legal Compliance:** Adapt and align to changing fed, state, and local law.
- ✓ **24/7 Support Coverage:** Always available to address your critical concerns, including direct routing to live support specialists.

Government Experience Insights (GXI) Foundations

Objectively measure and benchmark sentiment and customer experience across audiences and community segments.



The Challenge







Public sector audiences are complex, made up of many different stakeholders with varying – and sometimes competing – priorities. Most governments often hear from a small, engaged group and use traditional methods to capture point-in-time feedback. However, these methods often fail to represent the evolving needs of the entire community and don't provide the insights required for meaningful decision-making.

Imagine If You Could...

- ✓ **Capture community feedback across the digital journey:** Gather real-time input at every stage with methods tailored to the context of each resident interaction, reducing lag time between feedback and action.
- ✓ **Understand public sentiment:** Analyze community attitudes to uncover opportunities and drive initiatives that foster transparency, participation, and digital transformation.
- ✓ **Measure and benchmark key metrics:** Evaluate performance across critical areas such as service delivery, digital maturity, trust, and public satisfaction.
- ✓ **Enhance engagement strategies:** Improve response rates, increase transparency, and gain the insights needed for human-centered innovation and community understanding.
- ✓ **Apply industry-leading methodology:** Use scientific methodologies and standardized data collection techniques developed through a decade of collaboration with governments and domain experts.

**Good public agencies ask for pulse checks.
Great ones act on them.**

Features

-  Scientific research method
-  Themed question bank
-  Embeddable tools
-  Aggregated, anonymized participation
-  Real-time contextual insights
-  Performance dashboard

Transform insights into meaningful action

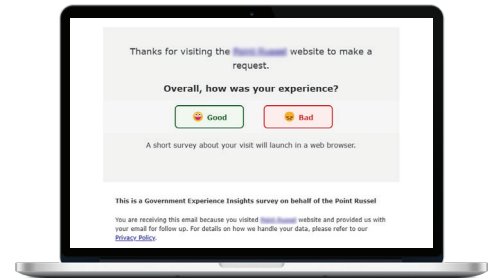
Granicus' GXI Foundations turns every website visit into an opportunity to gather valuable community insights. Leveraging intuitive, contextual engagement, coupled with research-backed questions and methodologies, GXI Foundations objectively measures critical success indicators – like community satisfaction and quality of life – to help local government leaders make decisions and track impact.

With Granicus you can...

- **Improve performance with real-time insights:** Key service delivery, digital maturity, trust, and public satisfaction themes ensure you're measuring what matters most.
- **Reduce the cost and manual collection of insights:** Identify and prioritize efficiency and optimization strategies while reducing the costs in time and resources spent on manual data collection and analysis.
- **Respond faster to constituent needs and feedback:** Always on, at-scale engagement ensures decisions are grounded in up-to-date public sentiment, not outdated assumptions.
- **Make a greater impact on the community:** Sentiment and demographic data ensure your initiatives drive meaningful outcomes across the entire community.

Why GXI Foundations?

- ✓ **Always-on, rapidly deployed measurement** across key themes.
- ✓ **Proven research methodologies**, backed by a decade of expertise.
- ✓ **Rich community segmentation** and analysis.
- ✓ **Effectiveness benchmarks** to compare performance with peers.



Initial results from an early adopter

6,720

projected CX & sentiment touchpoints based on an average of 140 submissions per week.

95%

of survey participants opted in to further surveys.

3 of 4

participants shared most, if not all, demographic data.

Ready to get started?

Get GXI Foundations for your local government.

Contact us



GRANICUS

**Empowering Modern
Digital Government**

Required Documents

Appendix A, Doc #1

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company
Granicus, LLC.

Contact

DocuSigned by:
Brendan Stierman
8E342585D3714DF...

Signature

Brendan Stierman

Printed Name

Sr. Manager, Contracts

Position with Company

Address
1152 15th Street NW, Suite 800

Washington, DC 20005

**Official
Authorizing
Proposal**

DocuSigned by:
Jordan M. Copland
5F5F7560E29F49B...

Signature

Jordan Copland

Printed Name

CFO / President

Position with Company

Phone (800) 314-0147

Fax N/A

Appendix A, DOC # 2

Implementation of House Bill 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

Electronic Filing Application:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Frequently Asked Questions:

https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php

Changes to Form 1295: <https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf>

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
 CERTIFICATION OF FILING**

Certificate Number:
 2025-1321905

Date Filed:
 06/09/2025

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
 Granicus LLC
 Washington, DC United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
 Region 14 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
 RFP # 25-5940
 Competitive Solicitation by Region 14 Education Service Center for Software and SaaS Solutions - RFP # 25-5940

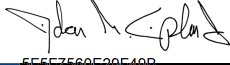
4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 UNSWORN DECLARATION

My name is Jordan Copland, and my date of birth is 04/03/1962.
 My address is 130 Fifth Avenue, Norwood, NJ, 07648, US.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.
 Executed in Bergen County, State of New Jersey, on the 16th day of June, 2025.
(month) (year)

DocuSigned by:

 5F5F7560E20F40B...
 Signature of authorized agent of contracting business entity (Declarant)

Appendix A, DOC # 3

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Jordan Copland, as an authorized representative of


Granicus, LLC., a contractor engaged by
Insert Name of Company

Region 14 Education Service Center, 1850 Highway 351, Abilene, Texas 79601, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

DocuSigned by:

5F5F7560E29F49B...

6/16/2025

Signature of Named Authorized Company Representative

Date

Exhibit F
Federal Funds Certifications

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302-6305:

- (a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;
- (b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.
- (c) The term does not include:
 - (1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
 - (2) An agreement that provides only:
 - (i) Direct United States Government cash assistance to an individual;
 - (ii) A subsidy;
 - (iii) A loan;
 - (iv) A loan guarantee; or
 - (v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non-Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

- (a)(1) The Federal financial assistance that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or
- (2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.
- (b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.
- (c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).
- (d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non-Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

- (a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
- (b) Is not organized primarily for profit; and
- (c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non-Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non-Federal entity during the same or a future period.

Pass-through entity means a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non-Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is \$250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Per FAR 52.204-24 and FAR 52.204-25, solicitations and resultant contracts shall contain the following provisions.

52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Oct 2020)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at [52.204-26](#), Covered Telecommunications Equipment or Services—Representation, or in paragraph (v)(2)(i) of the provision at [52.212-3](#), Offeror Representations and Certifications-Commercial Items. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at [52.204-26](#), or in paragraph (v)(2)(ii) of the provision at [52.212-3](#).

(a) *Definitions.* As used in this provision—

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause [52.204-25](#), Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(d) *Representation.* The Offeror represents that—

(1) It will, will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that—

It does, does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures.*

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer.

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2020).

(a) *Definitions.* As used in this clause—

Backhaul means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (e.g., connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (e.g., fiber optic, coaxial cable, Ethernet).

Covered foreign country means The People's Republic of China.

Covered telecommunications equipment or services means—

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

(2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);

(3) Telecommunications or video surveillance services provided by such entities or using such equipment; or

(4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Critical technology means—

(1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled—

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

Interconnection arrangements means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (e.g., connection of a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

Reasonable inquiry means an inquiry designed to uncover any information in the entity's possession about the identity of the producer or provider of covered telecommunications equipment or services used by the entity that excludes the need to include an internal or third-party audit.

Roaming means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. The Contractor is prohibited from providing to the Government any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR [4.2104](#).

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract, or extending or renewing a contract, with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR [4.2104](#). This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract.

(c) *Exceptions.* This clause does not prohibit contractors from providing—

- (1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements;
- or
- (2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(d) *Reporting requirement.*

(1) In the event the Contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the Contractor is notified of such by a subcontractor at any tier or by any other source, the Contractor shall report the information in paragraph (d)(2) of this clause to the Contracting Officer, unless elsewhere in this contract are established procedures for reporting the information; in the case of the Department of Defense, the Contractor shall report to the website at <https://dibnet.dod.mil>. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at <https://dibnet.dod.mil>.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause

(i) Within one business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES _____  Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

(3) The prospective participant also agrees by submitting his or her bid or proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Does offeror agree? YES _____  Initials of Authorized Representative of offeror

**FEDERAL TRASIT ADMINISTRATION (FTA) AND DEPARTMENT OF TRANSPORTATION (DOT) -
BUY AMERICA: CERTIFICATION REQUIREMENT FOR PROCUREMENT OF STEEL OR MANUFACTURED PRODUCTS**

CERTIFICATE OF COMPLIANCE (select one of the two options, NOT BOTH)

Certificate of Compliance with 49 USC §5323(j)(1)

The proposer hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j)(1), and the applicable regulations in 49 CFR part 661.

Check for YES:

OR

Certificate of Non-Compliance with 49 USC §5323(j)(1)

The proposer hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j), but it may qualify for an exception to the requirement pursuant to 49 U.S.C. 5323(j)(2), as amended, and the applicable regulations in 49 CFR 661.7.

Check for YES:

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

Offeror's Name: _____

Address, City, State, and Zip Code: _____

Phone Number: _____

Fax Number: _____

Printed Name and Title of Authorized Representative: _____

Email Address: _____

Signature of Authorized Representative: _____

Date: _____

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

COMMUNITY DEVELOPMENT BLOCK GRANTS

Purchases made under this contract may be partially or fully funded with federal grant funds. Funding for this work may include Federal Funding sources, including Community Development Block Grant (CDBG) funds from the U.S. Department of Housing and Urban Development. When such funding is provided, Offeror shall comply with all terms, conditions and requirements enumerated by the grant funding source, as well as requirements of the State statutes for which the contract is utilized, whichever is the more restrictive requirement. When using Federal Funding, Offeror shall comply with all wage and latest reporting provisions of the Federal Davis-Bacon Act. HUD-4810 Labor Provisions also applies to this contract.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

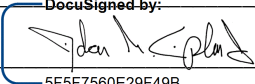
Offeror's Name:
Granicus, LLC.

Address, City, State, and Zip Code:
1152 15th Street NW, Suite 800, Washington, DC 20005

Phone Number: (800) 314-0147 Fax Number: N/A

Printed Name and Title of Authorized Representative:
Jordan Copland, CFO / President

Email Address:
contracts@granicus.com

Signature of Authorized Representative:  Date: 6/16/2025

DocuSigned by:
5F5F7560E29F49B...

FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS

Awarded Supplier(s) (also referred to as Contractors) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA and Additional Federal Funding Special Conditions required by the Federal Emergency Management Agency (FEMA) and other federal entities.

“Contract” in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as the “Master Agreement”.

“Contractor” in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as “Supplier” or “Awarded Supplier”.

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a “financial interest” to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an “apparent” conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency (“NFE”) must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE’s may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE’s written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE’s employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended, as described in and subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security’s regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension), must be rejected and cannot receive contract awards at any level.

Notice of Legal Matters Affecting the Federal Government

In the event FTA or DOT funding is used by Participating Public Agency, Contractor agrees to:

- 1) The Contractor agrees that if a current or prospective legal matter that may affect the Federal Government emerges, the Contractor shall promptly notify the Participating Public Agency of the legal matter in accordance with 2 C.F.R. §§ 180.220 and 1200.220.

- 2) The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.
- 3) The Contractor further agrees to include the above clause in each subcontract, at every tier, financed in whole or in part with Federal assistance provided by the FTA.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

- a. Equal opportunity and nondiscrimination laws
- b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
- c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Socioeconomic Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. CONTRACT REMEDIES

Contracts for more than the federal simplified acquisition threshold (SAT), the dollar amount below which an NFE may purchase property or services using small purchase methods, currently set at \$250,000 for procurements made on or after June 20, 2018,⁴ must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms and must provide for sanctions and penalties as appropriate.

1.1 Applicability

This contract provision is required for contracts over the SAT, currently set at \$250,000 for procurements made on or after June 20, 2018. Although not required for contracts at or below the SAT, FEMA suggests including a remedies provision.

1.2 Additional Considerations

For FEMA's Assistance to Firefighters Grant (AFG) Program, recipients must include a penalty clause in all contracts for any AFG-funded vehicle, regardless of dollar amount. In that situation, the contract must include a clause addressing that non-delivery by the contract's specified date or other vendor nonperformance will require a penalty of no less than \$100 per day until such time that the vehicle, compliant with the terms of the contract, has been accepted by the recipient. This penalty clause should, however, account for force majeure or acts of God. AFG recipients should refer to the applicable year's Notice of Funding Opportunity (NOFO) for additional information, which can be accessed at FEMA.gov.

2. TERMINATION FOR CAUSE AND CONVENIENCE

- a. Standard. All contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity, including the manner by which it will be effected and the basis for settlement. See 2 C.F.R. Part 200, Appendix II(B).
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

3. EQUAL EMPLOYMENT OPPORTUNITY

When applicable:

- a. Standard. Except as otherwise provided under 41 C.F.R. Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60- 1.4(b), in accordance with Executive Order 11246, *Equal Employment Opportunity* (30 Fed. Reg. 12319, 12935, 3 C.F.R. Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, *Amending Executive Order 11246 Relating to Equal Employment Opportunity*, and implementing regulations at 41 C.F.R. Part 60 (Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor). See 2 C.F.R. Part 200, Appendix II(C).
- b. Key Definitions.
 - i. Federally Assisted Construction Contract. The regulation at 41 C.F.R. § 60-1.3 defines a "federally assisted construction contract" as any agreement or modification thereof between any applicant and a person for construction work which is paid for in whole or in part with funds obtained from the Government or borrowed on the credit of the Government pursuant to any Federal program involving a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, or any application or modification thereof approved by the Government for a grant, contract,

loan, insurance, or guarantee under which the applicant itself participates in the construction work.

- ii. Construction Work. The regulation at 41 C.F.R. § 60-1.3 defines “construction work” as the construction, rehabilitation, alteration, conversion, extension, demolition or repair of buildings, highways, or other changes or improvements to real property, including facilities providing utility services. The term also includes the supervision, inspection, and other onsite functions incidental to the actual construction.
- c. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.
- d. Required Language. The regulation at 41 C.F.R. Part 60-1.4(b) requires the insertion of the following contract clause.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September

24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided*, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or

suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

4. DAVIS-BACON ACT

- a. Standard. All prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction). See 2 C.F.R. Part 200, Appendix II(D). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.
- b. Applicability. The Davis-Bacon Act applies to the Emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program, intercity Passenger Rail Program, and Rehabilitation of High Hazard Potential Dams Program.
- c. Requirements. If applicable, the non-federal entity must do the following:
 - i. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
 - ii. Additionally, pursuant 2 C.F.R. Part 200, Appendix II(D), contracts subject to the Davis-Bacon Act, must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti-Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.
 - iii. Include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

Suggested Language. The following provides a sample contract clause:

Compliance with the Davis-Bacon Act.

- a. All transactions regarding this contract shall be done in

compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.

- b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- c. Additionally, contractors are required to pay wages not less than once a week.

5. COPELAND ANTI-KICKBACK ACT

- a. **Standard.** Recipient and subrecipient contracts must include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”).
- b. **Applicability.** This requirement applies to all contracts for construction or repair work above \$2,000 in situations where the Davis-Bacon Act also applies. It DOES NOT apply to the FEMA Public Assistance Program.
- c. **Requirements.** If applicable, the non-federal entity must include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). Each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA. Additionally, in accordance with the regulation, each contractor and subcontractor must furnish each week a statement with respect to the wages paid each of its employees engaged in work covered by the Copeland Anti-Kickback Act and the Davis Bacon Act during the preceding weekly payroll period. The report shall be delivered by the contractor or subcontractor, within seven days after the regular payment date of the payroll period, to a representative of a Federal or State agency in charge at the site of the building or work.

Sample Language. The following provides a sample contract clause:

Compliance with the Copeland “Anti-Kickback” Act.

- a. Contractor. The contractor shall comply with 18 U.S.C. §874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- b. Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract

clauses.

- c. Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. §5.12.”

6. CONTRACT WORK HOURS AND SAFETY STANDARDSACT

- a. Standard. Where applicable (see 40 U.S.C. §§ 3701-3708), all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II(E). Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Further, no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous.
- b. Applicability. This requirement applies to all FEMA contracts awarded by the non- federal entity in excess of \$100,000 under grant and cooperative agreement programs that involve the employment of mechanics or laborers. It is applicable to construction work. These requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.
- c. Suggested Language. The regulation at 29 C.F.R. § 5.5(b) provides contract clause language concerning compliance with the Contract Work Hours and Safety Standards Act. FEMA suggests including the following contract clause:

Compliance with the Contract Work Hours and Safety Standards Act.

(1) *Overtime requirements*. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in suchworkweek.

(2) *Violation; liability for unpaid wages; liquidated damages*. In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) *Withholding for unpaid wages and liquidated damages.* The Federal agency or loan/grant recipient shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

7. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

- a. Standard. If the FEMA award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II(F).
- b. Applicability. This requirement applies to “*funding agreements*,” but it DOES NOT apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of “funding agreement.”
- c. Funding Agreements Definition. The regulation at 37 C.F.R. § 401.2(a) defines “funding agreement” as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

8. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

- a. Standard. If applicable, contracts must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q.) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200,

Appendix II(G).

- b. Applicability. This requirement applies to contracts awarded by a non-federal entity of amounts in excess of \$150,000 under a federal grant.
- c. Suggested Language. The following provides a sample contract clause.

Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

9. DEBARMENT AND SUSPENSION

- a. Standard. Non-Federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

c. Requirements.

- i. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II(H); and 2 C.F.R. § 200.213. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530.
- ii. In general, an “excluded” party cannot receive a Federal grant award or a contract within the meaning of a “covered transaction,” to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a “covered transaction,” which is any non-procurement transaction (unless excepted) at either a “primary” or “secondary” tier. Although “covered transactions” do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS’s implementing regulations, it does include some contracts awarded by recipients and subrecipients.
- iii. Specifically, a covered transaction includes the following contracts for goods or services:
 1. The contract is awarded by a recipient or subrecipient in the amount of at least \$25,000.
 2. The contract requires the approval of FEMA, regardless of amount.
 3. The contract is for federally-required auditservices.
 4. A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of \$25,000.
- d. Suggested Language. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified.

Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor’s principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

- (3) This certification is a material representation of fact relied upon by the Participating Public Agency. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Participating Public Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10. BYRD ANTI-LOBBYING AMENDMENT

- a. Standard. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. FEMA's regulation at 44 C.F.R. Part 18 implements the requirements of 31 U.S.C. § 1352 and provides, in Appendix A to Part 18, a copy of the certification that is required to be completed by each entity as described in 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the Federal awarding agency.
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs. Contractors that apply or bid for a contract of \$100,000 or more under a federal grant must file the required certification. See 2 C.F.R. Part 200, Appendix II(I); 31 U.S.C. § 1352; and 44 C.F.R. Part 18.
- c. Suggested Language.

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

- d. Required Certification. If applicable, contractors must sign and submit to the non-federal entity the following certification.

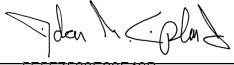
APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

DocuSigned by:

 5F5F7560E29F49B...

Signature of Contractor's Authorized Official

Jordan Copland CFO

Name and Title of Contractor's Authorized Official

6/16/2025

Date

11. PROCUREMENT OF RECOVERED MATERIALS

- a. Standard. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. See 2 C.F.R. Part 200, Appendix II(J); and 2 C.F.R. §200.322.
- b. Applicability. This requirement applies to all contracts awarded by a non- federal entity under FEMA grant and cooperative agreement programs.
- c. Requirements. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- d. Suggested Language.
 - i. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
 1. Competitively within a timeframe providing for compliance with the contract performance schedule;
 2. Meeting contract performance requirements; or
 3. At a reasonable price.
 - ii. Information about this requirement, along with the list of EPA- designated items, is available at EPA’s Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
 - iii. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.”

12. DOMESTIC PREFERENCES FOR PROCUREMENTS

As appropriate, and to the extent consistent with law, CONTRACTOR should, to the greatest extent practicable under a federal award, provide a preference for the purchase, acquisition, or use of goods, products or materials produced in the United States. This includes, but is not limited to, iron, aluminum, steel, cement, and other manufactured products.

Applicability For purchases in support of FEMA declarations and awards issued on or after November 12, 2020, all FEMA recipients and subrecipients are required to include in all contracts and purchase orders for work or products a contract provision encouraging domestic preference for procurements.

Domestic Preference for Procurements As appropriate, and to the extent consistent with law, the contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. This includes, but is not limited to iron, aluminum, steel, cement, and other manufactured products. For purposes of this clause: Produced in the United States means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. Manufactured products mean items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.”

13. ACCESS TO RECORDS

- a. Standard. All recipients, subrecipients, successors, transferees, and assignees must acknowledge and agree to comply with applicable provisions governing DHS access to records, accounts, documents, information, facilities, and staff. Recipients must give DHS/FEMA access to, and the right to examine and copy, records, accounts, and other documents and sources of information related to the federal financial assistance award and permit access to facilities, personnel, and other individuals and information as may be necessary, as required by DHS regulations *and* other applicable laws or program guidance. See DHS Standard Terms and Conditions: Version 8.1 (2018). Additionally, Section 1225 of the Disaster Recovery Reform Act of 2018 prohibits FEMA from providing reimbursement to any state, local, tribal, or territorial government, or private non-profit for activities made pursuant to a contract that purports to prohibit audits or internal reviews by the FEMA administrator or Comptroller General.

Access to Records. The following access to records requirements apply to this contract:

- i. The Contractor agrees to provide Participating Public Agency, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.
- ii. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
- iii. The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
- iv. In compliance with the Disaster Recovery Act of 2018, the Participating Public Agency and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

14. CHANGES

- a. Standard. To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope.
- b. Applicability. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

15. DHS SEAL, LOGO, AND FLAGS

- a. Standard. Recipients must obtain permission prior to using the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials. See DHS Standard Terms and Conditions: Version 8.1 (2018).
- b. Applicability. FEMA recommends that all non-Federal entities place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.
- c. "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts".

16. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

- a. Standard. The recipient and its contractors are required to comply with all Federal laws, regulations, and executive orders.
- b. Applicability. FEMA recommends that all non-Federal entities place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable Federal law, regulations, executive orders, and FEMA policies, procedures, and directives.
- c. "This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

17. NO OBLIGATION BY FEDERAL GOVERNMENT

- a. Standard. FEMA is not a party to any transaction between the recipient and its contractor. FEMA is not subject to any obligations or liable to any party for any matter relating to the contract.
- b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.
- c. "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

18. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

- a. Standard. Recipients must comply with the requirements of The False Claims Act (31 U.S.C. §§ 3729-3733) which prohibits the submission of false or fraudulent claims for payment to the federal government. See DHS Standard Terms and Conditions: Version 8.1 (2018); and 31 U.S.C. §§ 3801-3812, which details the administrative remedies for false claims and statements made. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- c. "The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract."
- d. In the event FTA or DOT funding is used by a Participating Public Agency, Contractor further acknowledges U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, and apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror's Name: Granicus, LLC

Address, City, State, and Zip Code:
1152 15th Street NW, Suite 800

Phone Number: (800) 314-0147 Fax Number: N/A

Printed Name and Title of Authorized Representative:
Jordan Copland, CFO/President

Email Address: contracts@granicus.com

Signature of Authorized Representative:  _____

Date: 6/16/2025

Exhibit G
New Jersey Business Compliance

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statutes. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1	Ownership Disclosure Form
DOC #2	Non-Collusion Affidavit
DOC #3	Affirmative Action Affidavit
DOC #4	Political Contribution Disclosure Form
DOC #5	Stockholder Disclosure Certification
DOC #6	Disclosure of Investment Activities in Iran
DOC #7	Certification of Non-Involvement in Prohibited Activities in Russia or Belarus
DOC #8	New Jersey Business Registration Certificate
DOC #9	EEOAA Evidence
DOC #10	MacBride Principals Form

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

DOC #1

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Granicus, LLC. _____

Organization Address: 1152 15th Street NW, Suite 800, Washington, DC 20005 _____

Part I Check the box that represents the type of business organization:

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- For-Profit Corporation (any type) Limited Liability Company (LLC)
- Partnership Limited Partnership Limited Liability Partnership (LLP)
- Other (be specific): _____

Part II

The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
GovDelivery Holdings, LLC. 100% owner	251 Little Falls Drive Wilmington, DE 19808

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

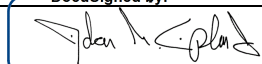
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
Wildebeest Intermediate, LLC, 100% owner of GovDelivery Holdings LLC	251 Little Falls Drive Wilmington, DE 19808

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **Granicus, LLC** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **Granicus Contracts** to notify the **Granicus Contracts** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **Granicus Contracts** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Jordan Copland	Title:	CFO / President
Signature:		Date:	6/16/2025

DOC #2

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	NON-COLLUSION AFFIDAVIT
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

Type text here

NON-COLLUSION AFFIDAVIT

State of Minnesota
County of Ramsey

ss:

I, Jordan Copland residing in Norwood
(name of affiant) (name of municipality)
in the County of Bergen and State of New Jersey of full age,
being duly sworn according to law on my oath depose and say that:

I am CFO of the firm of Granicus, LLC.
(title or position) (name of firm)

the bidder making this Proposal for the bid entitled Competitive Solicitation by Region 14 Education Service
Center for Software and SaaS Solutions - RFP # 25-5940, and that I executed the said proposal with
(title of bid proposal)

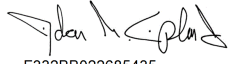
full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the N/A relies upon
the truth of the statements contained in said Proposal (name of contracting unit)

and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by N/A.

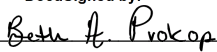
Subscribed and sworn to

before me this day

Signed by:

F332BB022685435...
Signature
Jordan Copland

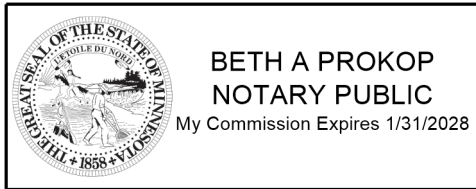
June 17.00, 2025

(Type or print name of affiant under signature)

DocuSigned by:

Notary public of

My Commission expires 01/31/2028

(Seal)



DOC #3

**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name: Granicus, LLC.

Street: 1152 15th Street NW, Suite 800

City, State, Zip Code: Washington, DC 20005

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

OR

2. A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

OR

3. A photocopy of an Employee Information Report (Form AA302) provided by the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

Public Work – Over \$50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201. A project contract ID number will be assigned to your firm upon receipt of the completed Initial Project Workforce Report (AA201) for this contract.

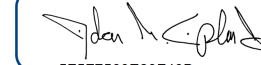
B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

6/16/2025

Date

DocuSigned by:



CFO / President

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Authorized Signature and Title

DOC #3, continued

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

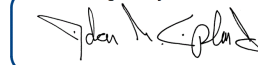
The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

DocuSigned by:



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Signature of Procurement Agent

DOC #4

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Public Agency Instructions**

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used “as-is”, subject to edits as described herein.
 - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

DOC #4, continued

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Contractor Instructions**

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

DOC #4, continued

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD
FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A
COUNTY-BASED, CUSTOMIZABLE FORM.**

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership Corporation Sole Proprietorship

Limited Partnership Limited Liability Corporation Limited Liability Partnership

Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: GovDelivery Holdings, LLC. 100% owner	Name:
Home Address: 251 Little Falls Drive Wilmington, DE 19808	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 17.00 day of June, 2025

DocuSigned by:
Beth A. Prokop
(Notary Public)
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My Commission expires: 01/31/2028

Signed by:
Jordan Copland
F332BB8(2413333333)
Jordan Copland CFO
(Print name & title of affiant)





DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: Competitive Solicitation by Region 14 Education Service Center for Software and SaaS Solutions - RFP # 25-5940
VENDOR NAME: Granicus, LLC.

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran.

CHECK THE APPROPRIATE BOX

[X] I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

[] I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities

Horizontal lines for providing details on entity engaged in investment activities.

Duration of Engagement
Anticipated Cessation Date

Horizontal lines for providing duration and cessation date.

*Attach Additional Sheets If Necessary.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

DocuSigned by:
[Signature]
Signature

6/16/2025

Date

Jordan Copland CFO / President
Print Name and Title



CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. (L. 2022, c. 3) any person or entity (hereinafter "Vendorⁱ") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: https://sanctionssearch.ofac.treas.gov/.

I, the undersigned, certify that I have read the definition of "Vendor" below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

[X] A. That the Vendor is not identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

OR

[] B. That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

OR

[] C. That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list. However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor's activity related to Russia and/or Belarus is consistent with federal law is set forth below.

Five horizontal lines for providing a detailed description of the Vendor's activity.

DocuSigned by: [Signature] 5F5F7560E29F49B...

(Attach Additional Sheets If Necessary.)

6/16/2025

Signature of Vendor's Authorized Representative

Date

Jordan Copland CFO / President

41-1941088

Print Name and Title of Vendor's Authorized Representative

Vendor's FEIN

Granicus, LLC.

(800) 314-0147

Vendor's Name

Vendor's Phone Number

1152 15th Street NW, Suite 800

N/A

Vendor's Address (Street Address)

Vendor's Fax Number

Washington, DC 20005

contracts@granicus.com

Vendor's Address (City/State/Zip Code)

Vendor's Email Address

i Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262r(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2). NJ Rev. 1.22.2024

DOC #8

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<https://www.njportal.com/DOR/BusinessRegistration/>



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: GRANICUS, LLC
Trade Name:
Address: 408 SAINT PETER ST STE 600
SAINT PAUL, MN 55102-1122
Certificate Number: 2251037
Effective Date: July 11, 2018
Date of Issuance: June 10, 2025

For Office Use Only:
20250610184834383

Return

DOC #9

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at:

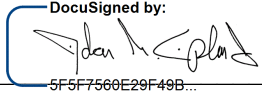
https://www.state.nj.us/treasury/contract_compliance/documents/pdf/guidelines/pa.pdf

for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Jordan Copland

Title: CFO / President

Signature:  5F5F7568E29F49B...

Date: 6/16/2025

STATE OF NEW JERSEY
Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For Instructions on completing the form, go to: https://www.state.nj.us/treasury/contract_compliance/documents/pdf/forms/aa302ins.pdf

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY 41-1941088	2. TYPE OF BUSINESS <input type="checkbox"/> 1. MFG <input checked="" type="checkbox"/> 2. SERVICE <input type="checkbox"/> 3. WHOLESALE <input type="checkbox"/> 4. RETAIL <input type="checkbox"/> 5. OTHER	3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY 2135
4. COMPANY NAME Granicus, LLC		
5. STREET 1152 15th Street NW, Suite 800	CITY Washington	COUNTY DC
6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) GovDelivery Holdings		STATE DE
7. CHECK ONE: IS THE COMPANY: <input type="checkbox"/> SINGLE-ESTABLISHMENT EMPLOYER <input checked="" type="checkbox"/> MULTI-ESTABLISHMENT EMPLOYER		ZIP CODE 19808
8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ 0		
9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT 0		
10. PUBLIC AGENCY AWARDED CONTRACT		
Region 14 ESC	Abilene	TX
79605		
Official Use Only	DATE RECEIVED	ASSIGNED CERTIFICATION NUMBER

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. **DO NOT SUBMIT AN EEO-1 REPORT.**

JOB CATEGORIES	ALL EMPLOYEES			PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN									
	COL. 1 TOTAL (Cols.2 & 3)	COL. 2 MALE	COL. 3 FEMALE	***** MALE*****					***** FEMALE*****				
				BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers	195	114	81	4	10	0	5	93	5	2	0	8	63
Professionals	496	255	241	23	24	1	23	184	18	23	1	22	177
Technicians	6	6	0	2	0	0	0	4	0	0	0	0	0
Sales Workers	151	93	58	8	11	1	1	72	5	7	1	1	44
Office & Clerical	69	44	25	7	10	0	1	26	3	3	0	0	19
Craftworkers (Skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives (Semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	917	512	405	44	55	2	30	379	31	35	2	31	303
Total employment From previous Report (if any)													
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED? <input type="checkbox"/> 1. Visual Survey <input checked="" type="checkbox"/> 2. Employment Record <input type="checkbox"/> 3. Other (Specify)	14. IS THIS THE FIRST Employee Information Report Submitted? 1. YES <input checked="" type="checkbox"/> 2. NO <input type="checkbox"/>	15. IF NO, DATE LAST REPORT SUBMITTED MO. DAY YEAR
13. DATES OF PAYROLL PERIOD USED From: 10/16/2023 To: 10/31/2023		

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type) Jordan Copland	SIGNATURE	TITLE CFO / President	DATE MO DAY YEAR 06 16 2025
17. ADDRESS NO. & STREET 1152 15th Street NW, Suite 800	CITY Washington	COUNTY DC	STATE DC
	ZIP CODE 20005	PHONE (AREA CODE, NO., EXTENSION) 800 - 314 - 0147	

DOC #10



MACBRIDE-PRINCIPLES

**STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE
AND PROPERTY 33 WEST STATE STREET, P.O. BOX 230 TRENTON,
NEW JERSEY 08625-0230**

BID SOLICITATION # AND TITLE: Competitive Solicitation by Region 14 Education Service Center for Software and SaaS Solutions - RFP # 25-5940

VENDOR NAME: Granicus, LLC.

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder is required to provide a certification in compliance with the MacBride Principles and Northern Ireland Act of 1989. Pursuant to N.J.S.A. 52:34-12.2, Vendor/Bidder must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/ Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principles that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

The Vendor/Bidder has no business operations in Northern Ireland; or

OR

The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principles of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principles.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

DocuSigned by:

6/16/2025

Signature

Date

Jordan Copland
Print Name and Title

CFO / President