

CITY CLERK
ORIGINAL

C-8866-1
09/23/2014

AMENDMENT NO. 1

GRANICUS, INC. SERVICE AGREEMENT (Contract No. C-8866)

This Amendment to the Service Agreement is made this 23rd day of September, 2014 ("Effective Date"), by and between the City of Glendale, an Arizona municipal corporation ("City") and Granicus, Inc. authorized to do business in Arizona ("Contractor").

RECITALS

- A. City and Contractor previously entered into a Service Agreement, Contract No. C-8866, dated April 8, 2014 ("Agreement"); and
- B. City and Contractor wish to modify and amend the Agreement subject to and strictly in accordance with the terms of this Amendment.

AGREEMENT

In consideration of the mutual promises set forth and other good and valuable consideration, the receipt and sufficiency of which are acknowledged by the parties, the City and Contractor hereby agree as follows:

1. **Recitals.** The recitals set forth above are not merely recitals, but form an integral part of this Amendment.
2. **Scope Of Work.** Contractor's scope of work is amended as of the Effective Date of this Amendment and Exhibit A of the original Agreement is amended as set forth in Exhibit A-Amendment No. 1, attached to this Amendment.
3. **Compensation.** Section 3.1 of the Agreement is deleted and amended as follows:

"Client agrees to pay all costs as outlined in the Statement of Work attached to the Agreement as Exhibit A, and the costs of the Amended Statement of Work which is attached to the First Amendment to the Agreement as Exhibit A- Amendment 1, and incorporated by reference. The maximum amount of Amendment 1 shall not exceed \$96,619 and the total cost of the contract shall not exceed \$191,134. The parties acknowledge that the total cost described in the preceding sentence includes money for contingencies that may arise during the course of the project, and that the actual total cost may be less than the total cost described in the preceding sentence."

5. **Other Terms Unmodified.** Except as provided in this Amendment, all provisions, terms, and conditions of the Agreement remain unmodified and in effect. In the event any provision of this Amendment conflicts with the Agreement, the provisions of this Amendment prevail.

CITY OF GLENDALE, an Arizona
municipal corporation



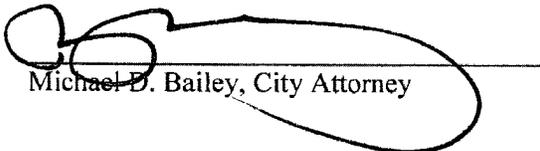
Brenda S. Fischer, City Manager

ATTEST:



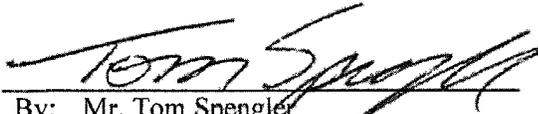
Pamela Hanna, City Clerk (SEAL)

APPROVED AS TO FORM:



Michael D. Bailey, City Attorney

Granicus, Inc.



By: Mr. Tom Spengler
Its: Chief Executive Officer

EXHIBIT A-AMENDMENT NO. 1



CITY OF GLENDALE, AZ

Scope of Work Proposal

Meeting Efficiency and VoteCast Suites

DOCUMENT VERSION 1.0

(CONFIDENTIAL)

August, 2014

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1. PURPOSE AND USAGE

The City of Glendale (“Client”) has selected Granicus, Inc.’s (“Granicus”) Meeting Efficiency and VoteCast Suite as the platform for automating the City Council’s live and post-meeting management processes. The solution will assist elected officials, client staff, and municipal constituents through the use of motion and vote services, speaker management functionality, and tools for audience awareness as well as minutes production and publication capabilities. Granicus is pleased to provide the following estimate for its software and the professional services related to the use of its software for the Client.

The purpose of this document is to define the goals, scope, specific deliverables, and timelines associated with the delivery of the SaaS application software and implementation services by Granicus. This document is used by Granicus to provide service estimates applicable to the current stage of a project.

The content of this document is subject to review and revision by both Granicus and the Client. After this Scope of Work has been mutually reviewed and agreed to by both Granicus and the Client, it will be attached to a services agreement and delivered to the Client for final review and execution.

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

2. ASSUMPTIONS

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

2.1 Global Assumptions

1. All future meeting and non-meeting content will be imbedded in Client’s Insite page. Any historical data will be imbedded in a view page in a new tab in Insite.
2. The VoteCast Suite will require:
 - a. Physical space on the desk or meeting table for the voting members to use tablets,
 - b. A network port,
 - c. A wired network that supports a connection between the VoteCast voting machines and the encoder, and
 - d. Power for the voting machines.

2.2 Project Management Assumptions

1. Project initiation will occur upon signature of the services agreement by both parties. All dates in this Scope of Work are subject to a mutually agreed upon schedule after execution of the services agreement.
2. Granicus will provide regular status reports to the Client Project Manager.

2.3 Staffing Assumptions

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

Key Granicus Team Members

1. Granicus has assigned Aaron Levin as the project manager for this effort. The escalation process in the event of the project manager's inability to respond to Client needs will be directly to Granicus' Vice President of Operations, Sherif Agib.
2. Granicus will assign the following team to the Client implementation. The Granicus Project Manager must communicate any change in the membership of this team to the Client in advance.
 - a. Account Manager: Chris Voorhees
 - b. Design Team: To be assigned.
 - c. Resource Coordinator: Sanchit Chhabra
 - d. Product Trainer: To be assigned.

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

Key Client Team Members

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

1. **Project Manager:** The Project Manager should be someone who manages the Client team's performance of project tasks and secures acceptance and approval of deliverables from the Client stakeholders. The Project Manager is responsible for

communication, including status reporting, risk management, escalation of issues, and, in general, making sure the project is delivered on schedule and within scope. The Project Manager's responsibilities will also include, but not be limited to:

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

2.4 Scope and Cost Assumptions

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

3. BUSINESS OBJECTIVES

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

1. Streamline live meeting processes into a workflow that combines minutes with meeting recordings.
2. Perform tasks associated with capturing and publishing minutes electronically.
3. Record roll call, agenda items, speakers, motions, votes, and notes through a simple interface.
4. Integrate VoteCast to enable real-time meeting voting and recording on the touch-screens.
5. Allow the public to track legislation, ordinances, and voting member records through Client website.
6. Allow elected officials to participate in public meetings using touch-screen displays to record motions and votes as well as request to speak.
7. Enable viewing of full agendas, supporting materials, the current item, speakers and vote results from the touch-screen display.
8. Substantially reduce hardcopy printing of documents related to meetings.
9. Provide training for all stakeholders through a “train-the-trainer” concept.
10. Implement a redundant, robust system with a recovery and/or failover plan.
11. Provide integration with the public interface for legislation-related information.

4. PROJECT PHASES

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

1. **Pre-Deployment Activity:** Granicus works with the Client to gather general technical information and analyzes existing technology set-up to ensure that the proposed project meets all requirements necessary to delivering a successful Granicus solution.

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

5. SCOPE OF WORK

5.1 In Scope

1. Configuration and support for the Glendale City Council meeting body.
2. Automation of the following business processes to support a streamlined workflow, with modifications to achieve the best practices as necessary:
 - a. Motions and votes will be populated automatically into Legistar.
 - b. Notes Section
 - c. Roll Call
3. The VoteCast system will allow for seven (7) voting members. A voting member is defined as someone who will have access to a voting machine, but may not necessarily vote. The VoteCast solution includes:
 - a. Hardware configuration, installation, and maintenance for:
 - i. Seven (7) VoteCast Tablets and Stations
 - ii. One (1) VoteCast Display and Central Processing Unit (CPU)
 - b. VoteCast software configuration, installation, and maintenance as included in the upfront and monthly managed service fees.
4. Training for stakeholders: technical and business.

5. Access and delivery to reference and support materials and documentation.
6. Issue support for user acceptance testing.
7. Preparation for Go-Live event.
8. Go-Live support.
9. Integration and validation with existing Granicus solution.
15. API Integrations.
 - a. Granicus makes available the use of its various APIs to its Clients to enable them to extend their Granicus data in a variety of ways. Examples include leveraging the API to import data from a third party system into Granicus and, conversely, exporting data to a third party system.
 - b. Granicus will deliver access to its APIs, as well as any existing documentation, to the Client upon request.

5.2 Out of Scope

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

1. Onsite Encoder Installation
 - a. Granicus performs installation work and support of installation work of its Encoders remotely.
2. Data conversion, porting of data, and migration of historical data into Granicus.
 - a. A data conversion/migration is defined as a service whereby the Client requests Granicus to move, convert, upload, or otherwise "make available" any data not originally generated by a product to appear or be utilized in a Granicus product.
 - b. Common scenarios include (but are not limited to):
 - i. Moving or converting previous agenda, minutes, legislation documents, attachments, or data into Granicus software.
 - c. Any potential data migrations are considered out-of-scope and require additional assessment, as well as a separate project scope.

d. Data migrations and conversions are billed by a combination of flat fees as well as the current professional services rate of two hundred dollars (\$200) per hour.

3. Creation of sectioned view pages or custom design work related to the Client's iFraming of the view page into their official website.

a. Custom design work is defined as work that requires modifications to the core application code in order to achieve a desired format or purpose. A sectioned view is defined as a customized view page that allows the Client to organize its meeting content by year and/or meeting body, making it easier for citizens to view and navigate through its publicly facing archives.

This is opposed to a standard view page that lists all archives in one, chronological table.

b. In general, modifications to formatting (font, size, justifications) or hiding or moving certain data elements are not considered custom design work, and are thus considered 'in-scope'.

c. The creation of any custom design work requires a separate assessment and project scope.

d. Billing for custom design work is assessed on an hourly basis at the current professional services rate of two hundred dollars (\$200) per hour.

4. API Integrations.

a. Examples of out-of-scope API requests include, but are not limited to:

i. Requests to make modifications to API functionality to accommodate any third party integration.

ii. Any feasibility/data gap analysis to determine whether or not an API will be suitable for any Client integration or business need.

iii. Any custom programming/configuration done by a Granicus staff member or contractor to accomplish or in pursuit of accomplishing any API integration.

iv. Any request for support regarding a third party integration not created by Granicus or its contractors.

v. Any other API integration not clearly defined by this original scope of work.

b. Billing for out-of-scope API integrations is assessed on an hourly basis at the current professional services rate of two hundred dollars (\$200) per hour.

5. Product changes or enhancements.

- a. If the Client wishes to make a feature or product change request, it may do so at any time through its Granicus Account Manager, Granicus Client Care, or its *Granicus Project Manager*. Granicus, at its sole discretion, will then choose whether or not to implement any given product request.
- b. Any accepted feature request will be implemented within a manner, timeline, and fashion that are purely at Granicus' discretion.
- c. Any product change or enhancement not currently existing or not explicitly listed in the project scope above at the time this Scope of Work is executed is considered out-of-scope.

6. PROJECT DELIVERABLES

6.1 Description of Deliverables

6.1.1 Meeting Efficiency Suite

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

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

6.1.2 VoteCast: Electronic Voting and Public Displays

VoteCast enables elected officials to participate in public meetings to record motions and votes as well as request to speak. Users can view full agendas, supporting materials, the current item, speakers, and vote results. Record actions directly from elected members and provide a public display that shows the current item, vote results, a speaker timer, and more. The system includes a digital speaker queue, and vote automation, and the ability to review paperless agenda packets. Elected Officials can use iPads or Granicus-provided hardware, which includes either a tablet computer (Samsung Series 7 Slate Tablet) with a docking station or an ultra-small, form factor Dell CPU and touch-screen monitor, depending on client preference. VoteCast is a highly configurable system that provides many custom options, some of which include:

- Ability to show or hide live vote results, including a numerical tally for elected officials or the meeting chair. This can be done during the live vote or after it has been completed.
- Vote types (“Yes” or “Yay”, “No” or “Nay”, etc.)
- Show or hide motion information and mover/seconded buttons

- Ability to view supporting document attachments
- Customized elected official names
- Display the speaker queue and speaker timer
- Ability for meeting chair to have controls such as start/stop/reset vote, call speakers, etc.

6.1.2.1 Meeting Room Public Display

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

7. Project Deliverables Review and Approval

All deliverables must be signed off on, per original agreement of the project plan, by the Client Solution Administrator and the Client Project Manager before they will be considered complete and final. Sign-off is defined as the delivery of written or electronic approval and acceptance of the deliverables. The Client Solution Administrator and Client Project Manager will manage the internal testing and review process to ensure completion with the internal project team.

8. Payment Schedule

Client acknowledges that the services estimated are based solely on the information provided to Granicus and referenced in the above project areas. Professional Service fees include setup, configuration, and training. Recurring Managed Service fees include regular upgrades and ongoing maintenance.

Payment is to be made based upon Milestone Events as detailed in Section 9.

| Description | Amount |
|---|-------------|
| Execution of Service Agreement (Milestone 1) | \$11,260.00 |
| System Acceptance (Milestone 2) | \$4,800.00 |
| Go-Live (Milestone 3) | \$5,100.00 |
| Upfront fees and any training fees associated with this project, but not to exceed \$2,000.00 | \$2,000.00 |

| | |
|----------------------------------|--------------------|
| Project Contingency (15%) | \$3,174.00 |
| Total | \$26,334.00 |

Ongoing Costs

Commencement of monthly managed service fees in the amount of one thousand and four hundred dollars, and zero cents (\$1,400.00) begins, prorated from the date of Scope of Work Completed. This amount may increase in accordance with section 3.4 of the client services agreement.



9. General Project Timeline, Associated Tasks, and Payment Milestones

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

| # | Milestone (in bold) or Task Name | Resource(s) | Description | Duration |
|---|--|------------------|--|----------|
| 1 | Pre-Deployment Activity Phase | Client, Granicus | Tasks completed before official project initiation to ensure smooth and successful project deployment. | 6 days |
| 2 | Send Technical Solution Guides: Meeting Efficiency Solution, Live Manager, VoteCast Solution | Granicus | Granicus PM will email the technical solutions guide for the Meeting Efficiency and VoteCast solutions. The guides detail all system prerequisites and security requirements for installing the hardware and related applications that will need to be installed on the Client's computers. | 1 day |
| 3 | Solution Validation Call | Client, Granicus | The Solution Validation Call is the opportunity to discuss the Client's current workflow process and existing technology set-up, as well as to ensure that the proposed plan meets all requirements necessary to deliver a successful Granicus solution. At a minimum, the Client PM, Client Solution Administrator, A/V, and Client IT Lead should participate in the call. | 1 day |

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|----|---|-------------------------|--|----------------|
| 4 | Review Encoding formats with Audio and Video Team | Client, Granicus | Granicus PM and Client's A/V team will work together to confirm the following parameters for the streaming component: I. Aspect Ratio II. Bit Rate III. Encoding Format | 1 day |
| 5 | Service Agreement Executed | Client, Granicus | Joint execution of service agreement by legal representatives is required before the project can proceed. | 1 day |
| 6 | Billing Milestone 1 | Client, Granicus | Granicus will invoice and Client agrees to pay the first installment of the agreed-upon fees in the amount of eleven thousand two hundred and sixty dollars (\$11,260.00). The investments associated with Milestone 1 cover all hardware elements and shipping fees for the project. | |
| 7 | Deployment Phase | Client, Granicus | The majority of software installation and configuration occurs during the Deployment Phase. (Time estimate based on Granicus' and Client's availability.) | 60 days |
| 8 | Schedule Project Kickoff Call | Granicus | Granicus Resource Coordinator will reach out to Client PM to schedule the Project Kickoff Call (see below). | .25 days |
| 9 | Email Kickoff Call Agenda and related material | Granicus | Granicus Resource Coordinator will email the Client Project Manager the Kickoff Call agenda and all related documentation in preparation for the Kickoff Call. | 1 day |
| 10 | Project Kickoff Call | Client, Granicus | The primary goal of the Kickoff Call is to bring all project stakeholders together and establish the timeline for all related project milestones. In addition, it is the official transition from the Sales team to the | 1 day |

| | | | | |
|--|--|--|--|--|
| | | | <p>Implementation team. The Granicus Project Manager will lead the call after the proper introductions have occurred. All project stakeholders should participate in the Kickoff Call.</p> <p>The outline below covers a high-level overview for the call. The Granicus Resource Coordinator will provide a complete agenda for the Kickoff Call in advance.</p> <ol style="list-style-type: none"> I. Client and Granicus Team Introductions II. Review <i>solution details</i> III. Identify/solidify Client resources <ol style="list-style-type: none"> a) Desktop Support b) Security/Network c) Server Setup d) Audio and Video Specialist IV. Present outline of project plan, both milestones and tasks V. Set appropriate dates for project plan with all stake holders for all relevant project milestones <p>Streaming Component</p> <ul style="list-style-type: none"> • Schedule Upgrade Window <p>Design</p> <ul style="list-style-type: none"> • Public-facing Components Review <ol style="list-style-type: none"> VI. Schedule weekly check-in call between Granicus Project Manager and Client Project Manager. | |
|--|--|--|--|--|

| | | | | |
|----|---|------------------|---|--------|
| 11 | Email Training Plan and Agendas | Granicus | The Granicus Trainer will follow up the training discussion on the Kickoff Call with an email to the Client PM detailing the proposed training plan and agenda. | 1 day |
| 12 | Submit Hardware Shipping Requests for Encoders, VoteCast Hardware, and Performance Accelerator (as necessary) | Granicus | Granicus will complete the following tasks: <ol style="list-style-type: none"> 1. Sysmon Site Deployment 2. GADS Solution Build 3. Complete Shipping Request 4. Email Draft Project Plan to Client | 3 days |
| 13 | Complete Public-facing Components Design Call | Client, Granicus | This call's purpose is to finalize all design aspects of the Granicus webpage, aka "view page", portal. Client PM, Granicus Design, and Granicus PM are required attendees on this call. Other stakeholder attendees will be determined and communicated with in advance. | 1 day |
| 14 | Deliver Technical Requirements for LiveManager | Granicus | Granicus PM will provide a document detailing the technical requirements for LiveManager to Client IT Lead. | 1 day |
| 16 | Confirm Remote Access to Encoding Appliance | Granicus | Granicus PM will confirm remote access to the server in preparation for the software update. | 1 day |
| 17 | Complete Streaming Component Upgrade/Installation | Client, Granicus | Granicus PM and Client PM will identify a 48-hour window when the streaming component can be upgraded to the latest version of Granicus streaming software. | 1 day |

| | | | | |
|----|--|------------------|---|-------|
| 18 | Confirm Remote Access to Performance Accelerator (Server Side) | Granicus | Granicus PM will confirm remote access to the server in preparation for the software update. Note: This may not be required depending on the encoding format (WMV vs. H.264). | 1 day |
| 19 | Complete software update for Encoding Appliance (Server Side) | Granicus | Granicus PM will complete a server-side update to the streaming component: <ul style="list-style-type: none"> • Currently installed version: 3.6.6 • Version to be installed: 3.6.9 | 1 day |
| 20 | Installation of Voting Hardware | Client | After Client receives equipment, Client A/V will install the voting hardware and VoteDisplay, including power and Ethernet connection, and confirm that Granicus has remote access. | 1 day |
| 21 | Configuration of Voting Hardware | Granicus | Granicus PM will install VoteCast software on the voting hardware and VoteDisplay. | |
| 22 | Complete System Validation | Granicus | Granicus PM will conduct complete system testing to confirm all systems are working as expected. | 1 day |
| 23 | Complete Technical Deployment | Client, Granicus | Granicus and Client will meet to review and approve the technical deployment to ensure that all technical scope deliverables have been successfully completed and delivered in preparation for training, including: <ol style="list-style-type: none"> 1. Encoder Functionality (Live Streaming and Archived Recording) 2. VoteCast Installation on Designated Workstations | 1 day |

| | | | | |
|----|---|------------------|--|---------|
| | | | 3. VoteCast Display Functionality | |
| 24 | Billing Milestone 2 | Client, Granicus | Once Client PM provides a written approval and acceptance of the system via email, Granicus will invoice and Client agrees to pay the second installment of the agreed-upon fees in the amount of four thousand and eight hundred dollars (\$4,800.00). The investments associated with billing milestone 2 cover all project professional services such as system configuration and project management. | |
| 25 | VoteCast Training | Client, Granicus | Granicus will provide onsite training to staff and elected officials on the VoteCast system in addition to onsite meeting support. | 2 days |
| 26 | Meeting Efficiency Training | Client, Granicus | Meeting Efficiency training will be provided as needed based on Client's Legislative Management training experience. | 1 day |
| 27 | Final Solution Acceptance Meeting | Client, Granicus | The purpose of this meeting is to review the entire project scope and deliverables and ensure complete client satisfaction. | 1 day |
| 28 | Live Operations Begin/Scope of Work Completed | Client | This is the official go-live date when meeting bodies will be using the Meeting Efficiency and VoteCast solution during a live meeting. | 0 days |
| 29 | Billing Milestone 3 | Client, Granicus | Granicus will invoice and Client agrees to pay the last installment of the agreed-upon fees in the amount of five thousand and one hundred dollars (\$5,100). Upfront fees and any training fees associated with this project (training fees are limited to no more than two thousand | Ongoing |

| | | | | |
|--|--|--|--|--|
| | | | <p>dollars and zero cents (\$2,000.00) are due within 60 days of receipt.</p> <p>Commencement of monthly managed service fees in the amount of one thousand and four hundred dollars, and zero cents (\$1,400.00) begins, prorated from the date of Scope of Work Completed.</p> | |
|--|--|--|--|--|