



City of Moore Oklahoma

Community Development | 301 N. Broadway, Moore, OK 73160 | (405) 793-5053 | www.cityofmoore.com

September 16, 2014

Tom Spengler, CEO
Granicus, Inc.
600 Harrison Street, Suite 120
San Francisco, CA 94107

MAILED

SEP 16 2014

By: IG

E-MAILED

SEP 16 2014

By: J

Dear Mr. Spengler:

The Moore City Council awarded Proposal of online citizen participation, not to exceed the amount of \$400.00 a month.

Attached you will find two copies of the contract. Please sign and return one to me for our files.

If you have any questions, please let me know.

Sincerely,

Jared Jakubowski
Associate Planner/Grants Manager

Enclosures

GRANICUS, INC. SERVICE AGREEMENT

THIS SERVICE AGREEMENT (the “**Agreement**”), dated as of September 4, 2014 (the “**Effective Date**”), is entered into between Granicus, Inc. (“**Granicus**”), a California Corporation, and the City of Moore, OK (the “**Client**”).

A. WHEREAS, Granicus is in the business of developing, licensing, and offering for sale various streaming media solutions specializing in Internet broadcasting, and related support services; and

B. WHEREAS, Granicus desires to provide and Client desires to (i) purchase the Granicus Solution as set forth in the Proposal, which is attached as Exhibit A, and incorporated herein by reference, (ii) engage Granicus to integrate its Granicus Software onto the Client Website, (iii) use the Granicus Software subject to the terms and conditions set forth in this Agreement, and (iv) contract with Granicus to administer the Granicus Solution through the Managed Services set forth in Exhibit A.

NOW, THEREFORE, in consideration of the foregoing and the mutual agreements, covenants, representations and warranties herein contained, the parties hereto agree as follows:

1. GRANICUS SOFTWARE AND MANAGED SERVICES.

1.1 Software and Services. Subject to the terms and conditions of this Agreement, Granicus will provide Client with the Granicus Software, and Managed Services that comprise the Granicus Solution as outlined in Exhibit A. “Managed Services” shall mean the services provided by Granicus to Client as detailed in Exhibit A. “Managed Services Fee” shall mean the monthly cost of the Managed Services, as detailed in Exhibit A.

2. GRANT OF LICENSE.

2.1 Ownership. Granicus, and/or its third party supplier, owns the copyright and/or certain proprietary information protectable by law in the Granicus Software.

2.2 Use. Granicus agrees to provide Client with a revocable, non-transferable and non-exclusive license to access the Granicus Software listed in the Solution Description and a revocable, non-sublicensable, non-transferable and non-exclusive right to use the Granicus Software. All Granicus Software is proprietary to Granicus and protected by intellectual property laws and international intellectual property treaties. Pursuant to this Agreement, Client may use the Granicus Software to perform its own work and work of its customers/constituents. Cancellation of the Client’s Managed Services will also result in the immediate termination of the Client’s Software license as described in Section 2.2 hereof.

2.3 Limited Warranty; Exclusive Remedies. Subject to Sections 6.1 and 6.2 of this Agreement, Granicus warrants that the Granicus Software, as provided by Granicus, will substantially perform in accordance with its applicable written specifications for as long as the Client pays for and receives Managed Services. Client’s sole and exclusive remedy for any breach by Granicus of this warranty is to notify Granicus, with sufficient detail of the nonconformance, and provide Granicus with a reasonable opportunity to correct or replace the defective Granicus Software. Client agrees to comply with Granicus’ reasonable instructions with respect to the alleged defective Granicus Software.

2.4 Limitations. Except for the license in Section 2.2, Granicus retains all ownership and proprietary rights in and to the Granicus Software, and Client is not permitted, and will not assist or permit a third party, to: (a) utilize the Granicus Software in the capacity of a service bureau or on a time share basis; (b) reverse engineer, decompile or otherwise attempt to derive source code from the Granicus Software; (c) provide, disclose, or otherwise make available the Granicus Software, or copies thereof, to any third party; or (d) share, loan, or otherwise allow another Meeting Body, in or outside its jurisdiction, to use the Granicus Software, or copies thereof, except as expressly outlined in the Proposal.

3. PAYMENT OF FEES

3.1 Client agrees to pay all costs as outlined in Exhibit A.

3.2 Fifty percent (50%) of all up-front fees for all product suites are due upon Granicus' receipt of a purchase order. The remaining fifty percent (50%) of up-front fees for each product suite are due upon completion of deployment for that suite. Quarterly billing for Managed Services for associated product suites shall begin upon completion of deployment of each suite. Client will be invoiced a pro-rated amount from the product suite deployment completion date through the end of the quarter. Thereafter, Client will be billed each January 1, April 1, July 1, and October 1. Client agrees to pay all invoices from Granicus within thirty (30) days of receipt of invoice. Client acknowledges that each suite is fully operational separate from the other purchased suites. Client's acceptance of any individual suite is not conditioned upon the acceptance of any other suite as they are separate solutions.

For Open Platform, Government Transparency, and Meeting Efficiency Suites, deployment is complete once the software is installed, tested and deemed by Granicus to be ready for Client's use. For Legislative Management deployment is complete once the hardware and software are installed, tested, and deemed by Granicus to be ready for Client's use, and the Legistar database is configured for the Client. The database is considered to be fully configured after the final Needs Analysis Call.

3.3 Granicus, Inc. shall send all invoices to:

Name:
Title:
Address:

3.4 Upon renewal of this Agreement, Granicus may include (in which case Client agrees to pay) a maximum increase of the current CPI percentage rate (as found at The Bureau of Labor and Statistics website <http://www.bls.gov>) or three (3) percent a year on Client's Managed Services Fee, whichever is larger.

3.5 Training Usage Policies. Granicus has established best practice training plans around success with Granicus services, and Clients are encouraged to take advantage of all purchased training up-front in order to achieve the maximum amount of success with their services. All purchased training must be completed within sixty (60) days of the date of the first date of training per suite. Any purchased training not used during this sixty (60) day period will expire. If Client feels that it is necessary to obtain more training after the initial sixty (60) day period, Client may purchase additional training at that time

3.6□ Training Cancellation Policies. Granicus' policies on Client cancellation of scheduled trainings are as follows:

(a)□ Onsite Training. For any cancellations within forty-eight (48) hours of the scheduled onsite training, Granicus, at its sole discretion, may invoice the Client for one hundred (100) percent of the purchased training costs and all travel expenses, including any incurred third party cancellation fees. Subsequent training will need to be purchased and scheduled at the previously quoted pricing.

(b)□ Online Training. For any cancellations within twenty-four (24) hours of the scheduled online training, Granicus, at its sole discretion, may invoice the Client for fifty (50) percent of the purchased training costs, including any incurred third party cancellation fees. Subsequent training will need to be purchased and scheduled at the previously quoted pricing.

4.□ CONTENT PROVIDED TO GRANICUS

4.1□ Responsibility for Content. The Client shall have sole control and responsibility over the determination of which data and information shall be included in the Content that is to be transmitted, including, if applicable, the determination of which cameras and microphones shall be operational at any particular time and at any particular location. However, Granicus has the right (but not the obligation) to remove any Content that Granicus believes violates any applicable law or this Agreement.

4.2□ Restrictions. Client shall not provide Granicus with any Content that: (i) infringes any third party's copyright, patent, trademark, trade secret or other proprietary rights; (ii) violates any law, statute, ordinance or regulation, including without limitation the laws and regulations governing export control and e-mail/spam; (iii) is defamatory or trade libelous; (iv) is pornographic or obscene, or promotes, solicits or comprises inappropriate, harassing, abusive, profane, defamatory, libelous, threatening, indecent, vulgar, or otherwise objectionable or constitutes unlawful content or activity; (v) contains any viruses, or any other similar software, data, or programs that may damage, detrimentally interfere with, intercept, or expropriate any system, data, information, or property of another.

5.□ TRADEMARK OWNERSHIP. Granicus and Client's Trademarks are listed in the Trademark Information exhibit attached as Exhibit D.

5.1□ Each Party shall retain all right, title and interest in and to their own Trademarks, including any goodwill associated therewith, subject to the limited license granted to the Client pursuant to Section 2 hereof. Upon any termination of this Agreement, each Party's right to use the other Party's Trademarks pursuant to this Section 5 terminates.

5.2□ Each party grants to the other a non-exclusive, non-transferable (other than as provided in Section 5 hereof), limited license to use the other party's Trademarks as is reasonably necessary to perform its obligations under this Agreement, provided that any promotional materials containing the other party's trademarks shall be subject to the prior written approval of such other party, which approval shall not be unreasonably withheld.

6.□ LIMITATION OF LIABILITY

6.1 Warranty Disclaimer. Except as expressly provided herein, Granicus' services,

software and deliverables are provided "as is" and Granicus expressly disclaims any and all express or implied warranties, including but not limited to implied warranties of merchantability, and fitness for a particular purpose. Granicus does not warrant that access to or use of its software or services will be uninterrupted or error free. In the event of any interruption, Granicus' sole obligation shall be to use commercially reasonable efforts to restore access.

6.2 Limitation of Liabilities. To the maximum extent permitted by applicable law, Granicus and its suppliers and licensors shall not be liable for any indirect, special, incidental, consequential, or punitive damages, whether foreseeable or not, including but not limited to: those arising out of access to or inability to access the services, software, content, or related technical support; damages or costs relating to the loss of: profits or revenues, goodwill, data (including loss of use or of data, loss or inaccuracy or corruption of data); or cost of procurement of substitute goods, services or technology, even if advised of the possibility of such damages and even in the event of the failure of any exclusive remedy. In no event will Granicus' and its suppliers' and licensors' liability exceed the amounts paid by client under this agreement regardless of the form of the claim (including without limitation, any contract, product liability, or tort claim (including negligence, statutory or otherwise)).

7. CONFIDENTIAL INFORMATION & OWNERSHIP.

7.1 Confidentiality Obligations. Confidential Information shall mean all proprietary or confidential information disclosed or made available by the other party pursuant to this Agreement that is identified as confidential or proprietary at the time of disclosure or is of a nature that should reasonably be considered to be confidential, and includes but is not limited to all business, technical and other information (including without limitation, all product, services, financial, marketing, engineering, research and development information, product specifications, technical data, data sheets, software, inventions, processes, training manuals, know-how and any other information or material), disclosed from time to time by the disclosing party to the receiving party, directly or indirectly in any manner whatsoever (including without limitation, in writing, orally, electronically, or by inspection); provided, however, that Confidential Information shall not include the Content that is to be published on the website(s) of Client.

7.2 Each party agrees to keep confidential and not disclose to any third party, and to use only for purposes of performing or as otherwise permitted under this Agreement, any Confidential Information. The receiving party shall protect the Confidential Information using measures similar to those it takes to protect its own confidential and proprietary information of a similar nature but not less than reasonable measures. Each party agrees not to disclose the Confidential Information to any of its Representatives except those who are required to have the Confidential Information in connection with this Agreement and then only if such Representative is either subject to a written confidentiality agreement or otherwise subject to fiduciary obligations of confidentiality that cover the confidential treatment of the Confidential Information.

7.3 Exceptions. The obligations of this Section 7 shall not apply if receiving party can prove by appropriate documentation that such Confidential Information (i) was known to the receiving party as shown by the receiving party's files at the time of disclosure thereof, (ii) was already in the public domain at the time of the disclosure thereof, (iii) entered the public domain through no action of the receiving party subsequent to the time of the disclosure thereof, or (iv) is required by law or government order to be disclosed by the receiving party, provided that the receiving party shall (i) notify the disclosing party in writing of such required disclosure as soon as reasonably possible prior to such disclosure, (ii) use its commercially reasonable efforts at its expense to cause such disclosed Confidential Information to be treated by such governmental

authority as trade secrets and as confidential.

8. TERM

8.1 The term of this Agreement shall commence on the date hereof and shall continue in full force and effect for eighteen (18) months after the date hereof. This Agreement shall automatically renew for an additional three (3) terms of one (1) year each, unless either party notifies the other in writing at least thirty (30) days prior to such automatic renewal that the party does not wish to renew this Agreement.

8.2 Rights Upon Termination. Upon any expiration or termination of this Agreement, and unless otherwise expressly provided in an exhibit to this Agreement:

(a) Client's right to access or use the Granicus Solution, including Granicus Software, terminates and Granicus has no further obligation to provide any services;

(b) Client shall immediately return the Granicus Software and all copies thereof to Granicus, and within thirty (30) days of termination, Client shall deliver a written certification to Granicus certifying that it no longer has custody of any copies of the Granicus Software.

8.3 Obligations Upon Termination. Upon any termination of this Agreement,

(a) the parties shall remain responsible for any payments that have become due and owing up to the effective date of termination;

(b) the provisions of 2.1, 2.4, 3, 4, 5, 6.1, 6.2, 7, 8.3, and 10 of the agreement, and applicable provisions of the Exhibits intended to survive, shall survive termination of this Agreement and continue in full force and effect;

(c) pursuant to the Termination or Expiration Options Regarding Content, Granicus shall allow the Client limited access to the Client's Content, including, but not limited to, all video recordings, timestamps, indices, and cross-referenced documentation. The Client shall also have the option to order hard copies of the Content in the form of compact discs or other equivalent format; and

(d) Granicus has the right to delete Content within sixty (60) days of the expiration or termination of this Agreement.

9. PATENT, COPYRIGHT AND TRADE SECRET INFRINGEMENT.

9.1 Granicus' Options. If the Granicus Software becomes, or in Granicus' opinion is likely to become, the subject of an infringement claim, Granicus may, at its option and sole discretion, (i) obtain for Client the right to continue to use the Granicus Software as provided in this Agreement; (ii) replace the Granicus Software with another software product that provides similar functionality; or (iii) if Granicus determines that neither of the foregoing options are reasonably available, Granicus may cease providing the applicable services or require that Client cease use of and destroy the Granicus Software. In that event, and provided that Client returns or destroys (and certify to such destruction of) all copies of the Granicus Software in Client's possession or control, if any, Granicus will refund to Client all license fees paid by Client under the current Agreement.

10. MISCELLANEOUS.

10.1 Amendment and Waiver. This Agreement may be amended, modified, waived or canceled only in writing signed by each of the parties hereto or, in the case of a waiver, by the party waiving compliance. Any failure by either party to strictly enforce any provision of this Agreement will not be a waiver of that provision or any further default.

10.2 Governing Law. The laws of the State of California shall govern the validity, construction, and performance of this Agreement, without regard to its conflict of law principles.

10.3 Construction and Severability. Wherever possible, each provision of this Agreement shall be interpreted so that it is valid under applicable law. If any provision of this Agreement is held illegal or unenforceable, that provision will be reformed only to the extent necessary to make the provision legal and enforceable; all remaining provisions continue in full force and effect.

10.4 Independent Contractors. The parties are independent contractors, and no other relationship is intended by this Agreement.

10.5 Force Majeure. Other than payment obligations, neither party is responsible for any delay or failure in performance if caused by any event outside the reasonable control of the party, including without limitation acts of God, government regulations, shortage of supplies, act of war, act of terrorism, earthquake, or electrical, internet or telecommunications outage.

10.6 Closed Captioning Services. Client and Granicus may agree that closed captioning or transcription services will be provided by a third party under this agreement. In such case, Client expressly understands that the third party is an independent contractor and not an agent or employee of Granicus. Granicus is not liable for acts performed by such independent third party.

[The remainder of this page left blank intentionally]

This Agreement consists of this Service Agreement as well as the following exhibits, which are incorporated herein by reference as indicated:

- Exhibit A: Proposal
- Exhibit B: Support Information
- Exhibit C: Hardware Exhibit
- Exhibit D: Trademark Information
- Exhibit E: Termination or Expiration Options Regarding Content

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives,

GRANICUS, INC.

By: _____


Tom Spengler

Its: Chief Executive Officer

Address:

600 Harrison St, Suite 120
San Francisco, CA 94107

The City of Moore, OK

By: GLENN LEWIS

Name: 

Its: MAYOR

Address: 301 N. BROADWAY
MOORE, OK 73160

Date: 9-15-14

EXHIBIT A

PROPOSAL

[The remainder of this page is left blank intentionally.]

EXHIBIT B

SUPPORT INFORMATION

1. Contact Information. The support staff at Granicus may be contacted by the Client at its mailing address, general and support-only telephone numbers, and via e-mail or the Internet.

(a) Mailing Address. Mail may be sent to the support staff at Granicus headquarters, located at 600 Harrison Street, Suite 120, San Francisco, California, 94107.

(b) Telephone Numbers. Office staff may be reached from 8:00 AM to 7:00 PM Pacific time at (415) 357-3618 or toll-free at (877) 889-5495. The technical support staff may be reached at (415) 357-3618 opt 1.

(c) Internet and E-mail Contact Information. The website for Granicus is <http://www.granicus.com>. E-mail may be sent to the support staff at customercare@granicus.com.

2. Support Policy. When Granicus receives notification of an issue from Client, Granicus, Inc. customer advocate or technical support engineer will respond with notice that they will be actively working to resolve the issue. Granicus, Inc. will make a good faith effort to give an assessment of the issue and an estimated time for resolution. Notification shall be the documented time that the Client either calls or e-mails Granicus, Inc. to notify them of an issue or the documented time that Granicus, Inc. notifies Client there is an issue. Granicus reserves the right to modify its support and maintenance policies, as applicable to its customers and licensees generally, from time to time, upon reasonable notice.

3. Scheduled Maintenance. Scheduled maintenance of the Granicus Solution will not be counted as downtime. Granicus will clearly post that the site is down for maintenance and the expected duration of the maintenance. Granicus will provide the Client with at least two (2) days prior notice for any scheduled maintenance. All system maintenance will only be performed during these times, except in the case of an emergency. In the case that emergency maintenance is required, the Client will be provided as much advance notice, if any, as possible under the circumstances.

4. Software Enhancements or Modifications. The Client may, from time to time, request that Granicus incorporate certain features, enhancements or modifications into the licensed Granicus Software. Subject to the terms and conditions to this exhibit and the Service Agreement, Granicus and Client will use commercially reasonable efforts to perform all tasks in the Statement of Work ("SOW"). Upon the Client's request for such enhancements/modifications, the Client shall prepare a SOW for the specific project that shall define in detail the Services to be performed. Each such SOW signed by both parties is deemed incorporated in this exhibit by reference. Granicus shall submit a cost proposal including all costs pertaining to furnishing the Client with the enhancements/modifications.

4.1 Documentation. After the SOW has been executed by each party, a detailed requirements and detailed design document shall be submitted illustrating the complete financial terms that govern the SOW, proposed project staffing, anticipated project schedule, and other information relevant to the project. Such enhancements or modifications shall become part of the licensed Granicus Software.

4.2 Acceptance. Client understands that all work contemplated by this exhibit is on a “time-and-materials” basis unless otherwise stated in the SOW. Within ten (10) business days of Granicus’ completion of the milestones specified in the SOW and delivery of the applicable enhancement/modification to Client, Client will provide Granicus with written notice of its acceptance or rejection of the enhancement/modification, based on the acceptance criteria set forth in the SOW. Client agrees that it will not reject any enhancement/modification so long as it substantially complies with the acceptance criteria.

4.3 Title to Modifications. All such modifications or enhancements shall be the sole property of the Granicus.

5. Limitation of Liability; Exclusive Remedy. IN THE EVENT OF ANY INTERRUPTION, GRANICUS’ SOLE OBLIGATION, AND CLIENT’S EXCLUSIVE REMEDY, SHALL BE FOR GRANICUS TO USE COMMERCIALY REASONABLE EFFORTS TO RESTORE ACCESS AS SOON AS REASONABLY POSSIBLE.

[End of Support Information]

EXHIBIT C

GRANICUS, INC.

HARDWARE EXHIBIT

THIS HARDWARE EXHIBIT is entered into by Granicus and Client, as an attachment to the Service Agreement between Granicus and Client, for the hardware components of the Granicus Solution (the "**Hardware**") provided by Granicus to Client. This exhibit is an additional part of the Service Agreement and is incorporated therein by reference. Capitalized terms used but not defined in this exhibit have the meanings given in the Service Agreement.

1. **Price.** The price for the Hardware shall be the price specified in the Proposal.
2. **Delivery.** Any scheduled ship date quoted is approximate and not the essence of this exhibit. Granicus will select the shipment method unless otherwise mutually agreed in writing. Granicus retains title to and ownership of all Granicus Software installed by Granicus on the Hardware, notwithstanding the use of the term "sale" or "purchase."
3. **Acceptance.** Use of the Hardware by Client, its agents, employees or licensees, or the failure by Client to reject the Hardware within fifteen (15) days following delivery of the Hardware, constitutes Client's acceptance. Client may only reject the Hardware if the Hardware does not conform to the applicable written specifications.
4. **Service Response Time.** For hardware issues requiring replacement, Granicus, Inc. shall respond to the request made by the Client within twenty-four (24) hours. Hardware service repair or replacement will occur within seventy-two (72) hours of determination of a hardware issue, not including the time it takes for the part to ship and travel to the Client. The Client shall grant Granicus, Inc. or its representatives access to the equipment for the purpose of repair or replacement at reasonable times. Granicus, Inc. will keep the Client informed regarding the timeframe and progress of the repairs or replacement. Once the Hardware is received Client's responsibilities will include:
 - a. Mount server on client rack (if applicable)
 - b. Connecting original network cables.
 - c. Connecting original audio and video cables (if applicable).
5. **LIMITATION OF LIABILITY.** GRANICUS SHALL NOT BE LIABLE FOR CONSEQUENTIAL, EXEMPLARY, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES ARISING OUT OF OR RELATING TO THIS EXHIBIT INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, WHETHER SUCH LIABILITY ARISES UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY OR OTHERWISE, EVEN IF GRANICUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF SUCH DAMAGE COULD HAVE BEEN REASONABLY FORESEEN. IN NO EVENT WILL GRANICUS' LIABILITY TO CLIENT ARISING OUT OF OR RELATING TO THIS EXHIBIT EXCEED THE AMOUNT OF THE PRICE PAID TO GRANICUS BY CLIENT FOR THE HARDWARE.
6. **Hardware.** In the event of malfunction for Hardware provided by Granicus, Hardware will be repaired or replaced as per the warranty, and as detailed in this Exhibit. Granicus provides the above mentioned services under Client's acknowledgment that all Granicus tools, and systems will be installed by the manufacturer chosen by Granicus within the Hardware, provided to

the client. These software tools have been qualified by Granicus to allow the highest level of service for the client. While it is Granicus' intention to provide all Clients with the same level of customer care and warranty, should the Client decline these recommended tools, certain levels of service and warranty may not be guaranteed.

7. **Purchased Hardware Warranty.** For Hardware purchased from Granicus by Client, Granicus will provide to Client a three (3) year warranty with respect to the Hardware. Within the three (3) year warranty period, Granicus shall repair or replace any Hardware provided directly from Granicus that fails to function properly due to normal wear and tear, defective workmanship, or defective materials.

8. **Use of Non-Approved Hardware.** The Granicus platform is designed and rigorously tested based on Granicus-approved Hardware. In order to provide the highest level of support, Granicus requires the use of Granicus-approved Hardware in your solution. While it is Granicus' intention to provide all clients with the same level of customer care and continuous software upgrades, Granicus does not make any guarantees or warranties whatsoever in the event Client uses non-approved hardware.

9. **Client Changes to Hardware Prohibited.** Client shall not install any software or software components that have not been agreed upon in advance between client and Granicus technical staff. While it is Granicus' intention to provide all clients with the same level of customer care, Granicus does not make any guarantees or warranties whatsoever regarding the Hardware in the event Client violates this provision.

[end of Hardware Exhibit]

EXHIBIT D

TRADEMARK INFORMATION

Granicus Registered Trademarks ®



Granicus logo as a mark

Granicus®

MediaVault®

Mobile Encoder®

Outcast Encoder®

StreamReplicator®

Granicus Trademark Names ™

Integrated Public Record™

Intelligent Routing™

LinkedMinutes™

LiveManager™

MediaCenter™

MediaManager™

MeetingMember™

MeetingServer™

Simulcast Encoder™

VoteCast™

VoteCast™ Classic

VoteCast™ Touch

Client Trademarks

EXHIBIT E

TERMINATION OR EXPIRATION OPTIONS REGARDING CONTENT

In case of termination by Client or expiration of the Service Agreement, Granicus and the Client shall work together to provide the Client with a copy of its Content. The Client shall have the option to choose one (1) of the following methods to obtain a copy of its Content:

- Option 1: Video/Audio files made available through optional media: data CD, external hard drive, or Granicus provided FTP site. A CSV, XML, and/or database file will be included providing clip information, and/or legislative content.
- Option 2: Provide the Content via download from MediaManager or from a special site created by Granicus. This option shall be provided free of charge.
- Option 3: Granicus shall provide the means to pull the content using the Granicus Application Programming Interface. This option shall be provided free of charge.

The Client and Granicus shall work together and make their best efforts to transfer the Content within the sixty (60) day termination period. Granicus has the right to delete Content from its services after sixty (60) days.



Engagement Solution for the City of Moore

PRESENTED BY: Jen Whiddon, Granicus

PRESENTED TO: Jared Jakubowski

DELIVERED ON: September 04, 2014

EXPIRES ON: September 30, 2014

September 04, 2014

Dear Jared,

Thank you for considering Granicus for your civic engagement needs. We understand your desire to increase citizen engagement, public input and topic-based interactions with your community, and look forward to working with you to support ensure its success.

The Granicus Citizen Participation Suite combines the power of social innovation and crowd sourcing with an online forum to help agencies prioritize projects and make the best decisions for their community. Granicus is the only provider of a platform for both open idea generation and integrated public meeting feedback based on open meeting laws. Below, you will find the details of our proposal including pricing, an implementation timeline, and an overview of the features that will help you achieve your desired goals.

Project Background:

- v. There are a lot of upcoming long-term planning, infrastructure repair, redevelopment, and streetscape/beautification projects coming up. Funding is provided for a five-year duration, with the caveat of citizen input/participation.
- v. Traditional methods of engagement currently being utilized (such as public meetings) is limited in attendance, not representative of the broader community, difficult to scale to a wider audience without hampering staff time spent tabulating, measuring or routing input to the proper place.

Objectives:

1. Expand outreach to involve a broader and more representative scope of the community
2. Solicit citizen input on what kind of improvements they would like to see for the long-term planning and vision of the community
3. Long term tool to supplement traditional in-person forms of engagement with newer methods

Timeline:

Deployment completed by the end of August – target ‘go-live’ date late August/early September

Project Plan & Milestones:

**Deployment duration for this project averages 2 weeks to site launch. The total duration depends on the client and can take as little as a few days up to months*

Product Demonstration	Jen/Jared/Elizabeth/Kahley	7/15/14
Proposal & Review	Jen/Jared	7/22/14

Contracting	Jen/Jared	Late July 2014
Pre-Kick Off Call Tasks*	Community Manager/Resource Coordinator	Early August 2014
Kick Off Call*	Jen/Team Moore/Community Manager/Trainer	Early August 2014
Implementation	Community Manager	Couple days - week after KO call
Online Training	Team Moore Project Stakeholders/ Trainer	Mid-August 2014; 2 hr online training – scheduled with Trainer during KO call
Pre-Launch Tasks (Site configuration/content/promotion)	Community Manager/Moore Project lead	Prior to Launch
Site Launch	Community Manager	“Go-live” goal date: late August/early Sept
Client Sign-off and Transition	Community Manager	When team Moore is comfortable and happy using the system

At Granicus, we recognize that great products are only part of what keeps our clients satisfied. For that reason, we provide 24/7/365 live technical support and take full responsibility for maintaining and monitoring the technology that powers your solution and that of over 1,000 other government agencies. Should you have any questions or if you would like us to clarify any aspects of our proposal, we look forward to hearing from you.

Most Sincerely,

Jen Whiddon

SALES CONSULTANT - LOCAL GOVERNMENT

Granicus, Inc.

work: 415.413.0601 | **cell:** 504.296.3659

Granicus SpeakUp Key Features

SpeakUp Focused Conversations: Forums, Discussions, Surveys & Projects

Granicus SpeakUp provides several different ways to collect feedback on any specific project or idea, by utilizing forums, discussions, or surveys. All responses are related to the subject that you choose to specify, helping you narrow and prioritize which ideas are most important to your municipality.

SpeakUp Focused Conversations: Forums

Forums allow users to brainstorm and vote on ideas around a specific topic or question that is specified by the City. With forums, the City can:

- Receive ideas specific to your current initiatives
- Allow citizens to vote, comment and share ideas
- Set specific timeframes so that feedback is time-based and limited
- Include customizable prompts
- Add supporting resources, including video, to your Forum

SpeakUp Focused Conversations: Discussions

Discussions will allow the City to host conversations about multiple related topics, rather than just one specific topic. This functionality will:

- Allow citizens to respond to specific topics or questions
- Enable Citizens to comment on topics and reply to other's comments
- Customize prompts for each topic or question
- Add supporting resources, including video, to your Discussion

SpeakUp Focused Conversations: Surveys

Unlike other collaboration tools, SpeakUp allows for fully integrated online survey tools that will collect quantifiable data from your online audience. With our survey feature, you will be able to poll your audience and get feedback on multiple topics at once.

SpeakUp Focused Conversations: Projects

Focused Projects act as an “umbrella” for multiple communication models. This will allow you to compile related forums, discussions, and surveys into one location. This allows you to invite citizens to a single place and have them contribute in multiple ways, allowing for a more focused feedback mechanism. you can inform the public about the project through meaningful engagement tools such as slideshows, embedded videos, and pictures. Begin a discussion on the project, learn how citizens feel about the project, and discover if your citizens have valuable input.

- Add Surveys, Discussions and Forums
- Add image slideshows, documents and embed video

SpeakUp Focused Conversations: Reporting Tools

SpeakUp includes an array of reporting tools and allows you to export and distribute reports to board and council members prior to meetings. Reports can easily be exported to files in CVS and PDF format, and can also include graphical representations of the data. Mapping tools and reports enable you to easily see where your participation is coming from. Our word cloud also pulls the most commonly used terms in responses, so you can visually see a summary of what citizens are talking about.

SpeakUp Open Ideation: Citizen Sourcing Idea Management

Open Ideation is key feature of SpeakUp. Open Ideation allows the City to promote and utilize citizen sourcing by creating an active listening platform where you can collect ideas from the community. Citizens are able to submit, refine, and prioritize topics and ideas that are important to them. This platform allows you to leverage citizen ideas in the community, and will save you time and money by increasing your efficiency in collecting and managing this information. The City may opt to turn on or off this functionality.

Allow the public to easily contribute ideas with a website dedicated to community idea sharing. All residents have to do is post an idea. Other citizens, and even staff, can join the conversation by voting for an idea, adding comments, and even posting ideas to social media platforms. Encourage greater participation by acknowledging ideas, and changing the status of ideas as they are considered and planned internally. Contributors can follow their idea's progress and stay involved in their government's decision-making process.

SpeakUp Facebook Integration

Granicus will provide a seamless integration between SpeakUp and your current Facebook page. You will be able to encourage participation from your Facebook community, and users will be able to search and vote for ideas and submit ideas, all within the City's Facebook page through this integration. You can easily leverage your current Facebook followers to contribute to the information and ideas in coordination with those posted on your site.

SpeakUp Widgets

The Citizen Participation Suite includes a widget that allows you to collect ideas from any webpage. This widget makes it possible to integrate specific engagement tools from Citizen Participation Suite, such as open ideation, forums or surveys, onto another website for increased outreach and feedback. It also provides a shortcut to your full Citizen Participation site, which allows for more visitors and a broader audience outreach. The Citizen Participation Suite allows you to reach the widest audience possible, ensuring that all citizens have a chance to contribute.

Managed Services

Granicus provides a comprehensive Managed Services package with every solution to ensure long-lasting success with our technologies while maximizing your solution's performance. Our fully managed and hosted infrastructure offers unlimited bandwidth, storage and the highest security standards of your data through a cloud-based platform. Our remote, proactive systems monitoring guarantees faster response time, predicts problems before they arise, and helps reduce the cost of IT support and maintenance.

The Granicus team works around-the-clock to ensure your applications are protected and operating smoothly. You also receive live 24/7/365 service and support, continual access to advanced learning tools and the hands-on support, knowledge, and expertise of our skilled Support Engineers and Customer Advocacy professionals.

Regular Upgrades and Ongoing Maintenance

Granicus has built two systems to assist with system upgrades, the Granicus Application Installer and the Granicus Application Deployment System (GADS). Systematic free upgrades are included as part of our hosted service and are rolled out to our clients about every 3-4 months, or as needed. Routine application updates and 'bug' fixes are provided on a regular basis with no impact on the system as often as possible. We provide maintenance monitoring applications that are used to proactively report any problems that may arise. These are client applications that are installed on every piece of onsite hardware that are installed as a part of the Granicus Solution. Your fully-hosted software is proactively maintained throughout the duration of our partnership.

Granicus Citizen Participation Suite Community Management

Granicus Community Managers are experts at the Citizen Participation solution as well as developers of best practices for getting communities involved in the solution. Your Community Manager will work closely with your team to build and market your Citizen Participation site, as well as integrate it with your other outreach and citizen engagement efforts.

Your Community Manager will be a helpful resource for your team throughout every stage of using your Citizen Participation site:

- Helping you integrate your site into your greater citizen engagement efforts
- Sharing best practices for a successful site
- Answering questions related to launching your site

Granicus 24x7x365 Support and Maintenance

Customer satisfaction is the backbone of our company and client success is how we rate our own success. Granicus goes above and beyond traditional support models by leveraging systems management technology to constantly monitor every component of your solution. Our professional support team is available 24/7/365 so that you will always have access to a live customer support team.

24/7 Technical Support

Support Team Headquarters

600 Harrison Street, Suite 120

San Francisco, CA 94107

Our Support Team consists of staff that spans all time zones in addition to our primary San Francisco location. We are available to you 24/7/365 days a year. We have members readily available across all time zones and cities, including: Boston, MA; Chicago, IL; and San Francisco, CA.

Reach a Technical Support Engineer (Available 24/7)

Phone: 415-357-3618, then press "1".

Email: customercare@granicus.com (<mailto:customercare@granicus.com>)

(For urgent matters, please call our technical support team to speak directly with a technical engineer familiar with your account.)

Customer Service Portal

Granicus has one of the most comprehensive online support portals: www.granicus.com/csp (<http://www.granicus.com/csp>). The Customer Service Portal includes the following features:

- **Knowledge Base:** Search articles about Granicus products and services. Direct link: <http://help.granicus.com> (<http://help.granicus.com>).

- **Online Training:** Regular live and on-demand resources to learn more about your Granicus solutions. Direct link: <http://help.granicus.com> (<http://help.granicus.com/>).
- **Support Resource Center:** Find product-specific downloads, manuals, reference guides, and release notes to make your work easier. Direct link: <http://www.granicus.com/support/Granicus-Support.aspx> (<http://www.granicus.com/support/Granicus-Support.aspx>).
- **Granicus Blog:** Provides a community for our clients to share ideas and get the latest tools, tips, and strategies to achieve success with Granicus. Direct link: <http://blog.granicus.com> (<http://blog.granicus.com/>).

On-going Training

Granicus provides on-going support as we build a lasting relationship with your team. Through our Customer Service Portal, we provide many resources designed to help you all become expert Granicus users.

User Guides and Documentation

Our "Support Resources" page will give you access to your solution's user guides and other tools to help get you started. Granicus shall provide a digital version of all documentation and training materials for all participants in the training sessions.

Data Center Security

Having a robust and secure data center implementation is a necessity, not an option. Granicus Data Centers are designed for reliability and redundancy. Our data centers are guided by a "defense-in-depth" security strategy to ensure reliable access of government data. With a 99.98% uptime, we are confident that customer data are always available.

Granicus Server Locations

United States

- Primary Data Center in Ashburn, VA
- Backup Data Center in San Francisco, CA

Canada

- Primary Data Center in Toronto, Ontario

Data Center Requirements

- Secure - SSAE-16 Accreditation
- Reliable Network
- Data Availability: 99.98% Uptime
- Redundant Backups

Architecture & Data Center Redundancy

The Granicus Primary Data Center is architected with redundant systems to ensure that there is no single point of failure and disruptions have no impact on the availability of Granicus applications.

Robust Security Layers

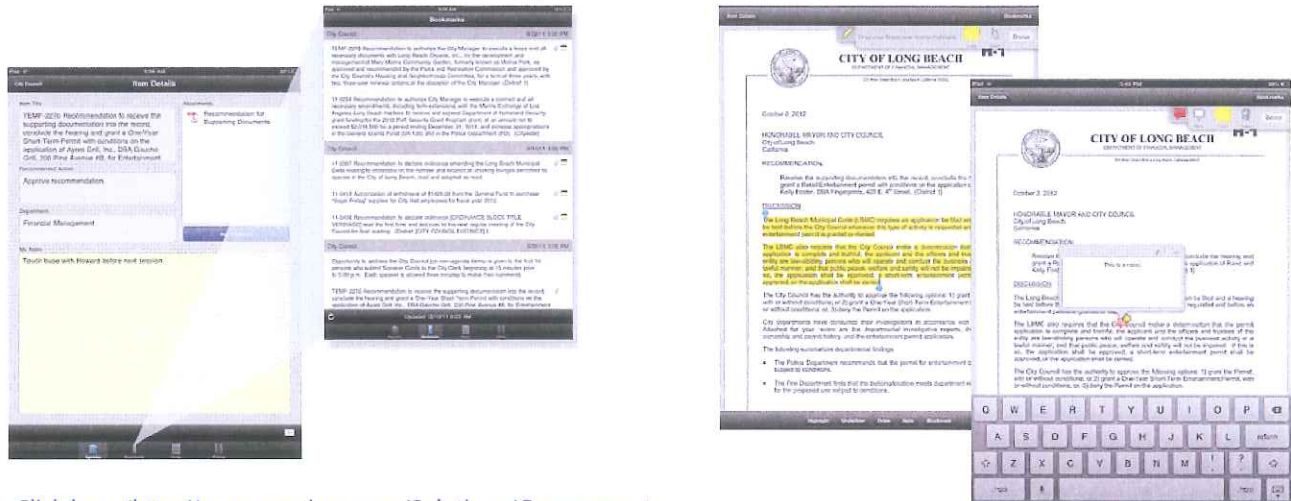
Granicus implements a series of protective layers so that no single solution is relied upon to provide security, including:

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

iLegislate®

iLegislate®

Granicus' mobile agenda application, iLegislate®, enables governments to review meeting agendas, supporting documents, and archived videos over the iPad®. iLegislate is a free app that can be downloaded from iTunes, and works with any Granicus suite. Suite integrations increase data access and add functionality such as digital one-touch meeting voting.



[Click here \(http://www.granicus.com/Solutions/Government-Transparency-Suite/iLegislate.aspx\)](http://www.granicus.com/Solutions/Government-Transparency-Suite/iLegislate.aspx) for more information on iLegislate.

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

Government agencies spend thousands of dollars annually printing, copying, and binding meeting materials, not to mention the cost of staff time for collecting, organizing, and distributing these materials. Granicus has always strived to help government agencies cut costs with new technologies. With our latest mobile application, iLegislate, governments can review meeting agendas, supporting documents, and archived videos all over the iPad® with no additional cost or staff time. It's been proven to save staff hours in the pre-meeting workflow process while improving efficiencies during and after meetings.

iLegislate seamlessly connects agenda data to the iPad and makes it available for offline viewing. Elected members and staff can review agendas and supporting documents, annotate PDF documents, take notes, and bookmark items of interest. This mobile technology enables users to review meeting materials before, during or after a meeting from any location, even without an Internet connection. All of your data is automatically backed up to the Granicus Cloud once an Internet connection is reestablished. iLegislate is compatible with both Apple iPad versions and is available for free through the Apple App Store™.

Civic Engagement + iLegislate

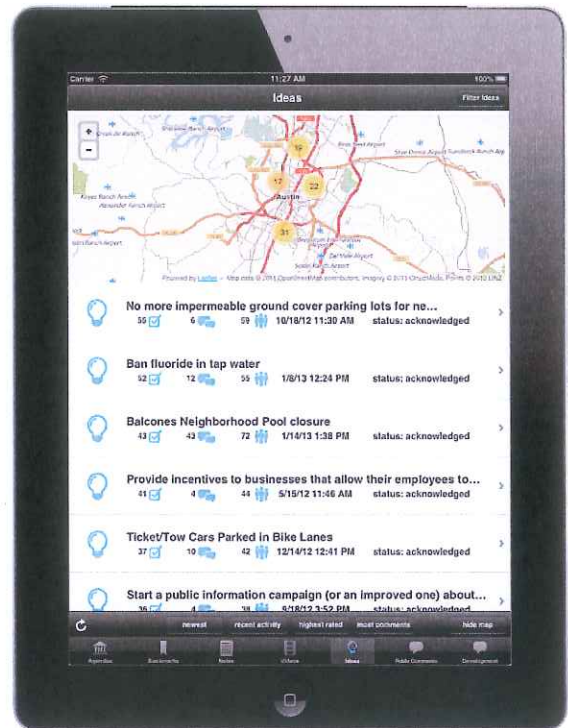
Granicus' digital agenda app for government has just become even more connected to the pulse of the community. It now integrates with Granicus' Citizen Participation Suite, a community engagement and crowdsourcing platform. With iLegislate and the Citizen Participation Suite combined, you can now listen to ideas and feedback from the public anywhere, at anytime. [Click here \(http://www.granicus.com/products/civic-engagement-ilegislate/\)](http://www.granicus.com/products/civic-engagement-ilegislate/) for more information on the iLegislate integration for Citizen Participation Suite. Key features include:

Ideas Dashboard

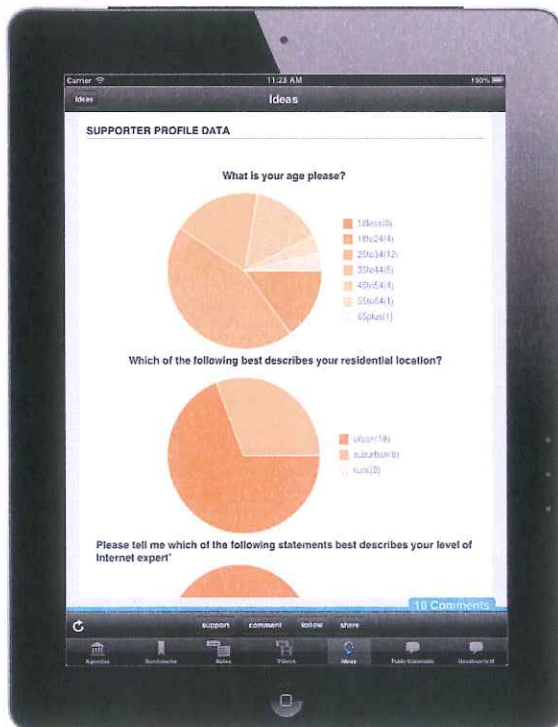
- Browse ideas
- See originating locations for ideas with the map view
- Public officials can solicit ideas through
- Facebook and Twitter
- Sort ideas by newest, recent activity, highest rated, most comments, category, status, or type
- Follow ideas and get alerts on new idea activity

Analyze

- See key demographics for ideas
- Use profile and location to understand idea



supporters

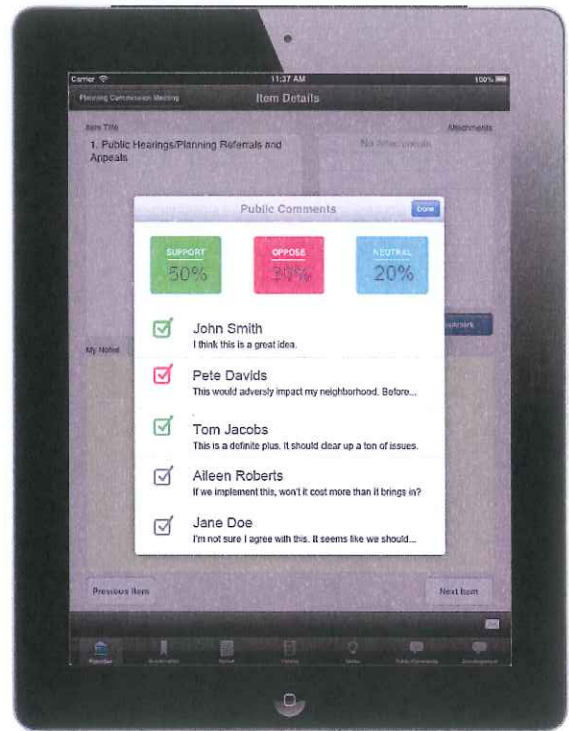


Public Comments

By giving the public the ability to comment on agenda items, elected officials can get virtual public opinion polls on items being considered.

- Review public comments for an upcoming meeting
- Review public comments for specific agenda items
- Analyze supporting, opposing, and neutral opinion by percentage and color coding

Pricing Table



Item	Per Foot Cost	Member Cost
Speakup	\$0.00	\$400.00
Sub-Total	\$0.00	\$400.00
Tax	\$0.00	\$0.00
Grand Total	\$0.00	\$400.00

Quarterly billing for Managed Services for associated product suites shall begin upon completion of deployment of each suite. Client will be invoiced a pro-rated amount from the product suite deployment completion date through the end of the quarter. Thereafter, Client will be billed each January 1, April 1, July 1, and October 1. Client agrees to pay all invoices from Granicus within thirty (30) days of receipt of invoice. Client acknowledges that each suite is fully operational separate from the other purchased suites. Client's acceptance of any individual suite is not conditioned upon the acceptance of any other suite as they are separate solutions.

Your site can be launched as quickly as your team would like to move.

1. **Day 1:** Kickoff Call to introduce your Community Manager and Product Trainer. Your Citizen Participation site can be delivered to you on the very same day with full admin access.
2. **Day 2:** Product training to learn how to configure your site
3. **Day 3:** Your deployment is complete! Your Community Manager will begin preparing you for your public launch.

Project Management Plan

Granicus will take responsibility for providing extensive project management services on all timelines, planning, and deployments of your proposed solutions. The result will be a successful, timely installation of your solution in an agreed upon timeframe.

Implementation Methodology

Primary responsibility of the system installment and configuration will fall under the responsibility of the Granicus staff in coordination with the City's designated system administrator. In this case, the system administrator will be highly involved during installation in the project management, configuration, and deployment of your solution. The City's technical staff will also be required to ensure that our solution fits seamlessly into its current network and technical environment. Below is an overview of the anticipated implementation milestones to deploy your solution. We will work closely with your staff to implement our solution in the timeliest manner.

- **Site Activation** - In the first phase of the project, Granicus will work with your team to select, purchase, and setup an agreed upon URL name for your site. We will also setup and assign administrative user accounts to your staff for all assigned roles. At this stage, we will also confirm all network requirements for future system installations.
- **Site Configuration**- During this time the following milestones will be completed: Profile questions and idea categorization selected; graphic configuration; creation of Idea managers when appropriate; complete Facebook integration; Widget Deployment when appropriate; Site terms and conditions updated; Who is Listening Page created; and Email templates are created.
- **Staff Training**- During this phase, administrative training and idea manager training will take place. The assigned product trainers will work with the City's staff on full product training.
- **Site Launch and Promotions**- This phase will include Granicus supplying you with a press kit, social media advertising, and a specially written Granicus press release.

Regular Upgrades and Ongoing Maintenance

Granicus has built two systems to assist with system upgrades, the Granicus Application Installer and the Granicus Application Deployment System (GADS). Systematic free upgrades are included as part of our hosted service and are rolled out to our clients about every 3-4 months, or as needed. Routine application updates and 'bug' fixes are provided on a regular basis with no impact on the system as often as possible. We provide maintenance monitoring applications that are used to proactively report any problems that may arise. These are client applications that are installed on every piece of onsite hardware that are installed as a part of the Granicus Solution. Your fully-hosted software is proactively maintained throughout the duration of our partnership.

Granicus Qualifications Overview

Granicus Qualifications Overview

- Over the past 12 months, our customers have received over 50 million live and archived hits to their videos
- Granicus has over 34,000 government users on its platform
- Over 9,000 users are governing on the iPad using Granicus iLegislate
- The Granicus cloud is redundantly hosting more than 390 terabytes of data
- Granicus is providing access to more than five million legislative files online
- More than 5,000 government video portals are currently being powered by Granicus
- Our legislative workflow solutions are saving governments between \$20,000-\$300,000 per year (paper, printing, labor costs)
- iLegislate is expected to reduce government printing costs by \$2,000-\$10,000 per year on average
- Granicus has over 1,000 government clients across the U.S. and Canada, including several of the largest cities in North America
- Client success stories are available here: <http://www.granicus.com/Clients/Case-Studies.aspx>
(<http://www.granicus.com/Clients/Case-Studies.aspx>)

Innovation Leaders

First-to-Market:

- Webcasting solution for government-only clients
- Integrated public record: fully searchable video indexed against agenda items
- eComment: citizen feedback on actionable agenda items
- CivicIdeas: open idea generation and feedback on government initiatives
- iLegislate: paperless agenda review and annotation on the iPad
- Automated agenda workflow solution for government
- Governing in the Cloud™
- Open architecture: free APIs and SDKs to seamlessly connect to systems already in place

Customer Service Standards

World's most experienced provider of government transparency, citizen participation, meeting efficiency, and legislative management solutions with:

- 97% customer satisfaction rating, 98.5% client retention rating
- Over 1,000 clients in all 50 states, at every level of government
- More than 265,350 government meetings online
- 24/7/365 live service and support for all customers
- Dedicated account managers
- Over 31 million government webcasts viewed
- Over 3.2 million citizens engaged
- Services in nine out of the ten most populated cities in the US
- Voted one of the 100 companies that matter most in online video by Streaming Media magazine
- Ranked 185 on Deloitte 500 fastest growing companies
- Ranked 419 on Inc. 500's fastest growing companies

Case Studies:

1. [The City of Austin, TX \(http://www.granicus.com/casestudies/city-of-austin-tx/\)](http://www.granicus.com/casestudies/city-of-austin-tx/)
 - a. Engaging 1,100+ citizens online, reaching 10,000+
 - b. Generating 420+ ideas to improve the community
 - c. 50+ community ideas have been put into action
2. [Blacksburg, VA \(http://www.granicus.com/casestudies/town-of-blacksburg-va/\)](http://www.granicus.com/casestudies/town-of-blacksburg-va/)
 - a. Scaled reach – over 1,000 responses to the first survey
 - b. Integrated engagement with the legislative process
 - c. Collected over 30 citizen ideas in the first month
3. [Arcata, CA \(http://www.granicus.com/casestudies/city-of-arcata/\)](http://www.granicus.com/casestudies/city-of-arcata/)
 - a. Increased citizen participation
 - b. Tracked, maintained and archived electronic documents
 - c. Provided council with an organized report prior to a meeting

For more case-studies, visit: <http://www.granicus.com/customers/case-studies/> (<http://www.granicus.com/customers/case-studies/>)

Client Examples by Feature:

1. **Discussions & topics** - Receive informed & educated public comments on projects broken down by topics. Add video, slideshows, or documents.

- a. [Sixth Street Redesign \(http://speakupaustin.org/projects/sixth-street-redesign\)](http://speakupaustin.org/projects/sixth-street-redesign)
 - b. [Solid Waste & Recycling Transfer Station \(http://yournorthport.com/discussions/solid-waste-and-recycling-transfer-station\)](http://yournorthport.com/discussions/solid-waste-and-recycling-transfer-station)
2. **Forum/ideas** – Ask an open-ended, general question to the public and receive community generated & prioritized ideas.
- a. [Cross Kirkland Corridor Master Plan: Goals & Vision \(http://ideasforum.kirklandwa.gov/forums/cross-kirkland-corridor-master-plan-goals-and-vision?order=vote_count\)](http://ideasforum.kirklandwa.gov/forums/cross-kirkland-corridor-master-plan-goals-and-vision?order=vote_count)
3. **Surveys** – Pretty self-explanatory – great for quantitative input and analytics
- a. [Off-leash Dog Parks Survey \(http://shapingsaskatoon.ca/responses/off-leash-dog-parks-survey\)](http://shapingsaskatoon.ca/responses/off-leash-dog-parks-survey)
4. **ecomment** – For those who cannot make the meeting they will have a way to comment electronically on the agenda prior
- a. [Harrisonburg, VA \(http://beheardharrisonburg.org/meetings?scope=past\)](http://beheardharrisonburg.org/meetings?scope=past)
5. **Widget** – Embed a participation button on your homepage, department page, or Facebook
- a. [Austin's facebook widget \(https://www.facebook.com/austintexasgov/app_224603677622488\)](https://www.facebook.com/austintexasgov/app_224603677622488)
 - b. [SpeakupScottsdale widget on home-page \(http://www.scottsdaleaz.gov/\)](http://www.scottsdaleaz.gov/)

FUTURE & OPTIONAL GRANICUS POSSIBILITIES

1. eComment: Capture Feedback on the Issues at Hand

The Citizen Participation Suite provides you with the means to effortlessly collect, consolidate, and deliver citizen input on current and future topics that relate to your upcoming agenda. This platform provides an easy way to add voices to the democratic process and makes participation in public meetings convenient. This web-based form is tightly integrated with your published agenda; residents can review each agenda item's details, indicate their position on that item, and leave feedback. All comments can be consolidated into a report and delivered to elected members prior to a meeting, helping them better understand the views of their constituents. You can also allow residents to request to speak during meetings.

- Simplify public meeting participation
- Effortlessly collect and distribute citizen feedback prior to your meeting by distributing reports or utilizing the Granicus iLegislate application
- Keep feedback productive – provide supporting information on issues
- Stay in compliance with open meeting and open records laws

Comment on Agenda Items

Allow citizens to provide comments and positions on particular items:

- Receive text comments
- Control comment length
- Provide supporting materials
- Easily measure position and location data

Easily Customizable

Configure the Citizen Participation Suite to meet your needs by controlling which items can receive comments; setting the length of response to reflect in-person comment periods; enabling the feedback form for multiple meeting bodies, and more.

Easily Share Discussions, Forums, Project and Surveys to Social Media

Administrators of the Citizen Participation Suite can easily share discussions, forums, projects, and surveys on social media sites in order to increase participation and increase awareness.

Public Meeting and Comment Reports

Build reports that enable you to analyze comments and positions, and distribute these reports to elected members prior to their board or council meetings.

- eComment Reports
- Geographic Reports
- Demographic Reports

Report on Comments

The Citizen Participation Suite provides reporting tools that help you better identify citizens who are providing feedback, and better understand your community as a whole. Each comment will be logged automatically in an easy to read reporting format, showing the date, time, and name of the user alongside their comments.

2. OpenGov: Financial Transparency App

The OpenGov Platform is web-based software that provides instant access to the budget and visualizes current and historic revenue and expenses—from multi-year trends to object-level details. The software's intuitive navigation and powerful presentations let users explore, discover, and share the data in ways never before possible. Governments across the country use OpenGov to save time, improve decision-making, and build trust and engagement with their constituents.

The OpenGov Platform transforms historical financial data and the current-year budget into meaningful information that is:

- **Accessible** – Most financial data is housed in legacy accounting systems, which requires expertise to retrieve the data. Administrators don't have an easy way to access the data they need and citizens are often left in the dark. With OpenGov.com, this information is available anywhere, at any time.
- **Understandable** – Financial data and budgets are published multi-hundred page reports or in complex spreadsheets. For most citizens and many staff, finding specific line items or identifying trends is a near impossible. The OpenGov Platform's intuitive navigation and visualizations let users find revenue and expense information by department, fund, or category in just a few clicks.
- **Sharable** – Communicating the budget or financial information to staff or citizens is a challenge for many government organizations. Responding to Freedom of Information Act (FOIA) and internal requests can take hundreds or thousands of man-hours each year. The OpenGov Platform makes sharing charts, tables, or data as easy as clicking the share button.

Easy Implementation

Getting started with OpenGov is fast and easy. There is nothing to install, integrate, or implement. Simply send us a data export from your accounting system and we'll do the rest. After receiving the data, we have most sites ready for review within a week.