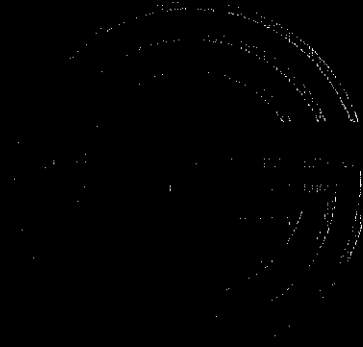# GRANICUS

## Lee's Summit - VoteCast and Meeting Efficiency Upgrade

**PRESENTED BY:** Nicholas Levine, Granicus

**PRESENTED TO:** Lee's Summit

**DELIVERED ON:** March 01, 2017

**EXPIRES ON:** June 30, 2017

info@granicus.com | granicus.com

# Cover Letter

Dear Craig,

Thank you for being a valued Granicus customer. We appreciate the opportunity to support your project. During previous conversations, you explained your need to implement VoteCast with iLegislate and Meeting Efficiency.

For over 15 years, Granicus has worked with local, state, and federal government agencies, helping them build trust with their constituents, reduce staff time spent on processing meetings and agendas, and engage citizens in new ways.

In this proposal, you will find that with our experience and wide range of product and industry knowledge, we can meet all your voting solution needs. I know this solution will only enhance and strengthen the relationship between Lee's Summit and Granicus.

If you have any questions or concerns please reach out to your Client Executive.

Best,

Nicholas Levine
720-240-9586 ext. 1569
Nicholas.Levine@Granicus.com

# Why Choose Granicus?

**Granicus Cloud**

- Over 1,300 clients in all 50 states, at every level of government
- 30+ years of government-focused experience
- More than 1.9 million government records and media files managed
- Public information is accessible on traditional desktop and modern mobile devices
- More than 265,350 government meetings online
- More than 109 million webcasts viewed
- Indefinite retention schedules for all archived meeting and non-meeting content
- Truly unlimited storage and distribution for all meeting bodies and non-meeting content
- Open API architecture and SDK allow for seamless integrations with systems already in place
- Named a critical partner to online success by Center for Digital Government's 2015 Best of the Web winners
- Named to the 2015 GovTech100 by Government Technology and e.Republic Labs
- No. 16 on Emerging Local Government Leaders' Top 50 Local Government Companies in 2016

**Product Portfolio**

- Provide a complete, end-to-end legislative management solution
- World's most experienced provider of government content management, transparency, and workflow automation
- The pioneer of a fully integrated legislative workflow management system for government
- First to market with an app specializing in electronic packets for elected officials and staff
- Government-specific website content management system as part of our product portfolio
- Offer a civic engagement solution to successfully enable two-way communication

**Our Support**

- 98% customer satisfaction rating, 99% client retention rating
- Client success stories are available here: https://granicus.com/success-stories/

# VoteCast for iLegislate

Traditional methods of recording votes can be cumbersome for legislative staff, oftentimes slowing the pace of public meetings. As part of the Granicus Meeting Efficiency toolset, iLegislate® + VoteCast™ on an iPad, Android, Windows or Mac platform modernizes the voting process by eliminating the tedium of hand counting, paper voting, and the use of outdated standalone systems.

- Easy one-touch voting
- Real-time meeting synchronizing
- Paperless exploration of voting item
- details, text, and history
- Maintain perfect voting accuracy
- Track meeting progress as it occurs
- Request to speak functionality & management
- Review detailed snapshot of item status, speaker queue, motion, mover, seconder
- Instantly send vote tabulations to digital meeting minutes & public displays
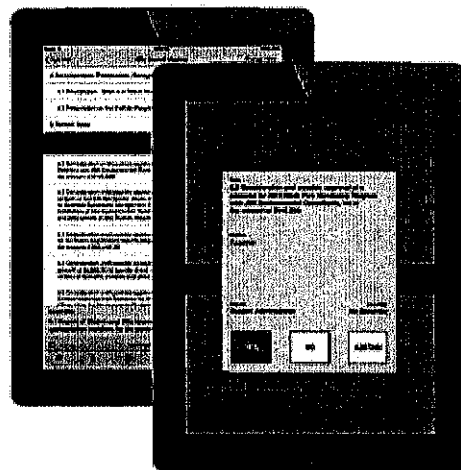
Software is compatible with Apple iPad or iPad Mini (iOS 7 or greater/iPad G2 or greater), Android Devices (Version 4.4 and greater), and tablets, PCs, or laptops running on Windows (version 7 and greater) or Mac (version 10.9 or greater) operating systems.

Client is responsible for purchasing iPad. Granicus does not provide iPad hardware.

# Meeting Efficiency

The Meeting Efficiency Suite is a live meeting workflow solution that combines minutes with a meeting's recording. Capture and publish minutes, saving staff time and cutting administrative costs. Record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, finalize minutes quickly and easily in Microsoft Word™. Integrate VoteCast with iLegislate® to enable real-time meeting voting on the iPad. With VoteLog, allow the public to track legislation, ordinances, and even voting member records through your website. This Suite also allows you to seamlessly integrate with agenda solutions already in place.

- Meeting preparation tools
- Live minutes automation
- Quick notes and text expansion
- Minutes editing and publishing
- Generate linked minutes
- Real-time meeting voting on the iPad

# iLegislate

Granicus' agenda application, iLegislate®, enables government officials to review meeting agendas, supporting documents, and archived videos on any tablet or desktop that supports iOS, Android, Windows or macOS. Proven to save staff hours in their pre-meeting workflow while improving efficiencies, government agencies no longer need to spend thousands of dollars annually printing, copying, and binding meeting materials, not to mention the staff costs for collecting, organizing, and distributing these materials. Eliminate these time and material costs by introducing a completely paperless environment for agendas.

iLegislate seamlessly connects all agenda data to your tablet or desktop, automatically updating it with the latest information when online, and available for review when offline. Elected members and staff can review agendas and PDF attachments, and bookmark items of interest, while offline (currently tablet only). All of these changes are automatically backed up to the Granicus cloud when an internet connection is established

- Convenient access to meeting agendas and supporting documents
- Reduce paper consumption and move to a paperless environment
- Review agendas and attachments offline and on-the-go
- Easily take notes and email agenda items
- Review indexed, archived meeting videos
- Public opinion placed at elected officials' fingertips
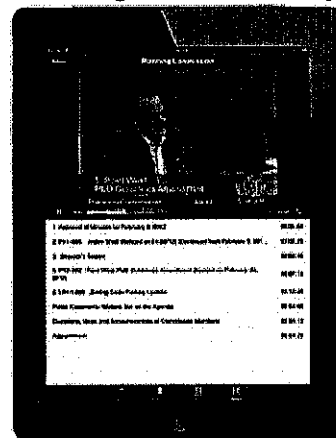
**Benefits & Functionality**

Review meeting agendas with supporting documentsEasily review upcoming and previous meeting agendas on your desktop or device. Read agenda item details,including the suggested action, by simply clicking on the item within the agenda. Download the agenda for review at your convenience.

### Stream indexed archived videos

Using H.264 technology, watch archived videos within the iLegislate application. Simply click on the videos tab and choose from the same list of archived videos available through your website including meetings, Public Service Announcements, events and more. Archived videos are indexed, making it easy to jump directly to items of interest.

Put public opinion at elected officials' fingertips More than digital agendas, the integration with the Citizen Participation Suite provides easy access to ideas from

the community, as well as feedback from the public on specific agenda items. Make community leaders more effective by placing public support percentages and community comments on agenda items, civic participant demographics, community improvement ideas, and more at their fingertips.
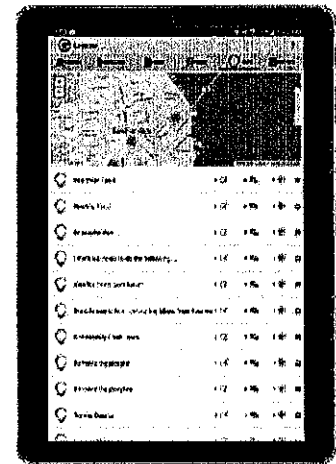
### Take notes, annotate, and bookmark specific agenda items

When reviewing an agenda item's details, users can add personal notes to an item or bookmark it for future review. Users can type notes, or mark agendas and supporting documents with highlighting, drawing, and underlining tools. We've even made note and bookmark review easier by allowing users to see all notes or all bookmarked items at once.

#### Feature List

- Review complete paperless agenda packets
- Take notes on agenda items and supporting documents
- Bookmark items of interest
- View archived meeting videos specific to agenda items
- Review agendas for various meeting bodies
- Automatically backup data to the cloud
- Supports the Granicus API
- Integrates with 3rd party agenda management systems
- Integrates with the Citizen Participation Suite
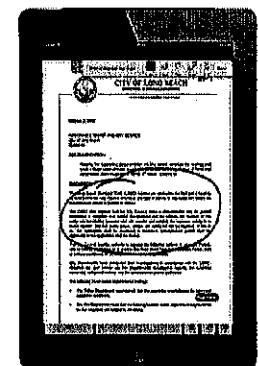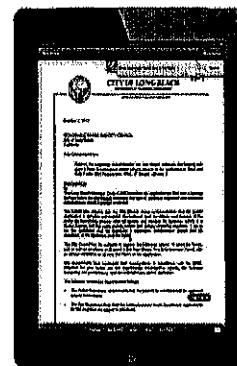
#### Tablet Features

- Email agenda items with annotations
- Review and annotate agendas offline
- Save, delete, and annotate previous agendas

#### Dependencies

- Free to any Granicus Platform and Suite users

- Apple iPad or iPad Mini (iOS7 or greater/iPad G2 or greater)
- macOS version 10.9 or newer
- Android Device (Version 4.3 and greater)
- 64-bit Windows 7, 8, or 10

# Customer Care Resources

Customer satisfaction is the backbone of our company and client success. Granicus goes above and beyond traditional support models by leveraging systems management technology to constantly monitor every component of your solution.

**Granicus Customer Care**

**Customer Care Team Headquarters:**

707 17th Street, Suite 4000
Denver, CO 80202

Our Customer Care Team anchored in our primary Denver location provides care across all time zones and cities.

**Reach a Customer Care Engineer**
Phone: (877)-889-5495, then press, "1."
Email: customercare@granicus.com
Web: http://www.granicus.com/createacase/
(For urgent matters, please call our customer care team to speak directly with a customer care engineer.)

**Customer Care Hours**

Business hours are Monday through Friday from 5 a.m. until 5 p.m. Pacific US time. After-hours support is available for urgent issues Monday through Friday from 5 p.m. until 10 p.m. Pacific US time and on weekends and holidays.

Granicus' goal is to answer all calls directly but at a minimum to respond to voicemails within a time frame of 30 minutes after receiving them during business hours.

**Customer Care Resources**

The Granicus Help Center provides online access to our Knowledge Base with index search capabilities and includes video tutorials, how-to and best practice guides, frequently asked questions, and detailed product guides. The Help Center is located at https://help.granicus.com and will be made available to staff and end-users.

The Help Center includes the following features:

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

- **Online Training:** Regular live and on-demand resources to learn more about your Granicus solutions. Direct Link:

    - https://help.granicus.com/GranicusUniversity

- **Customer Care Resource Center:** Find product-specific downloads, manuals, reference guides, and release notes to make your work easier. Direct link:

  - https://help.granicus.com/Support

- **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.

**On-going Training**

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

**Product Upgrades**

As a true hosted service, all updates are done automatically with no local intervention or software needed. As a result, all users will always experience the most current version of the system without dependency on updates or manual effort. This eliminates any possibility of "out-of-date" software typically associated with local application installation.

Finally our 98.5% client retention rating attest to the strength of Granicus' reliability and customer care service.

**What is included in the annual maintenance contract?**

The following services are included in the annual maintenance contract (monthly managed service fees):

- Unlimited free software upgrades
- Enterprise-wide licensing
- Dedicated account management team

**Maintenance and Upgrades**

Annual maintenance and upgrades are included in your monthly managed service fees (see Pricing page). Below is an overview of software updates and patches:

**Client on-premise software**

All server maintenance such as OS patching is managed by the client at their discretion. However, if during a troubleshooting session Customer Care discovers x-num of critical updates available, it is Granicus' practice to apply them as part of the troubleshooting task. Granicus will maintain, support and update all Granicus-software installed on the server(s) in question.

## Hosting Infrastructure

Hosted infrastructure maintenance is done on the first Friday of every month starting at 9 PM PT (infrastructure maintenance includes security and other system patches as well as any hardware updates or migrations that require downtime)

Hosted software maintenance is typically done on the 3rd Friday of the month (this can change) starting at 9 PM PT and notification will be sent to customers 72 hours in advance to those that have subscribed to Granicus notifications.

Note: Emergency maintenance due to security vulnerability or critical software bug can be done outside of the normal schedule.

Clients are informed via email for all system upgrades and patches. Standard maintenance occurs on the 3rd Friday of every month.

## SECURITY OVERVIEW

### 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 99.9% uptime, we are confident that customer data are always available.

### Data Center Requirements:

- Secure - SSAE-16 Accreditation
- Reliable Network
- Data Availability: 99.9% Uptime
- Redundant Backups

### Granicus Server Locations

United States

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

### 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.

## Pricing Table

| SOFTWARE-AS-A-SERVICE | | | |
|---|---|---|---|
| **Name** | **Qty.** | **Unit (Monthly)** | **Total (Monthly)** |
| **Meeting Efficiency Suite** <br> Minute making automation | 1 Suite | $735.00 | $735.00 |
| **VoteCast Standard Package (Tablet) - (ME)** <br> In-meeting voting software | 1 Package | $880.00 | $880.00 |
| | | **Total Software Monthly Cost:** | **$1,615.00** |

| Name | Qty. | Unit (Upfront) | Total (Upfront) |
|---|---|---|---|
| **HARDWARE UPFRONT** | | | |
| **VoteCast Display CPU - (ME)** | 1 Unit(s) | $1,078.00 | $1,078.00 |
| **Shipping - Medium Item** | 1 | $66.00 | $66.00 |
| **TRAINING UPFRONT** | | | |
| **Training and Workflow Analysis - (ME) (Online)** | 1.0 Day(s) | $1,300.00 | $1,300.00 |
| **PROFESSIONAL SERVICES UPFRONT** | | | |
| **Server Configuration - (ME)** | 1 Service(s) | $500.00 | $500.00 |
| **Templates Configuration - (ME)** | 1 Template(s) | $700.00 | $700.00 |
| **VoteCast Display Configuration - (ME)** | 1 Service(s) | $1,815.00 | $1,815.00 |
| | | **Total Upfront Cost:** | **$5,459.00** |

| PROPOSAL TOTAL COSTS | |
|---|---|
| **Total Upfront Cost:** | **$5,459.00** |
| **Total Monthly Cost:** | **$1,615.00** |
| **Current Monthly Total Cost:** | $2805.00 |
| **New Monthly Total Cost:** | $4420.00 |

**\*\*All currency is in US dollars\*\***