

**MEMORANDUM OF UNDERSTANDING FOR
CITY OF LINCOLN and LANCASTER COUNTY
COOPERATIVE CONTRACT**

**Contract Title: COTS Commercial Off The Shelf Software Value Added Reseller (VAR)
Peak Agenda Management**

**Contract Number: NASPO ValuePoint Contract ADSP016-130651
Participating Addendum with State of NE Contract No. 14680 OC**

Lead Entity or Cooperative Agency: State of Arizona

THIS MEMORANDUM OF UNDERSTANDING (MOU) is hereby issued to [SHI International Corp., 290 Davidson Ave., Somerset, NJ 08873-4145](#) hereinafter called "Contractor", from the City of Lincoln, Nebraska, a municipal corporation, and the County of Lancaster, Nebraska, a political subdivision of the State of Nebraska, hereinafter called the "Owners" for the purpose of the Contractor and the Owners agreeing to the terms and conditions provided in this MOU

The Contractor and the Owners hereby agree to the following supplemental Terms and Conditions from those in the Lead Contract listed above:

TERMS AND CONDITIONS

A. TERM OF THE CONTRACT

The Owners shall participate in the Lead Contract for Commercial Off The Shelf (COTS) Software Value Added Reseller (VAR). Upon conclusion of the initial term, the Owner has the option of renewing under the same terms and conditions according to the renewals allowed by the NASPO ValuePoint Contract ADSPO16-130651. This Contract will be effective upon execution for a period of one (1) year, with the option to renew for five (5) additional one (1) year terms at the Lead States request, by mutual agreement of both Parties, and upon review of requirements of participating Entities, current market conditions and Contractor performance.

B. SCOPE

The Contractor shall provide the same scope of services and provide the same products as set forth in the Lead Contract

C. PRICING

Pricing for these goods and/or services shall be pursuant to the Attachment A - Quote from SHI, copy attached hereto.

D. CONFLICTING TERMS

To the extent other terms and conditions conflict with the Terms and Conditions of this MOU, the parties agree that conflicts among the documents comprising this Memorandum shall be resolved according to priority, and that a document's priority shall be determined according to the order in which the document appears in the list below in section "E. Memorandum of Understanding Documents".

E. MEMORANDUM OF UNDERSTANDING DOCUMENTS

The following documents comprise the Memorandum of Understanding:

1. This Memorandum of Understanding and associated Terms and Conditions
2. Attachment A - Quote from SHI dated October 3, 2017
3. Attachment B - Granicus Custom Proposal
4. Sales Tax Exempt Form 13

F. LAWS

The Laws of the State of Nebraska shall govern the rights, obligations, and remedies of the Parties under this Memorandum of Understanding. During the term of the MOU, the Contractor shall perform all services and/or supply all goods in accordance with the established and applicable standards and in accordance with applicable State and Local laws.

G. CONTRACT MODIFICATION

The MOU shall be modified only by a written MOU amendment and approval of the parties. No alteration or variation of the terms and conditions of this Memorandum shall be valid unless made in writing and signed by the parties. Every amendment shall specify the date on which its provisions shall be effective.

H. TERMINATION

This MOU may be terminated by the following:

1. Termination for Convenience. Either party may terminate this MOU upon thirty (30) days written notice to the other party, for any reason, without penalty.
2. Termination for Cause. Either party may terminate this MOU for cause if:

- a. The Contractor refuses or fails to supply the proper labor, materials and equipment necessary to provide services and/or products pursuant to the Lead Contract or;
 - b. Either Party disregards Federal, State or local laws, ordinances, regulations, resolutions or orders or;
 - c. Either Party otherwise commits a substantial breach or default of any provision of the Lead Contract or this MOU. In the event of a substantial breach or default the non-defaulting party will provide the defaulting party written notice of said breach or default and allow the defaulting party ten (10) days from the date of the written notice to cure such breach or default. If said breach or default is not cured within ten (10) days from the date of notice, then the non-defaulting party may terminate.
3. In the event that funding is not available to continue with services as written, the Owner(s) reserve the right to terminate use of the MOU for convenience with no financial obligation to the Contractor, Subcontractors or other stakeholders except for any amount due for services rendered or products supplied prior to notice of cancellation. The Owner(s) may terminate this MOU in whole or in part when funding is not lawfully available for expenditure or when sources of funding are terminated, suspended, reduced, or otherwise not forthcoming through no fault of the Owner(s). In the event of unavailability of funds to pay any amounts due under the MOU, the Owner(s) shall immediately notify the Contractor and the MOU shall terminate without penalty or expense to the Owner(s). Upon termination, the Owner(s) shall pay the Contractor for any approved and documented services or products completed or purchased up to the date of termination, but not to exceed the maximum amount allowed by the Lead Contract or this MOU.

I. SEVERABILITY

If any provision of this MOU is determined by a court of competent jurisdiction to be invalid or unenforceable to any extent, the remainder of the MOU shall not be affected and each provision of the MOU shall be enforced to the fullest extent permitted by law.

J. ASSIGNMENT

This MOU shall not be transferred or assigned without prior written consent confirming approval, signed by both parties. Any assignment without such prior written consent shall be absolutely void.

K. FORCE MAJEURE

Neither party shall be liable for any costs or damages from its inability to perform any of its obligations under the MOU due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the Lead Contract or this MOU. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The Owners may grant relief from performance of the MOU if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest on the Contractor. To be released based on a Force Majeure Event, the Contractor shall file a written request for relief with the City of Lincoln/Lancaster County Purchasing Division. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the Contract.

L. ATTORNEY'S FEES

In the event of any litigation, appeal, or other legal action to enforce any provision of the MOU, the Contractor agrees to pay all expenses of such action, as permitted by law, including Attorney's fees and costs, if the Owner is the prevailing party.

M. OWNER INCLUSION

It is understood and agreed by all parties that "Owner/s" shall include the City of Lincoln and Lancaster County, Nebraska. Whenever in the Contract documents, a singular entity is referenced (i.e., "the City" or "the County") it shall mean the "Owners" encompassing the City of Lincoln and Lancaster County. Notwithstanding the foregoing, the duties and obligations of the City and County pursuant to the MOU shall be treated as divisible and severable duties and obligations, and default by any one of the City or the County shall not be attributed to the other Owner, but shall remain the sole obligation of the defaulting entity.

N. PAYMENT

The Owners will initiate payment within thirty (30) calendar days after Contractor submits an invoice for amounts due under this MOU, and any subsequent changes approved by the Owners.

O. TAXES AND TAX EXEMPTION CERTIFICATE

The Owners are generally exempt from any taxes imposed by the State or Federal government. A Tax Exemption Certificate will be provided as applicable.

The Water Division of the City of Lincoln is taxable per Reg. 066.14A and no exemption certificate will be issued.

P. INDEPENDENT CONTRACTOR

Employees of the Contractor shall not be deemed to be employees of the Owners and employees of the Owners shall not be deemed to be employees of the Contractor. The Contractor and the Owners shall be responsible to their respective employees for all salary and benefits. Neither the Contractor's employees nor the Owners' employees shall be entitled to any salary, wages, or benefits from the other party, including but not limited to overtime, vacation, retirement benefits, workers' compensation, sick leave or injury leave. Contractor shall also be responsible for maintaining workers' compensation insurance, unemployment insurance for its employees, and for payment of all federal, state, local and any other payroll taxes with respect to its employees' compensation.

Q. EQUAL EMPLOYMENT OPPORTUNITY

In connection with the carrying out of this project, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, ancestry, disability, age or marital status. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, national origin, ancestry, disability, age or marital status. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other compensation; and selection for training, including apprenticeship.

R. E-VERIFY

In accordance with Neb. Rev. Stat. 4-108 through 4-114, the Contractor agrees to register with and use a federal immigration verification system, to determine the work eligibility status of new employees performing services within the state of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C 1324 a, otherwise known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee pursuant to the Immigration Reform and Control Act of 1986. The Contractor shall not discriminate against any employee or applicant for employment to be employed in the performance of this section pursuant to the requirements of state law and 8 U.S.C.A 1324b. The contractor shall require any subcontractor to comply with the provisions of this section. For information on the E-Verify Program, [go to www.uscis.gov/everify](http://www.uscis.gov/everify).

S. CITY AUDIT ADVISORY BOARD

The Contractor's financial records may be subject to audit (City of Lincoln - Chapter 4.66 of the Lincoln Municipal Code) at a maximum of one time during any twelve (12) month period. Upon receiving thirty (30) days' advance notice, Contractor shall make available to the Contract Auditor, copies of all financial records and materials germane to the MOU/purchase order, as allowed by law.

T. INDEMNIFICATION

The Contractor shall indemnify and hold harmless the Owners from and against all losses, claims, damages, and expenses, including, attorney's fees arising out of or resulting from the willful or negligent acts or omissions during the performance of the MOU that results in bodily injury, sickness, disease, death, or to injury to or destruction of tangible property ("Losses"), to the extent such Losses are caused by the negligence of Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. This section will not require the Contractor to indemnify or hold harmless the Owners for any losses, claims damages, and expenses arising out of or resulting from the sole negligence of the Owners.

U. WAIVER

Owners' failure or neglect to enforce any of its rights under this Memorandum will not be deemed to be a waiver of the Owners' rights.

V. THIRD PARTIES

This Memorandum is not intended to, and does not, create any rights or benefits on behalf of any person, whether an individual or an entity, other than the Parties involved. Owners shall not be obligated or liable hereunder to any person, whether an individual or an entity, other than Contractor.

The Contractor and the Owners hereby agree that all the terms and conditions of this MOU shall be binding upon themselves, and their heirs, administrators, executors, legal and personal representatives, successors, and assigns.

The Contractor hereby agrees to this MOU upon completion of signatures on the Vendor Signature Page.

Vendor Signature Page

**COTS Commercial Off The Shelf Software Value Added Reseller (VAR)
Peak Agenda Management
State of Arizona NASPO ValuePoint Contract ADSP016-130651
Participating Addendum with State of NE Contract No. 14680 OC
CITY OF LINCOLN and LANCASTER COUNTY
COOPERATIVE CONTRACT
SHI International Corp.**

EXECUTION BY CONTRACTOR

IF A CORPORATION:

Attest:


_____, Seal
Secretary

SHI International Corp.

Name of Corporation

290 Davidson Ave., Somerset, NJ 08873

Address

By:  , Cassie Skelton

Duly Authorized Official

Contracts Manager

Legal Title of Official

IF OTHER TYPE OF ORGANIZATION:

Name of Organization

Type of Organization

Address

By: _____
Member

By: _____
Member

IF AN INDIVIDUAL:

Name

Address

Signature

Lancaster County Signature Page

**COTS Commercial Off The Shelf Software Value Added Reseller (VAR)
Peak Agenda Management
State of Arizona NASPO ValuePoint Contract ADSP016-130651
Participating Addendum with State of NE Contract No. 14680 OC
CITY OF LINCOLN and LANCASTER COUNTY
COOPERATIVE CONTRACT
SHI International Corp.**

EXECUTION BY LANCASTER COUNTY, NEBRASKA

Contract Approved as to Form:

Deputy Lancaster County Attorney

The Board of County Commissioners of
Lancaster, Nebraska

dated _____



Pricing Proposal
 Quotation #: 14211914
 Created On: 10/3/2017
 Valid Until: 10/31/2017

City of Lincoln NE

Bob Walla
 440 So. 8th Street Suite 200
 Lincoln, NE 68508
 United States
 Phone: 402-441-8309
 Fax:
 Email: rwalla@lincoln.ne.gov

Inside Account Manager

Alyssa Benson
 290 Davidson Ave
 Somerset, NJ 08873
 Phone: 888-591-3400
 Fax: 877-289-6088
 Email: EdGov@shi.com

All Prices are in US Dollar (USO)

| Product | Qty | Your Price | Total |
|--|-----|-------------|-------------|
| Peak Agenda Management (one year) Granicus - Part#: NPN-GRANI-MANAGE Contract Name: Open Market Contract #: Open Market Coverage Term: 10/31/2017 - 10/30/2018 | | \$12,480.70 | \$12,480.70 |
| 2 Peak Agenda Management Standard Agenda Report Granicus - Part#: NPN-GRANI-AGENDA Contract Name: Open Market Contract #: Open Market | | \$0.00 | \$0.00 |
| 3 Peak Agenda Management Standard Cover Page Report Granicus - Part#: NPN-GRANI-COVER Contract Name: Open Market Contract #: Open Market | | \$0.00 | \$0.00 |
| 4 Peak Agenda Management - Online Training Granicus - Part#: NPN-GRANI-ONLINE Contract Name: Open Market Contract #: Open Market | 6 | \$0.00 | \$0.00 |
| | | Subtotal | \$12,480.70 |
| | | Shipping | \$0.00 |
| | | Total | \$12,480.70 |

Additional Comments

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084.

SHI International Corp. is 100% Minority Owned, Woman Owned Business.
 TAXD# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTFO

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



GRANICUS

Lincoln, Nebraska

PRESENTED BY: Lindsay Gabster, Granicus

PRESENTED TO: Lincoln, Nebraska

DELIVERED ON: July 18, 2017

EXPIRES ON: September 30, 2017

Cover Letter

Dear Brandon Kauffman,

Thank you for considering Granicus. We appreciate the opportunity to support your project. During previous conversations, you explained your need to implement an automated agenda solution. We have listened and fully understand your goals.

For over 18 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 with our experience and wide range of product and industry knowledge, we can meet all your existing and future needs. We hope the City of Lincoln will join our family that already includes over 3,000 local, state, and federal governments.

Should you have any questions, please feel free to reach out to us.

We look forward to establishing a successful, long-term relationship with your team.

Most Sincerely,

Lindsay Gabster | Enterprise Solutions Consultant

(415) 357-3618 X1014 | Lindsay.Gabster@granicus.com

Why Choose Granicus?

Granicus Cloud

- One hundred percent government focused solutions
- Over 3,000 clients in the U.S., Canada and the U.K. including 40 of the 50 largest U.S. cities
- More than 1.9 million government records and media files managed, 265,350 government meetings available online, and 109 million webcasts viewed on Granicus solutions
- 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

- Provides technology that empowers government organizations to create better lives for people they serve
- Offers the industry's leading cloud-based solutions for communications, meeting and agenda management, and digital services
- Government-specific website content management system as part of the robust Granicus product portfolio
- The pioneer of a fully integrated legislative workflow management system for government and a powerful network of 150 million people that enhances citizen engagement

Our Support

With high customer satisfaction, our Granicus Customer Support team is ready and willing to help you succeed. Client success stories are available here: <https://granicus.com/success-stories/>

Granicus Open Platform

The Granicus Open Platform is the cloud-based foundation for all Granicus applications. It allows government organizations to manage and store an unlimited amount of government public meeting data. It is the core of our content management, administration and distribution tools and includes free access to our APIs and SDKs, helping you seamlessly connect your Granicus solution to systems in place. The Granicus Platform includes:

- Unlimited content storage and distribution
- Open architecture and SDK
- Citizen web portal
- Paperless agenda creation with *ibgislate@* for the iPad, Android, macOS, and Windows

The Granicus Open API and SDK

We can provide a fully documented and supported Application Programmatic Interface (API) and Software Developer Kit (SDK). This open architecture enables customers and developers to seamlessly integrate existing or future enterprise systems with Granicus. Developers typically use the API to add, update, extract, delete and ultimately customize how information is presented.

We believe open systems and interoperability are critical components of any modern software solution. Granicus is committed to building open architectures, standards, and lasting partnerships with industry leaders. We want to offer clients the most complete solutions on the market, without forcing them into a single system for all enterprise tasks.

ilegislare

Granicus' agenda application, ilegislare®, 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.

ilegislare 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

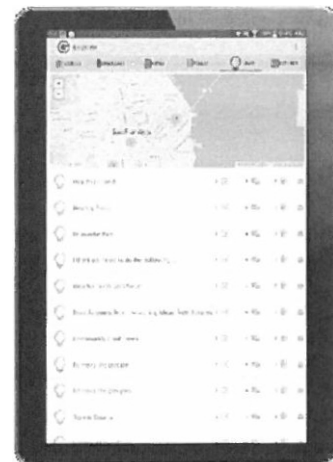
Review meeting agendas with supporting documents Easily review upcoming and previous meeting agendas on your desktop or device. Read agenda item details, including the suggested action, by simply clicking on the item within the agenda. Download the agenda for review at your convenience.

Stream indexed archived videos

Using H.264 technology, watch archived videos within the legislate 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.

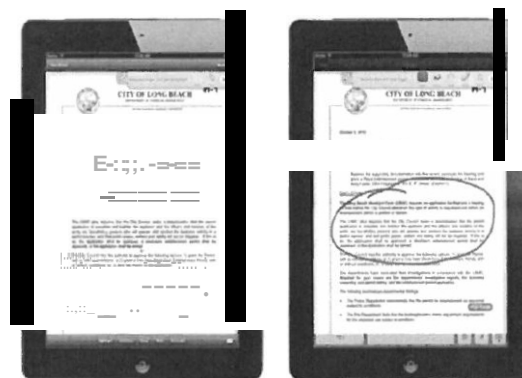


Take notes, annotate, and bookmark specific agenda items

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
- Automatic ally 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 (i057 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

Agenda Management

Legislative workflows often require a significant commitment from clerical staff. Drafting legislation, getting items approved, compiling information from various departments, and creating an agenda are integral parts of the pre-meeting process, yet can be very time-consuming. Then, there are live and post-meeting processes that staff must follow to ensure an accurate account of a meeting.

With so many moving parts, steps can be overlooked or items can be inadvertently dropped. Using a completely automated, round-trip legislative workflow solution can save staff countless hours while helping them maintain legislative accuracy.

Granicus' Agenda Management tools allow government staff to easily manage the entire legislative and agenda creation process from start to finish. From drafting files, through assignment to various departments, to final approval, these software tools are designed to reduce workloads and create a more efficient method for managing decisions.

- Eliminate manual workflows. Create and manage items for agendas in one system.
- Automate agenda item approvals with electronic approval processes.
- Simplify agenda creation-automatically compile files and supporting materials for upcoming meetings.
- Organize, store and retrieve electronic documents.
- Easily track legislation and generate historical reports for staff, citizens and council.

Our Agenda Management offerings - Legistar and Peak Agenda Management - help governments organize, store, and easily retrieve items for agenda creation all in one system. Legistar also maintains all legislative data and tracks each item's path through the entire process. Both systems allow staff to quickly and easily publish agenda and minutes documents to the Web, helping ensure records availability and promote government transparency.

Peak Agenda Management

Peak Agenda Management is browser based. The elegantly designed agenda creation interface, built with the most advanced technology in the market, provides government officials with a paperless solution that is easy to use, incredibly fast and the most supported in the industry.

Peak Agenda Management will allow users to spend less time on administrative chores, and more time doing the job they love.

Peak's distinguishing features include:

- In-app live chat support
- The same advanced technology used by Facebook and Netflix for a noticeably faster user experience
- Auto-populate of fields
- Sequential or concurrent approval phases
- PDF and document conversion
- Cross-platform support
- Simple agenda packet creation

Key Benefits of Peak Agenda Management

Peak performs all the duties of the agenda creation process from the convenience of any web browser. The sleekly designed dashboard provides quick access to relevant information in the agenda creation process. As agendas are approved, they can easily be published online. Peak is supported by a top-of-the line customer care team and an ever increasing library of educational content, developed just for Granicus clients.

Technology to keep you ahead of the curve

Built using the ReactJS framework, originally developed by Facebook, Peak offers the fastest, most responsive agenda software solution available.

This technology also not only allows for a lightning fast user experience, but also allows Granicus to rapidly deploy new features and enhancements into the application over time, delivering government users more value faster than any other competing software.

A Sleek and Intuitive Design

Users can quickly access important information from the colorful, easy-to-navigate interface. Large buttons and clear iconography guide users to effectively manage the tools, and real-time updates provide clerks and managers information about the agenda status.

Customized Administrative Settings

Peak's administrative toolbox allows clients to create custom objects, such as departments, meeting bodies and user types. Based on these customized permissions, users can create, manage and approve agenda items from start to publication.

Agenda Creation

Assign agendas items by submitting departments, meeting bodies or meeting date through Peak to start an approval workflow.



Approval Workflows

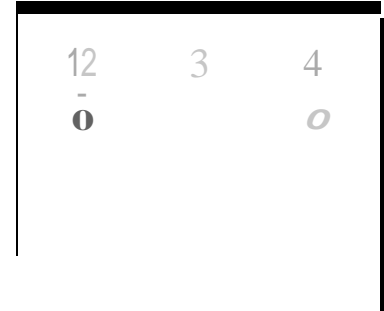
Once an agenda has been created, the approval process begins. Route items through a sequential or concurrent approval workflow, and send it to notify assigned users by email that new items are available for their review, FYI, or approval.

Agenda Packet Publication

Agenda packets with all supporting attachments are generated into a single PDF file. This easy process provides governing bodies the ability to easily publish agendas for public consumption while also allowing for the ability to publish to Granicus' legislate tablet app for a truly paperless agenda experience.

Simple, Elegant Dashboard

The Peak dashboard shows a user's action items based on permissions, like recently viewed agenda items and meetings and any outstanding approvals.



Excellent Customer Service with Guide Me and Live Chat

One of the key features of Peak is the ability to communicate with a live person for support, as well as a helpful Guide Me feature that helps guide users through the crucial workflow processes. With Live Chat, clients can communicate with a live representative for support with Peak Agenda.

Freedom from Hardware

Peak Agenda is a browser-based application with no installed hardware requirements. The application can be accessed through any major browser on any operating system. Users are not be confined to a workstation and can access the program at any time from a URL.

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@granjcus.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>

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.