

# Board of County Commissioners

## Agenda Request

**Date of Meeting:** December 5, 2023

**Date Submitted:** November 16, 2023

**To:** Honorable Chairman and Members of the Board

**From:** Edward J. Dixon, County Administrator  
Kembrew Jackson, Director of Information Technology  
Leslie Steele, Public Information Officer

**Subject:** Approval of the Granicus Intranet Proposal No Q-308712

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### **Statement of Issue:**

This agenda item seeks Board for approval of the Granicus Intranet Proposal No Q-308712.

### **Background:**

We recently launched our new website that will make it easier for Gadsden County residents to remain informed and for us to showcase Gadsden County online. Next, we plan to extend those efforts by adding an intranet and digital forms utility. These additions will drive operational efficiencies, by streamlining our employee forms and information delivery within our county departments.

### **Analysis:**

The new intranet will allow secure internal communications that will include easy access to information such as department policies and procedures, work unit schedules, training calendars/content, and other content to specific employee groups. The development and utilization of digital forms will provide a streamlined look and help to ensure a digitized workflow. Digital forms will also be a great tool for employees to make requests in a more consistent format.

### **Fiscal Impact:**

There is a one-time setup fee of \$19,200 to cover the intranet design and implementation and active directory federation service integration. A new subscription fee of \$8,800 is also required for the setup of the OpenForms license and govAccess Essentials for intranet. The total first year charges will be \$28,000.

The attached proposal is for four years of service. The annual cost of each year is listed in the table below. There is a small price increase each year that covers modifications the site may need to stay up to date.

We are requesting the yearly costs outlined below be approved at this time and included in the Information Technology budget over the next 4 years.

<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>
\$14,766.04	\$15,799.67	\$16,905.64

**Options:**

1. Approve the purchase of the Granicus intranet proposal No Q-308712 and authorize the chairman to sign.
2. Do not approve.
3. Board direction.

**County Administrator's Recommendation:**

Option 1.

**Attachments:**

Granicus Proposal No Q-308712



THIS IS NOT AN INVOICE

Order Form  
Prepared for  
Gadsden County FL

## Granicus Proposal for Gadsden County FL

### ORDER DETAILS

**Prepared By:** Sarah Morris  
**Phone:**  
**Email:** sarah.morris@granicus.com  
**Order #:** Q-308712  
**Prepared On:** 16 Oct 2023  
**Expires On:** 09 Jun 2023

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

#### Current Subscription

**End Date:** 16 Sep 2024

**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 48 months.  
The Agreement will begin on date of signature and will continue through the end of the then current billing term, and will continue for an additional 36 months thereafter.

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Setup and configuration package: OpenForms License	Up Front	1 Each	\$0.00
Training: OpenForms	Upon Delivery	1 Each	\$0.00
govAccess – Website Design and Implementation – Innovator	Milestones - 40/20/20/20	1 Each	\$15,200.00
Active Directory Federation Service integration	Milestones - 40/20/20/20	1 Each	\$4,000.00
govDelivery for Integrations Set Up and Config	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$19,200.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
OpenForms Enterprise License (30 users, 100 forms)	Annual	1 Each	\$8,800.00
govAccess Essentials for Intranet (Subject to Discount)	Annual	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$8,800.00</b>

- Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages.
- Additional volume purchased will cover the period of 17 Sep 2023 - 16 Sep 2024 The additional volume and annual fees will be added to Gadsden County FL's standard subscription and will be included in the next renewal period.

## FUTURE YEAR PRICING

Solution(s)	Period of Performance		
	Year 2	Year 3	Year 4
OpenForms Enterprise License (30 users, 100 forms)	\$9,416.00	\$10,075.12	\$10,780.38
govAccess Essentials for Intranet	\$5,350.04	\$5,724.55	\$6,125.26
<b>SUBTOTAL:</b>	<b>\$14,766.04</b>	<b>\$15,799.67</b>	<b>\$16,905.64</b>

## PRODUCT DESCRIPTIONS

Solution	Description
OpenForms Enterprise License (30 users, 100 forms)	<p>OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses. The Enterprise plan to accelerate digital transformation for up to: 30 users, 100 published forms.</p> <p>Key features include:</p> <ul style="list-style-type: none"> <li>• Workspaces</li> <li>• Response workflows</li> <li>• Custom documents (Certificates, permits, formal letters &amp; more)</li> <li>• Form versioning &amp; scheduling</li> <li>• Drag and drop form builder</li> <li>• Display logic and calculations</li> <li>• Payments</li> <li>• Insights dashboard</li> <li>• Form analytics</li> <li>• Support team access</li> <li>• Save responses</li> <li>• Unlimited responses</li> <li>• Data connections and API access</li> <li>• Up to: 50GB file uploads, 2,000 web API calls per hour, 20 custom documents per form</li> </ul>
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 25 people, delivered online.

Solution	Description
govAccess Essentials for Intranet	govAccess Essentials for Intranet is a Software-as-a-Service (SaaS) solution designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. Services include the following: <ul style="list-style-type: none"> <li>• Ongoing software updates</li> <li>• Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)</li> <li>• Ability to send email notifications when publishing site updates, News, Calendar Events, RFP bids, or job postings; powered by govDelivery (includes access to Granicus Advanced Network)</li> <li>• Access to training webinars and on-demand video support library</li> <li>• Access to best practice webinars and resources</li> <li>• Annual strategic reviews with the Granicus team, including research-based recommendations for website optimization</li> <li>• DDoS mitigation</li> <li>• Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>
govAccess – Website Design and Implementation – Innovator	govAccess Website Design and Implementation - Innovator provides a citizen focused website and includes: <ul style="list-style-type: none"> <li>• UX consultation, which may include one (1) or more of the following:                             <ul style="list-style-type: none"> <li>• One (1) site analytics report</li> <li>• One (1) heatmap analysis</li> <li>• One (1) internal stakeholder survey</li> </ul> </li> <li>• Modular homepage wireframe based on predefined building blocks</li> <li>• Fully responsive design</li> <li>• Custom mobile homepage or standard mobile responsive homepage</li> <li>• Video background or standard rotating image carousel (switchable at any time)                             <ul style="list-style-type: none"> <li>• One (1) customer experience feature - Choose from Granicus' library that includes service finder or data visualization banner</li> </ul> </li> <li>• Programming/CMS implementation</li> <li>• Migrate up to 200 webpages</li> <li>• Up to five (5) forms converted into the new CMS</li> <li>• One (1) day of web-based training</li> </ul>
Active Directory Federation Service Integration	Allows for ADFS authentication to access website frontend via mapping to govAccess Member User Accounts. <p>Requirements:</p> <ul style="list-style-type: none"> <li>• Granicus govAccess Active Directory Integration</li> <li>• ADFS installed on local network</li> <li>• Provide Granicus with ADFS Relaying Party Identifier URL</li> </ul>

## GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
  - Data provided by the Client and contact information gathered through the Client's own web properties or activities will remain the property of the Client ('Direct Subscriber'), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of the Client, unless required by law.
  - Granicus shall: (i) not disclose the Client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the Client hereby grants to Granicus a perpetual, non-cancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products by the Client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and any other legitimate business purpose, including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- **Data obtained through the Granicus Advanced Network.**
  - Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the 'Advanced Network'). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a 'Network Subscriber' to the agency it subscribed to through the Advanced Network.
  - Network Subscribers are available for use while the Client is under an active subscription with Granicus. Network Subscribers will not transfer to the Client upon termination of any Granicus Order, SOW, or Exhibit. The Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW, or Exhibit placed under this agreement. All information related to Network Subscribers must be destroyed by the Client within 15 calendar days of the Order, SOW, or Exhibit placed under this agreement terminating.
  - Opt-In. During the last 10 calendar days of the Client's subscription, the Client may send an opt-in email to Network Subscribers that shall include an explanation of the Client's relationship with Granicus terminating and that the Network Subscribers may visit the Client's website to subscribe to further updates from the Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to the Client upon termination.

## UPDATES TO SHARED SHORT CODES FOR SMS/TEXT MESSAGING (US CLIENTS ONLY):

- Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee.
- Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.



## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-308712 dated 16 Oct 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Gadsden County FL to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.
- **Updates to Shared Short Codes for SMS/Text Messaging:**  
Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.
- The initial subscription term includes all the subscription years noted in quote Q-308712 dated 16 Oct 2023 and must be awarded to receive the first year free promotion. The Agreement and subscription term begins upon date of document signature or award.
- The first year's Annual Fee(s) listed as "Subject to Discount" is listed at no cost to the Client to allow time for design and implementation. In order to receive the first year pricing, Client's award must include all of the One-Time Fees, Annual Fees for New Subscriptions, and Remaining Period(s) outlined in this quote. The Agreement, Order Term, and Annual Fees begin upon the date of document signature or award. Subsequent Annual Fees for Remaining Period(s) will be due on each annual anniversary of the Agreement. Upon the Agreement's first anniversary, Client will be responsible for paying the Annual Fees listed for Year 2.
- Billing Frequency Notes (Milestones - 40/20/20/20): An initial payment equal to 40% of the total; A payment equal to 20% of the total upon Granicus' delivery of the draft homepage design concepts to the client; A payment equal to 20% of the total upon implementation of the main website into the VCMS on a Granicus-hosted development server; and A payment equal to 20% of the total upon completion; provided, however that the client has completed training. If the client has not completed training, then Granicus shall invoice the client at the earlier of: completion of training or 21 days after completion.

**BILLING INFORMATION**

<b>Billing Contact:</b>		<b>Purchase Order Required?</b>	[ ] - No [ ] - Yes
<b>Billing Address:</b>		<b>PO Number:</b> <i>If PO required</i>	
<b>Billing Email:</b>		<b>Billing Phone:</b>	

**If submitting a Purchase Order, please include the following language:**  
*The pricing, terms, and conditions of quote Q-308712 dated 16 Oct 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

**AGREEMENT AND ACCEPTANCE**

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Gadsden County FL	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	