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THIS IS NOT AN INVOICE

Order Form
Prepared for
Chilmark, MA

Granicus Proposal for Chilmark, MA

ORDER DETAILS

Prepared By: Sam Demezieux
Phone:
Email: sam.demezieux@granicus.com
Order #: Q-149323
Prepared On: 08/02/2021
Expires On: 09/14/2021

ORDER TERMS

Currency: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Period of Performance: The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

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
govService Essentials Set-up & Config	Up Front	1 Each	\$3,500.00
govService Essentials Online Training	Up Front	1 Each	\$3,000.00
SUBTOTAL:			\$6,500.00

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
govService Essentials Digital Services (up to): 85 Annual Cases (up to): 5000	Annual	1 Each	\$9,881.76
Payment Connector (LexisNexis Payment Solutions - Standard)	Annual	1 Each	\$0.00
SUBTOTAL:			\$9,881.76

Optional Solutions			
Solution	Billing Frequency	Quantity/Unit	Associated Fee
govService Build Credits	Up Front	1 Each	\$3,295.00
SUBTOTAL:			\$3,295.00

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
govService Essentials Digital Services (up to): 85 Annual Cases (up to): 5000	\$10,573.49	\$11,313.63
Payment Connector (LexisNexis Payment Solutions - Standard)	\$0.00	\$0.00
SUBTOTAL:	\$10,573.49	\$11,313.63

PRODUCT DESCRIPTIONS

Solution	Description
govService Essentials Digital Services (up to): 85 Annual Cases (up to): 5000	govService Essentials includes access to: <ul style="list-style-type: none"> • Access to the selected number of digital services (ie., workflows/business processes) built, activated and live in govService using either Service Designer (includes any services built by Granicus) or prebuilt from the template library. • Annual Case Volume: Limited to the selected number of annual cases submitted for management and resolution in govService. • Template Library: Leverage any number of pre-built templates from an existing library. Agencies may configure settings, permissions, and workflow stages. • Customer Portal: An online self-service portal to provide a common interface where users can access services and personalized information including historical requests. • Back-office Administration: Internal employees processing services are provided a portal to log-in and access assigned tasks, fulfill requests, and complete desired workflow. • Service Designer: Build no-code/low-code digital services using tools such as Form Builder, Integration Manager, and Workflow Designer. • Customer Service Hub: An integrated constituent contact tracking solution for up to three (3) licensed seats; users able to access workspaces such as Inbox, Face-to-Face, Search, Phone Team, and Reception. <i>Note: additional seats will incur additional maintenance costs.</i>
Payment Connector (LexisNexis Payment Solutions - Standard)	A payment integration with LexisNexis Payment Solutions provides an easy method to collect online payments.
govService Essentials Set-up & Config	govService Essentials Set-Up & Config includes: <ul style="list-style-type: none"> • Test and Live Sites: deployment of both a test and live site hosted in a production environment. • Portals: deployment of both Customer and Staff Portals hosted in a live production environment. • Customer Service Hub Configuration: set-up each major digital workspace (Phone Team, Face-to-Face, Reception, Inbox, and Search) and configure default system settings.

Solution	Description
govService Essentials Online Training	govService Essentials Training includes: <ul style="list-style-type: none"> • Basic Online Training: up to eight (8) hours of remote training to introduce all core aspects of the solution such as customer portal, case management and system settings. • Form Designer & Workflow Online Training: up to eight (8) hours of remote training to co-build the first digital service. • Integrations Online Training: up to eight (8) hours of remote training with technical users to cover how to use the Integrations Manager and review logging capabilities. • Customer Service Hub Training: up to eight (8) hours of remote training to cover each major digital workspace and configure default system settings.
govService Build Credits	govService Build Credits provide for the requirements mapping, design, development, configuration and quality assurance of the digitization of services. <ul style="list-style-type: none"> • Each requested service will require scoping. • Granicus will determine the number of Build Credits required to complete a requested service. • Build Credits utilized will be deducted from the total credits purchased once the statement of work is approved and executed by the Client. <p><i>Note: Build Credits are available to be redeemed from the date of document signature and must be utilized within twelve (12) months. Unredeemed Build Credits will not rollover into additional subscription terms.</i></p>

TERMS & CONDITIONS

- Link to Terms: https://granicus.com/pdfs/Master_Subscription_Agreement.pdf
- 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 Chilmark, MA to provide applicable exemption certificate(s).
- Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the services outlined within this Agreement.
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Notwithstanding anything to the contrary, Granicus reserves the right to adjust pricing at any renewal in which the volume has changed from the prior term without regard to the prior term's per-unit pricing.

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	<input type="checkbox"/> - No <input type="checkbox"/> - Yes
Billing Address:		PO Number:	
Billing Email:		<i>If PO required</i>	
		Billing Phone:	

If submitting a Purchase Order, please include the following language:

The pricing, terms, and conditions of quote Q-149323 dated 08/02/2021 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.

Chilmark, MA	
Signature:	
Name:	
Title:	
Date:	