

## Procurement Vehicle: NCPA (01-115) In Support of: Columbus OH

### ORDER DETAILS

**Prepared By:** Tony Bullock  
**Phone:**  
**Email:** antonio.bullock@granicus.com  
**Order #:** Q-524894  
**Prepared On:** 05 Mar 2026  
**Expires On:** 23 Apr 2026

### 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:** 27 May 2026  
**Period of Performance:** 28 May 2026 - 27 May 2027

## PRICING SUMMARY

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

Renewing Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Engagement Cloud Enhanced <i>(Up to 1000000 Unique Contacts)</i>	Annual	1 Each	\$252,676.46
Experience Services	Annual	1 Each	\$0.00
Extended LMS Training On-demand	Annual	1 Each	\$0.00
Community Satisfaction & Performance Monitoring	Annual	1 Each	\$0.00
Community Engagement & Analysis (enterprise)	Annual	1 Each	\$0.00
One-way SMS (100k annually)	Annual	1 Each	\$0.00
Email Communications API	Annual	1 Each	\$0.00
Experience Service Catalog Credits Engagement Cloud Enhanced	Annual	1 Each	\$0.00
Communications Cloud SMS Volume -	Annual	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$252,676.46</b>

## PRODUCT UPDATES

FOR INFORMATION ON RECENT AND UPCOMING PRODUCT ENHANCEMENTS ACROSS THE GRANICUS PORTFOLIO, PLEASE REFER TO THE SEMIANNUAL UPDATE INFORMATION ON THIS WEBPAGE:  
: [HTTPS://GRANICUS.COM/SEMIANNUAL-UPDATES/](https://granicus.com/semiannual-updates/)

## PRODUCT DESCRIPTIONS

Solution	Description
<p>Government Experience Engagement Cloud Enhanced</p>	<p>The annual subscription edition is an outcome-focused solution to reach constituents, leverage community feedback, or increase enrollment and adoption of programs. Solution includes:</p> <ul style="list-style-type: none"> <li>• Strategic Capabilities                             <ul style="list-style-type: none"> <li>○ Designated Experience Partner</li> <li>○ Extended LMS Training On-demand</li> <li>○ Access to Services Catalog</li> <li>○ Quarterly CX Program Brief to Review Insights &amp; Recommendations</li> <li>○ Online Help Articles and Access to govCommunity</li> </ul> </li> <li>• Data Insights                             <ul style="list-style-type: none"> <li>○ Community Satisfaction and Performance Monitoring</li> <li>○ Government Effectiveness Score</li> <li>○ Digital Experience Score</li> <li>○ Quality of Life Surveys</li> <li>○ In-app Reporting and Dashboards</li> </ul> </li> <li>• Connected Technology                             <ul style="list-style-type: none"> <li>○ Unlimited Users</li> <li>○ Outbound Communications                                     <ul style="list-style-type: none"> <li>▪ Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences.</li> <li>▪ Marketing Automation includes audience segmentation, personalization, message testing, and mobile engagement. Dynamic segmentation around bulletins, engagement, and question (e.g. zip code)</li> <li>▪ Canned campaigns for re-engagement and new</li> </ul> </li> </ul> </li> </ul>

Solution	Description
	<p>subscriber onboarding</p> <ul style="list-style-type: none"> <li>▪ Testing: Simple (A/B, 10/10/80)</li> <li>○ Email Communications API</li> <li>○ Engagement and Sentiment Analysis (unlimited)</li> <li>○ Embeddable Project Finder</li> <li>○ Engagement Microsites and Hubs</li> <li>○ Engagement Contributions API</li> <li>○ Ongoing security updates</li> <li>○ Ongoing product updates and enhancements</li> <li>○ Product accessibility maintained perpetually</li> <li>○ 99.9% up-time guarantee</li> <li>○ Technical Support Reporting (quarterly)</li> <li>○ Live Escalation &amp; Care Process</li> <li>○ Support Coverage &amp; Response Time SLAs                             <ul style="list-style-type: none"> <li>▪ Severity Level 1: System unavailable – 1 hour</li> <li>▪ Severity Level 2: Major system features unavailable, no user workaround – 2 hours</li> <li>▪ Severity Level 3: Major system features unavailable, user workaround available – 5 hours</li> <li>▪ Severity Level 4: Transactional issue, user workaround available - 12 hours</li> </ul> </li> </ul> <p>A "Unique Contact" is an individual that provides either an email address, phone number, or both. Additional fees for exceeding contracted Unique Contact tier will automatically be applied in arrears and adjusted for go-forward use at subscription renewal. Overages above 1M unique contacts are billed in increments of 100,000 Unique Contacts. * SMS/text messages only available for US and UK customers.</p>
Experience Services	Experience Services
Extended LMS Training On-demand	Extended LMS Training On-demand
Community Satisfaction & Performance Monitoring	Community Satisfaction & Performance Monitoring

Solution	Description
Community Engagement & Analysis (enterprise)	Community Engagement & Analysis (enterprise)
One-way SMS (100k annually)	One-way SMS (100k annually). Only available for US and UK customers.
Email Communications API	Email Communications API
Experience Service Catalog Credits Engagement Cloud Enhanced	A curated collection of expert-led and on-demand services and strategic offerings to enhance community engagement, service delivery, and operational excellence. Developed from our experience with thousands of governments, this evergreen catalog offers ongoing value throughout your Granicus lifecycle. Access is available from day one through an exchange of service credits.
Communications Cloud SMS Volume -	Additional SMS/Text Messaging includes: Access to the selected volume of additional SMS/text messages per year from a unique standard toll-free number within the United States* Use of responsively designed sign-up pages that allow the public to subscribe to communication updates from various devices *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

## 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.**

- o 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.
- o 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.
- o 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.

## 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-524894 dated 05 Mar 2026 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 Columbus OH 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.
  
- The terms and Conditions of the Agreement 01-115 effective 08 DEC 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto.
- 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.

**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-524894 dated 05 Mar 2026 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.

Columbus OH	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	