GRANICUS

www.granicus.co

Product Family: GovMeetings

Date: *September 21, 2023*

Client Name: *Fulton County, GA*

Created by:
Michelle Cooper, Enterprise govM

Edited by:

Created date:
7/11/2023

Revision Date:
9/21/2023

Revision Number:
3.0

1. PROJECT DESCRIPTION

Fulton County currently utilizes Granicus' Legistar platform as its agenda management software system since 2020 to prepare, store and archive BOC agendas and meeting information. Granicus is a cloud-based application platform for Document Management, Agenda and Minutes Automation (electronic document repository).

The County has chosen to upgrade their agenda platform from Legistar to OneMeeting with Swagit streaming. Granicus provides multiple agenda platforms under the govMeetings platform. This upgrade provides a comprehensive, end-to-end, organization-wide agenda automation and legislative history software system. OneMeeting will accommodate the County's needs for flexibility, innovation and greater transparency for citizens.

2. PROJECT SCOPE

Business objectives to be achieved by this solution include the implementation of Granicus Modules in support of the client legislative needs:

- Configuration of the modules
- Training
- Swagit Onsite Installation
- Go Live
- Continued support

Project Objectives & Preliminary Scope

OneMeeting's legislative management software provides an end-to-end solution designed to provide the necessary tools for effective and transparent creation of meeting content.

The solution consists of the software and services detailed below. The project planning and implementation activities will include the following objectives and assumptions.

Agenda Automation allows staff to create meeting types, agenda items, upload related documents to create an agenda and materials packet. Meeting documents and supporting materials can be compiled for distribution to the staff, public, council members, and more.

Customer agrees to:

- Complete On-Boarding Assessment including:

- Documentation of Item Types
- Documentation of Meeting Types for each meeting body
- Documentation of the proposed meeting schedule for each meeting body
- Produce and share full Word samples including numbering, font, size and other formatting details for each meeting body:
  - Agenda
  - Packet
  - Notice of Cancellation
- Identify sections and items included in each meeting body
- Review and discuss modifications required to accommodate OneMeeting best practices, current functionality, and consistency of the proposed meeting document templates
- Complete Agenda Training
- Complete User Acceptance Testing
- Conduct end-user training
- Review and Sign off Agenda configuration

Agenda Automation: Forms/Workflow allows for the automation of the item submission process in the Agenda Automation module. This will enable users to ensure items are reviewed electronically and that users can always know where an item is at in the process. Workflow allows for linear routing of an item with its supporting materials on its journey to an agenda. Workflow is flexible and will enable users to have an ad-hoc review process via peer review while also allowing the administration to design a consistent approval process. Items can be created at any time and added to the agenda automatically when the approved process is complete. The workflow steps can be routed to users or groups to ensure an end-to-end electronic process.

Following is an example of the Agenda Item Approval Workflow:

1. Create document
2. Create item
3. Add item to the meeting
4. Attach documents
5. Originator review
6. Peer review
7. Department Head review
8. Legal review
9. Finance review
10. City Manager review
11. City Clerk review
12. Approve on agenda

<u>Customer agrees to:</u>
- Complete on-boarding assessment including:
- Documentation of the workflow process
  - Form to initiate a submission
  - Notification Emails
  - Identification of Review Groups
  - Identification of Review Users

- Workflow Steps
- Identification of originators
- Staff Report (cover page)
- Word sample

- Identify a decision maker and lead procedural discussions regarding the item approval process.
- Review and discuss modifications required to accommodate OneMeeting best practices, current functionality, and consistency of the proposed item approval workflow.
- Review and discuss modifications required to accommodate OneMeeting best practices, current functionality, and consistency of the proposed form and staff report document.
- Provide technical resources required for add-in installation on client workstations and is responsible for end-user support.
- Complete workflow training.
- Complete user acceptance testing.
- Conduct workflow end user training.
- Review and sign-off on workflow configuration.

OneMeeting agrees to:
- Review and configure workflows provided as part of the on-boarding assessment including:
  - Workflow Design
  - Workflow Configuration
  - Notification Emails
- Review and configure item submission forms with accompanying staff report that is provided as part of the on-boarding assessment including:
  - o HTML form design
  - o Staff report Word document content controls
- Perform a gap analysis to review functionality and identify potential feature requests and enhancements that can be evaluated for inclusion in a future release.
- Complete end-to-end workflow and forms testing
- Provide workflow training

Meeting Management allows the meeting administrator to run a meeting and record roll call, minutes, motions, votes, notes, and actions with ease. The OneMeeting real-time Minutes tools provide a single interface that allows all aspects of the meeting to be managed often by a single user. The real-time meeting tools also offer options for citizen engagement information regarding the active item, speakers, motion information, and votes can be displayed in chambers or online via the public portal in real time. Minutes provides a means to record motions, votes, minutes and other facets of the meeting. Also, agenda items can be added, removed, edited and re-arranged as changes

occur during the meeting.

Customer agrees to:

- Complete On-Boarding Assessment including:
    - Documentation of Motion Types
    - Documentation of Motion Type configuration
    - Minutes
    - Motion template
    - Action template
    - Vote result template
- Produce and share complete Word samples including numbering, font, size and other formatting details for each meeting body:
    - Minutes
- Identify sections and items to be included in each meeting body
- Review and discuss modifications required to accommodate OneMeeting best practices, current functionality, and consistency of the proposed minute templates
- Complete Minutes Training

OneMeeting agrees to:

- Review and configure Meeting Types (e.g., Regular, Special, and Workshop) that are provided as part of the on-boarding assessment including:
    - Minutes
- Review and configure:
    - Motion Types
    - Motion Type configuration
    - Motion template
    - Action template
    - Vote Result template
- Deliver complete document set per meeting with the proposed layout and design
- Provide Minutes training

Member Voting provides a means for members to record their vote during a meeting within Meeting Management and offers the ability to communicate the voting process of agenda items to the public. This solution allows voting members and support personnel the opportunity to electronically view items and supporting documentation on the agenda and to electronically cast votes on motions. The Member Voting solution also provides a more automated and effective approach to recording the

events of the meeting to make it easy for the supporting personnel to follow along and manage the meeting as it is in session.

Customer agrees to:

- Complete On-Boarding Assessment including:
    - Motion Types
    - Roles
    - Voting options
    - Public Comment
    - Request to Speak
- Complete Member Voting training
- Perform a Mock Meeting or other User Acceptance Testing
- Review and sign off on Member Voting configuration

OneMeeting agrees to:

- Configure and review Voting for the Meeting Types, including:
    - Motion Types
    - Roles
    - Voting Options
    - Speaker Management
    - Provide Member Voting training

Community Engagement creates a public portal for citizens to comment on individual agenda items. The comments are text-based and a character limit can be established to replicate the time limit used for public speakers when meetings are in person. All comments will be aggregated into a simple report that you can provide to elected officials. The Request to Speak functionality allows community members to sign up to request to speak for any agenda item. The software will manage the sign-up and provide an ordered list of public speakers that can be called on during the meeting.

Customer agrees to:

- Provide a sample list of typical agenda items where citizens provide comment and/or request to speak during meetings
- Determine type of personal information required of citizens to request to speak or provide public comments such as the following:
    - First Name
    - Last Name
    - Email
    - Physical Address
- Define internal roles that will have access to community comment reports

- Configure agenda settings to include types of agenda items that would be allowed for community comments.
- Tailor form information for personal citizen contact information.
- Train staff on citizen functionality, public portal, and reporting information.

o **Committee Management** allows staff to easily add and edit committees, members, positions, and terms. The public portal allows for automated application and appointment management through internal workflows built within the OneMeeting system. In one succinct view, a user can take care of all committee tasks efficiently and effectively. Committee Management makes it easy to create initial and subsequent terms quickly, and even split terms if a seat becomes vacant mid-term. Also included are vacancy reports, expiring seats reports, and expiring training reports.

o

- Customer agrees to:
- Complete On-Boarding Assessment including:
- Documentation of Committees, Active Positions and Members
- Documentation of Current Terms (Start Date/End Date), Nominating and Appointing Entities
- Documentation of Training Types
- Documentation of Application Management workflow process:
- Position Application Form to initiate a submission
- Workflow Steps
- Identification of Review Users & Groups
- Notification Emails
- Complete User Acceptance Testing
- Review and Sign off Committee Management configuration
- Complete Committee Management training

OneMeeting agrees to:

- Review and Configure Committees that are provided as part of the on-boarding assessment including:
- Boards and Commissions, Active Positions, and Active Members
- Current Terms, Nominating and Appointing Entities
- Configure a Committee Management public portal to allow for public display of committee information and acceptance of applications for advertised positions
- Review and discuss modifications required to accommodate OneMeeting best

practices, existing functionality, and consistency of the proposed Committee Management.

- Perform a Gap Analysis to review functionality and identify potential feature
- requests and enhancements that can be evaluated for inclusion in a future release.
- Configure up to one (3) Position Application Forms for vacant position applications.
- Configure up to one (3) Application Workflows to support the stages of the application lifecycle.
- Complete end to end Committee Management testing.
- Provide Committee Management training.

PRODUCT DESCRIPTIONS

Solution	Description
Agenda Automation - Tier 3	Agenda Automation - Tier 3Includes: 10 workflows, 5 post workflow, 8 forms and up to 8 meeting types
Meeting Management - Tier 3	Meeting Management - Tier 3 Includes: 10 workflows, 5 post workflow
Member Voting - Tier 3	Member Voting - Tier 3 Includes: up to 12 voting members
OneMeeting Agenda Automation - Configuration and Training	Agenda Automation - Analysis, Setup and Configuration Services. These services focus on the analysis of your agenda item approval process and the designing of the forms and workflows to faciliate the submittal and approval of agenda items.
OneMeeting Meeting Manager - Configuration and Training	Meeting Manager - Analysis, Setup and Configuration Services. These services focus on the analysis of your agenda, minutes and miscellaneous output templates; and your live meeting process. They also include the setup and configuration of the templates, motions and votes, public speaking and comment options (if purchased) and live meeting display.
Community Engagement - Tier 2	Community Engagement - Tier 2
Captioning Software Only	Captioning Software Only (EASE™ H or EASE™ 2D Appliance Upgrade)

EASE™ H Streaming Appliance	Standard streaming encoder with EASE™ software and optional analog distribution: 1U Configuration - SDI, HDMI, DVI, VGA, Component, Composite, S-video Video, Osprey 827e Capture Card, Embedded SDI, AES, SPDIF, HDMI, Balanced (mini XLR), Unbalanced Audio
EASE™ or CaptionPrime Setup and Deployment	Standard EASE™ encoder setup and remote deployment for 60 meetings.
Annual Support for Advanced Caption Encoder/Decoder	Annual Support for Advanced Caption Encoder/Decoder

3. GLOBAL SOFTWARE AND SERVICES OFFERED

OneMeeting Public Portal can be integrated directly within the Customer's website providing a seamless look and feel. Constituents can search for and view meeting materials, and video. The portal also provides the ability for citizens to search the voting history of elected officials. This includes the meeting history, voting records, speakers, and video specific to the item. An internal portal can also be used if the Customer would like to publish meeting documentation internally before it being made available to the public.

Customer agrees to:
- Provide technical resources required for integration on the Customer website and is responsible for end-user support of website.
-

OneMeeting agrees to:
- Review and configure Public Portal

OneMeeting Historical Import (Conversion)

OneMeeting will import historical data utilization of a utility that has been specifically developed for the conversion process. Early data migration plans indicate that utilizing the original SIRE database will provide a more complete migration. Data migration will include: meeting documents, supporting materials, meeting videos, indexing & time stamps dating from 1901 to present date.

Customer agrees to:

- Complete On-Boarding Assessment including:
    - Identification of Content
    - Identification of the location of data and supporting files
- Provide access to data and supporting files for import
- Provide media files in MP4 video format
- Provide a clear and understandable naming convention to identify files and their location
- Customer Acceptance Testing
- Review and sign off on Historical Import results

4. LICENSING

The licensing for this solution is a site license. This includes anyone working with or for the city/county/organization that purchases the solution.

5. CLIENT NEEDS

The OneMeeting solution outlined in Product Modules above will apply to the following:

Category	Number
Board Meetings Annually	55-60
Number of packets created for public	1
Number of packets created for staff	1
Number of packets created for Board	1
Number of pages in each packet	700-1200
Average number of people who signature approvers an item	6
Average number of reviewers	350
Number of items on each agenda	30-50
Number of concurrent users	400
Number of Departments	45-50

A. Project Assessment

At Granicus, we take pride in fully understanding your project and your needs before we begin to work. During the sales process, we have noted that the OneMeeting/Swagit upgrade outlined below will fulfill the clients' legislative management software needs.

Product Modules

The following Granicus modules are included in this proposal:

- OneMeeting Agenda Automation
- Meeting Management
  - Electronic Voting
- Swagit Video
  - Transcript/Sound Search
  - Live Captioning
  - English/Spanish Translation
  - Automated & Human Clean up
- Community Engagement

5. PROJECTED TIMELINES AND STAGES

This Statement of Work ("SOW") is intended to communicate our understanding of the project and all the deliverables that relate to it. A clear understanding of the project is the key to everyone's success, and we do not assume any additional products or services will be delivered except those described in this SOW. If new requirements are discovered or additional products and/or services beyond those outlined in this SOW are required, such changes shall require a formal amendment to this Agreement which shall only be effective once signed by authorized representatives of both Parties.

A. OneMeeting Implementation Stages

A project that follows the scope of work described in this document will consist of three distinct stages:

1. Planning & Discovery
   - Kick Off
   - Process Review
2. Implementation
   - Configuration & Test
   - Training
3. Project Closure
   - Go Live
   - Transition to Support

B. Swagit Implementation Stages

Once we receive two signed original agreements, you'll hear from our team of deployment experts. We'll also send you a welcome packet, requesting basic information we'll need to complete your installation (such as your meeting schedule, contact info, IP information, and graphics for your video library/video player).

Phase 1 - Hardware Provisioning/Development

- Hardware ordered (out of stock items may impact delivery)
- Hardware assembled by professional engineers
- Operating system installed and configured per installation
- EASE™ streaming appliance software installed
- System burn-in testing conducted under fail-test load
- Hardware sign-off by team
- Welcome packet information (meeting schedule, IP info, etc.) returned

Phase 2 – Web Element Design

- Video library and player designed in consultation with Client
- Linking instructions provided to Client Webmaster/IT
- Design sign-off by Client

Phase 3 – Deployment/Implementation

- Assembled hardware shipped
- Remote configuration and testing of audio/video feed quality
- Integration with OneMeeting
- Confirmation of correct video library linking and integration with Client's website
- Installation sign-off

Phase 4 - Acceptance Testing

- Dry run of meeting capture, indexing and encoding process using next available meeting rebroadcast, alternate content or live meeting
- Final signoff by Client and fulfillment of purchase order

Deliverables

- Installation checklist
- Configuration, testing and installation of EASE™ streaming appliance
- Secure FTP account for pre-edited digital content
- Customized video library
- Customized video player
- Monthly usage statistics

6. **PROJECT SCHEDULLE/TIMELINE SWAGIT**
   Swagit Implementation will run concurrently with the County's OneMeeting Implementation and training schedule.

Activity	Start Date	Completion
Phase 1 - Hardware Provisioning / Development	Immediately upon receipt of signed agreements	2-4 weeks
Phase 2 – Web Element Design	Immediately upon receipt of information requested in welcome packet	
Phase 2a – Content Conversion & Migration	Upon receipt of file content	One month per year of content
Phase 3 – Deployment & Implementation	Hardware Deployment: Upon Client's receipt of hardware Software Deployment: Dependent upon Client availability for training	Hardware: Upon Client installation of encoder (plug-play installation) Software: Dependent upon Client training completion
Phase 4 - Acceptance Testing	Dependent upon previous phases	Dependent upon previous phases
Completion of Project	Dependent upon completion of Phases 1-4	Dependent upon completion of Phases 1-4

7. **CUSTOMER SUPPORT**
   1. OneMeeting insists that customers always have access to staff and resources to ensure an outstanding customer experience. Our support

team is located primarily in Colorado and are staffed with the needs of local government in mind. Regular Support Services are provided between 5:00 am and 5:00 pm Pacific Time, Monday through Friday. On-call and emergency support are provided outside of regular Support Service hours online and by phone.

2. In addition to contacting the support team by phone and email, OneMeeting provides a searchable online knowledge base for all its clients as part of their services. The knowledge base is available on the same website as our support ticket management system, making the OneMeeting support portal a one-stop shop. The documentation provided includes product updates, technical assistance, tutorials, and more. The content is regularly updated and expanded, and each article contains links to related articles for increased navigation.

3. Staff will be available 24 hours a day, 365 days to address critical system issues. The helpdesk services can be contacted through e-mail, telephone, or our support portal. Normal or Low priority live requests will be handled during regular operating hours Monday – Friday, 8am – 8pm (EDT).

4. The following table details the support severity levels and targeted response times:

Codes	Example	Resolution Level Agreement	
Critical	• System down • System up, but cannot be used, affecting operations	Confirmation of Request Received	30 minutes
		Communications	30 minutes
		Expected time to begin solving the issue	2 hours
High	• Specific system functionality not functioning as expected • System interface is not working • Security-related requests • Serious impact on customer operation	Confirmation of Request Received	1 hour
		Communication	1 hour
		Expected time to begin solving the issue	4 hours
Normal	• Change of passwords • Billing information request • Functional or technical consultations	Confirmation of Request Received	2 hours
		Communication	8 hours
		Expected time to begin solving the issue	24 hours
Low	• Suggestions and recommendations • Training requests	Confirmation of Request Received	4 hours
		Communication	16 hours
		Expected time to begin solving the issue	48 hours

Priorities are established after the support analyst reviews and investigates the communication sent by the client. While we constantly monitor our emails, we urge our customers to call us if they understand that the need for support is critical, so that we can act immediately.

Customer support details:

Please submit support requests via:

- Portal: support.granicus.com
- Email: support@granicus.com
- Phone: 1-800-314-0147 USA

Criteria for Incident Escalation

5. Our customer support department receives cases and routes them to our product support team. Requests are handled at different levels of escalation.

   - **Level 1 – General Customer Support.** In this level, we can solve or answer general questions regarding products such as frequently asked questions and common knowledge base support requests. If the issue cannot be resolved in the initial call, the incident is escalated to a Level 2 request.

   - **Level 2 – Functional Specialist Support.** More experienced resources that have been involved in product implementations and issue resolution will handle Level 2 requests. These requests are more complex in the areas of functionality or configuration. A Level 2 representative will be communicating with the customer via email and coordinating communications to resolve the issue. If the issues are technical, to the degree a Level 2 representative cannot solve the issue, then the case will be immediately escalated to a Level 3 resource to address the issue.

Level 3 – Technical or Advanced Support. This support is provided by technical personnel that handles requests that are not in the scope of Level 1 and Level 2 resources. Level 3 requires technical or software development experience for issue resolution. Level 3 resources will work with the Level 2 resource on resolving the issue. Communications should not be expected from a Level 3 resource unless necessary. The Level 2 resource will keep communications with the customer until the issue is resolved.

8. DATA STORAGE AND BACKUP

Data Storage

OneMeeting provides unlimited data storage for its clients as part of our standard solution offerings. Clients will never have to worry about running out of storage space or needing to upgrade to a larger data storage package.

Data Backup Process

All data is backed up and stored in multiple locations in real-time. Databases have Point in Time Restore up to 35 days. This means we can restore to any minute within the

last 35 days. After that, restorations are saved weekly up to 6 months. Individual files have Point in Time Restore up to 2 days and daily backups for 30 days afterwards.

OneMeeting hosts all data in Microsoft Azure, which is a Tier 4 data center, and all connectivity is automatically managed by the Azure infrastructure. Azure guarantees a permanent data failover. Extra data backups are available upon request. Clients may also export data to external devices for additional storage.

OneMeeting follows the standard protocols for recovery stated by AzureOneMeeting uses HTTP2 protocol, so all communication between the client and server is secure and encrypted. Our database, backups and other data at rest is stored on Azure resources that have automatic encryption on all the elements.

Network Bandwidth and System Requirements

6. The entire application is web-based, so there are **no minimum bandwidth requirements** for web application usage. For video viewing, each user would use 5 Mbps as it's a 720p stream. Bandwidth requirements per client are dependent on user usage.
7. With mobile accessibility in mind, OneMeeting has been designed to run on any device that can support the latest web browsers including Chrome, Safari, Microsoft Edge, and more.

9. DATA ACCESS AND SECURITY

Access

Granicus has fine-grained **role-based security** and can support multiple user IDs with varying levels of access and security. The client is able to create as many user IDs as needed and apply varying permissions to each.

Authentication is supported via **password authentication as well as SSO.** Permissions are applied at the user level and can be applied to meeting types, workflow tasks, or individual functions (operations) within the system.

Security – Physical and in the Cloud

OneMeeting prioritizes both **client satisfaction and data security.** Every new employee must sign a non-disclosure agreement and undergo both thorough background checks and rigorous training.

When preparing an update, OneMeeting performs a **robust set of security checks and testing** via a static analysis solution before any

new code can be merged into the
main body of the program. When
a security issue is
discovered/reported average
time to resolution is currently less
than 30 days.

For additional monitoring, all OneMeeting customers receive access to
Granicus's customer portal where the health status of the applications
is present, and all alerting is provided to customers who subscribe to
notification. Notifications are sent automatically, and options are
available for users to receive these via email and/or text.

10. BUSINESS CONTINUITY AND DISASTER RECOVERY

Restore Points and the Restoration Process

All data is backed up and stored in multiple locations in real-time. Databases have
Point in Time Restore up to 35 days. This means we can restore to any minute within the
last 35 days. After that, restorations are saved weekly up to 6 months. Individual files
have Point in Time Restore up to 2 days and daily backups for 30 days afterwards.

OneMeeting hosts all data in Azure and all connectivity is managed by the Azure
infrastructure automatically. Azure guarantees a permanent data failover and
OneMeeting follows the standard protocols for recovery stated by Azure. There is no
need to migrate service or data because the data is multiple locations already,
thereby minimizing any disruptions or inconveniences due to outages.

11. WCAG 2.0 Accessibility Compliance

Swagit's captioning solutions meet Level A and Level AA WCAG 2.0 Accessibility
Requirements for video.

Swagit's CaptionPM solution meets the Level A requirements.

CaptionPM is human assisted post-meeting captioning for video on demand, and
provides synchronized closed captions for pre-recorded video content. Captioning is
completed and aligned with event video within 4 business days of broadcast.

12.

13. **PRICING**

The OneMeeting platform is a single, hosted solution that can be partitioned into separate modules when clients wish to start with specific functions only. Should you decide to add services in the future, you never have to worry about integration or data migration issues because all modules share the same database. The Enterprise pricing is based on population and there are no limits to the number of users, committees, or amount of data uploaded to the solution.

The following modules are included in this proposal:
- Agenda Automation
  - Laserfiche Integration
- Meeting Management
  - Member Voting
- Video Streaming – Swagit
  - Live Captioning
  - English/Spanish
  - Transcript/Sound Search
- Community Engagement
- Committee Management

Annual Recurring	
Agenda Automation Tier 3 Includes: 10 workflows, 5 post workflow, 8 forms and up to 8 meeting types	$26,041.66
Meeting Management Tier 3 Includes: 10 workflows, 5 post workflow	$18,749.98
Community Engagement	$11,458.34
Member Voting Includes 12 Voting members	$10,416.68
Committee Management Tier 2 Includes: up to 4 Unique Applications/Forms	$20,930.00
EASE Custom 60	$22,395.81
CaptionLive Premium ESP	$56,874.64
Annual Support for EASE H Streaming Appliance	$1,119.53
Annual Support for Advanced Caption Encoder/Decoder	$1,723.28
Annual Recurring Fee	**$169,709.92**

One-Time Costs	
Data Migration Includes: 1901-present day for Meeting Content & Committee Content	$68,697.92
OneMeeting Agenda Automation - Configuration and Training	$2,604.17
OneMeeting Meeting Manager - Configuration and Training	$2,604.17
Captioning Software Only	$3,220.00
EASE™ H Streaming Appliance	$6,490.00
EASE™ or CaptionPrime Setup and Deployment	$1,280.00
Advanced Caption Encoder/Decoder	$9,990.00
OneMeeting Committee Manager - Configuration and Training	$2,604.17
TOTAL	**$97,490.43**

Annual Cost			
Description	**Year 1**	**Year 2**	**Year 3**
Annual Recurring	$169,709.92	$174,801.22	$180,045.26
One-time	$97,490.43	$0	$0
Total	$267,200.35	$174,801.22	$180,045.26

Year 2 & 3 Reflect an increase of 3% annually.