



Lexington-Fayette County, KY -- Boards & Commissions Application Proposal

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PRESENTED TO: Lexington-Fayette

DELIVERED ON: April 11, 2016

EXPIRES ON: June 30, 2016

Executive Summary

The following proposal is based off conversations with Christy Adams, Lauren Blanchard, and members of the Lexington-Fayette Team. The proposed solution aligns with the County's current Granicus solutions. To meet the unique needs and goals of Lexington-Fayette County, Granicus has proposed our Boards & Commissions application.

Our Boards & Commissions application is a user friendly system that runs with-in the Granicus Media Manager application; which the County currently uses to manage their streaming needs. To assist with the implementation and launch Granicus can assist with migrating data (board and member information) into the system if the County would like. For budgeting purposes, I have revised the one-time charge to \$450.

Granicus Spring Boards & Commissions Promotion: Granicus begins a promotion today, March 1 that will run through June 30, 2016 where if you purchase Boards & Commissions application you will receive 50% off the monthly service fee for the first year; three year agreement required. For our proposed project, this would save Lexington-Fayette an estimated \$6,000, or six months free.

Spring Boards & Commissions Promotion - Financial Review

Product Suite	Standard Monthly Price	Yr 1 - Mo Price	Subsequent Yrs Mo Price
Boards & Commissions	\$ 1,000.00	\$ 500.00	\$ 1,000.00
Total Monthly Investment	\$ 1,000.00	\$ 500.00	\$ 1,000.00
Total Annual Investment	\$ 12,000.00	\$ 6,000.00	\$ 12,000.00
		Yr 1 Monthly Savings	\$ 500.00
		Year 1 Total Savings	\$ 6,000.00
<p>Receive 50% off the monthly service fee for the first year; three year agreement required. Discount begins on the signed date of service agreement/amendment, and cannot be combined with any other promotion(s).</p>			

Pricing Breakdown for your Solution

Software as a Service			
Name	Qty	Unit (Monthly)	Total (Monthly)
Boards and Commissions	1.0 Package	\$1,000.00	\$1,000.00
Total Software Monthly Cost:			\$1,000.00

Professional Services			
Name	Qty	Unit (Upfront)	Total (Upfront)
Boards and Commissions Success Package	1.0 Package	\$450.00	\$450.00
Total Services Upfront:			\$450.00

Total Upfront Cost:	\$450.00
Total Monthly Cost:	\$1,000.00
Current Monthly Total Cost:	(Does not include Legistar; through MCCI) \$3,240.00
New Monthly Total Cost:	(Does not include Legistar; through MCCI) \$4,240.00

Boards & Commissions

The Boards and Commissions app is designed to help government agencies easily manage government body appointments, vacancies, and citizen applications online. Now, the public can easily see what boards and commissions exist and take the opportunity to apply for open seats quickly from the web.

Traditionally, applying for boards and commissions is a paper-heavy and labor intensive process involving a lot of emails, phone calls, public notices, multiple systems and ongoing coordination throughout the year for governing bodies. This application simplifies the entire administrative process with online appointment workflows. There are even automated email form letters, and website widget builders to save time in the recruitment process.

Some of the key features it includes:

- Easily publish and promote open vacancies on their website and across social networks
- Customize and design your citizen application template and leverage a seamless integration to any government website
- Filter and qualify applicants using simple and effective search tools
- Auto-generate communications and follow up for all steps of the application & appointment process
- Intelligent dashboard for monitoring terms and vacancies with built in alert system
- Integrates seamlessly with Granicus' Legislative Management toolset



A Granicus Boards & Commissions implementation consists of three phases. The tasks in the first phase rely heavily on the collection and delivery of various data from the customer. In the second phase, the ownership of tasks shifts to Granicus, as this is the stage where the data provided by the customer is used to install and configure the actual Boards & Commissions application. The third and final phase consists of a joint collaboration between the customer and Granicus to validate the various Boards & Commissions configurations, and to introduce the available training and customer care resources.

Timeline	Task	Description	Task Owner	Date
Week 0	Client gathers and sends initial files	Board Custom Details to track Users (Name, Emails) Internal Tracking details for applicants Member Roster in Excel Current Applicants in Excel	Client	TBD
Week 1	Deploy Boards and Commissions application	Installation of Boards and Commissions App on client's Granicus Platform.	Granicus Project Manager	TBD
Week 1	Application setup	Create Application Add Custom Board Details Add Custom Internal Tracking Set up initial 'widgets'	Granicus Designer	TBD
Week 1	Email main client contact with initial setup complete	Client main contacts have access to the application	Granicus Project Manager	TBD
Week 1	Import data	If client provided boards, board rosters and citizen applicants, import data into system	Granicus Data Manager	TBD
Week 1	Boards and Commissions Users Training & Introduction	Email users with training program and links to the application	Granicus Project Manager	TBD
Week 2	Validation Call	Group call with main B&C users, webmaster and IT for application review & checkoff	Granicus Project Manager	TBD



Lexington-Fayette

Scope of Work Proposal

Boards and Commissions

DOCUMENT VERSION 1.1

(CONFIDENTIAL)

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1. PURPOSE AND USAGE

Lexington-Fayette ("Client") has selected Granicus, Inc.'s ("Granicus") Boards and Commissions application for automating the posting of vacancies, application tracking, and candidate appointment process for citizen boards and commissions.

The purpose of this document is to define the goals, scope, specific deliverables, and timelines associated with the delivery of the SaaS application software and implementation services by Granicus.

The content of this document is subject to review by both Granicus and the Client. Once a client services agreement ("Agreement") has been executed by both Granicus and the Client, the Granicus project management and deployment team will contact the Client project team to discuss project logistics and potential start dates and timelines. Once a project start date has been determined, resources will be assigned and scheduled to begin the delivery of the services described in this proposal.

2. ASSUMPTIONS

This proposal is based upon the below assumptions being true and accurate. If for some reason these assumptions prove false, it may result in a scope change and an impact on the proposed project cost and timeline for delivery. The assumptions and time estimates are based on similar projects and on the Client's known requirements. The time estimates are for initial pricing and project planning, as this is a fixed fee proposal and services to complete the deliverables as defined are included.

2.1 Global Assumptions

1. All future applications and appointments will be managed in the Boards and Commissions application.
2. Citizens will have access to board information, vacancies, and applications through a widget embedded in the Client's website. The widget colors can be customized to match the Client's website.
3. All public- and internal-facing facets of the system can be accessed through a Web browser such as Internet Explorer (version 9 and above), Chrome, or FireFox.

2.2 Project Management Assumptions

1. Project initiation will occur upon signature of the Agreement by both parties. All dates in this Scope of Work are subject to a mutually agreed upon schedule after execution of the Agreement.
2. Granicus will provide status reports to the Client Project Manager.

2.3 Staffing Assumptions

Below is an outline of the key project team members for a successful Boards and Commissions implementation. The goal is for the Client to build a successful project team and for all involved to understand the project plan and scope so realistic expectations are set from the start. Prior to any training, Granicus will work with Client staff to create and deliver user profiles, user groups, and training documentation to ensure that the training instruction is as effective as possible for each role.

Key Granicus Team Members

1. Granicus will assign a Project Manager for this effort. The escalation process in the event of the Project Manager's inability to respond to Client needs will be directly to Granicus' Director of Professional Services (please email implementation@granicus.com (<mailto:implementation@granicus.com?subject=Client%20Escalation%20>) to contact the Director of Professional Services).
2. Granicus will assign the following team to the Client implementation.
 1. Account Manager
 2. Product Trainer

The Granicus Project Manager and the Client's Project Manager will facilitate and coordinate all activities and communications between the Granicus team and the Client team. Granicus representatives may contact Client participants directly regarding project issues, as warranted and approved by the Project Managers.

Key Client Team Members

It is important for the Client to create a solid project team for a successful Boards and Commissions application implementation. In some cases, an individual staff member can fulfill multiple project roles. Below are the recommended project team members:

1. **Project Manager:** The Project Manager should be someone who manages the Client team's performance of project tasks and secures acceptance and approval of deliverables from the Client stakeholders. The Project Manager is responsible for communication, including status reporting, risk management, escalation of issues, and, in general, making sure the project is delivered on schedule and within scope. The Project Manager's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables;
 2. Coordination with key stakeholders, representatives, and decision makers;
 3. Facilitation of timely decision-making and resolution of issues; and
 4. Coordination of Client resources for decision-making, project management, testing, training, etc.
2. **Granicus Solution Administrator:** The Solution Administrator should be a person who has good overall knowledge of the Client's citizen appointment workflow for the various boards and commissions: from the tracking of appointments and terms to posting vacancy notifications to collecting applications and promoting candidates to appointees. This person should consider him or herself computer-savvy and ideally have a good working knowledge of any existing elements of a Granicus solution. The Solution Administrator's responsibilities will also include, but not be limited to:
 1. Collaboration with Granicus resources on the project schedule deliverables; and
 2. Coordination with key stakeholders, representatives, and decision makers.
3. **Webmaster:** The Webmaster works closely with the Project Manager to ensure that Boards and Commissions is deployed properly on the Client website.
4. **Clerk:** It is important that the Clerk is an integral part of the Project Team to be the expert on the current boards and commissions management process. This person will also be the main user.

5. **Backup Solution Administrator:** This Backup Solution Administrator will serve as an additional resource within the Client's organization who preferably has a solid understanding of the boards and commissions management process of the Client jurisdiction as well as a good level of technological skills. In case the Solution Administrator is unavailable, this person will serve as the primary technological resource for the application.

2.4 Scope and Cost Assumptions

1. Both Granicus and the Client will follow a Change Order Process for handling any work that is not defined in this Scope of Work. The Change Order Process is jointly managed by the Project Managers. All changes must be documented in a Change Log, and approved by both parties prior to work being undertaken.
2. Requested Client changes to the deliverable template may increase project costs or introduce timeline delays.

3. BUSINESS OBJECTIVES

The business objectives to be achieved by this project are as follows:

1. Keep the public informed of active public bodies and membership online.
2. Allow community members to apply for boards through the Client website.
3. Create customized application forms.
4. Manage board rosters, appointment workflows, and vacancies.
5. Provide information to public via embeddable buttons and widgets (defined as a component of an interface that enables a user to perform a function or access a service) for Client website.
6. Allow internal stakeholders to peruse information via citizen application search and filter tools.

4. PROJECT PHASES

Project deliverables are defined according to the project phase. The project will be broken into the following primary phases:

1. **Pre-Deployment Activity:** Granicus works with the Client to gather general technical information and analyzes existing technology set-up to ensure that the proposed project meets all requirements necessary to delivering a successful Granicus solution.
2. **Deployment Phase and Project Kickoff:** Granicus will deliver a project timeline that clearly outlines deployment milestones and assigned roles. By the end of this stage, the solution will be fully operational.
 1. Key project stakeholders from the Client side will be required to attend this call.
 2. Project timeline will be delivered (within 48 hours).
1. **Training:** The assigned Product Trainer will work with Client on full product training, including: adding or editing boards and commissions data, administering submitted applications, appointing members to boards, customizing applications, and running reports.
4. **Final Validation/Deployment Completed:** This milestone is the final point of sign-off for any last-minute changes or approval by multiple stakeholders that the project requires.

5. **Live Operations Begin/Scope of Work Completed:** In this final stage of the implementation, the Client will begin using its solution in production mode. Information on how to access Granicus support documents and staff will be provided.

5. SCOPE OF WORK

5.1 In Scope

1. A public-facing widget to be placed on the Client's website that is customizable to reflect the Client's branding such color scheme.
2. Initial configuration by the Deployment Team and ongoing support by the Customer Care Team of the Boards and Commissions solution for all active and inactive boards and commissions that the Client desires to track in the Boards and Commissions Solution.
3. Automation of the following business processes to support a streamlined workflow, with modifications to achieve the best practices as necessary:
 1. Accepting citizen applications.
 2. Internal tracking of applicants.
 3. Notification emails for in process and submitted applications.
 4. Notification to staff of upcoming term expirations.
4. One-hour online training for stakeholders.
5. Access to reference and support materials and documentation.
6. Go-Live support.

Note: Different design elements of different solution components have different configuration options that can be selected by the Client and implemented by the Granicus Project Team. If the Client has any questions regarding the design of the solution, the Client should contact the Project Manager for additional information.

5.2 Out of Scope

This section captures the most common out-of-scope scenarios that Granicus encounters during the lifecycle of any given project. This list is not comprehensive and any work not clearly defined in the project scope above may be considered out-of-scope at Granicus' discretion. Granicus remains dedicated to Client success and satisfaction with their Granicus solution and welcomes discussions with the Client on how best to achieve any out-of-scope requests. Granicus will not engage in any out-of-scope work without prior written approval from the Client.

1. Additional equipment, templates, production environments or other configuration services above the quantities listed in section 5.1 above.
2. Data conversion, porting of data, and migration of historical data into the Boards and Commissions solution.
3. A data conversion/migration is defined as a service whereby the Client requests Granicus to move, convert, upload, or otherwise "make available" any data not originally generated by a Granicus product to appear or be utilized in a Granicus product.
4. Any potential data migrations are considered out-of-scope and require additional assessment, as well as a separate project scope.

5. Data migrations and conversions can be performed by Granicus for an additional fee. Please contact your Account Manager or Sales Associate for information on our data migration success packages.
6. GIS Integration
7. Granicus can integrate with a GIS system powered by the Client. The Client must set up a public restful end point that returns a boundary from a set of latitude/longitude coordinates. Granicus will then create a special code system to auto-populate GIS-specific questions.
8. Product changes or enhancements.
9. If the Client wishes to make a feature or product change request, it may do so at any time through its Granicus Account Manager, Granicus Customer Care, or its Granicus Project Manager. Granicus, at its sole discretion, will then choose whether or not to implement any given product request.
10. Any accepted feature request will be implemented within a manner, timeline, and fashion that are purely at Granicus' discretion.
11. Any product change or enhancement not currently existing or not explicitly listed in the project scope above at the time this Scope of Work is executed is considered out-of-scope.

6. PROJECT DELIVERABLES

6.1 Description of Deliverables

The Granicus Boards and Commissions module offers a complete solution for managing the workflow process associated with tracking appointments and vacancies within different meeting bodies. This solution includes a citizen-facing portal that lists each meeting body, member names, appointments, and vacancies. The solution provides the ability for administrative users to search and filter all applications based on specified criteria, and notifies the administrator of upcoming vacancies via the system dashboard. The Boards and Commissions module will provide the following functionalities:

- Meeting Body Tracking
- Position and Appointment Tracking
- Online Application Workflow Process
- Notification of Position Expirations and Upcoming Vacancies
- Ability to Search and Filter Applications Based on Specified Criteria
- Configurable Citizen-Facing Portal for Increased Transparency
- Export of Applications with Attachments
- Embeddable Integration into Existing Website

7. PROJECT DELIVERABLES REVIEW AND APPROVAL

All deliverables must be signed off on, per original agreement of the project plan, by the Client Solution Administrator and the Client Project Manager before they will be considered complete and final. Sign-off is defined as the delivery of written or electronic approval and acceptance of the deliverables. The Client Solution Administrator and Client Project Manager will manage the internal testing and review process to ensure completion with the internal project team.

8. PAYMENT SCHEDULE

Payment is to be made based upon the terms set forth in the Agreement.

9. GENERAL PROJECT TIMELINE, ASSOCIATED TASKS, AND PAYMENT MILESTONES

The milestones, tasks, and time estimates below are based on projects similar to the Client's known requirements. The time estimates are for initial pricing and project planning only. Payment milestones are based on prior communication and agreement with the Client.

#	Milestone (in bold) or Task Name	Resource(s)	Description	Duration
1	Pre-Deployment Activity Phase	Client, Granicus	Tasks completed before official project initiation to ensure smooth and successful project deployment.	6 days
2	Solution Validation Call	Client, Granicus	The Solution Validation Call is the opportunity to discuss the Client's current workflow process and existing technology set-up, as well as to ensure that the proposed plan meets all requirements necessary to deliver a successful Granicus solution. At a minimum, the Client PM and Client Solution Administrator should participate in the call.	1 day
3	Agreement Executed	Client, Granicus	Joint execution of Agreement by legal representatives is required before the project can proceed.	1 day
4	Schedule Project Kickoff Call	Granicus	Granicus will reach out to Client PM to schedule the Project Kickoff Call (see below).	.25 days

5	Email Kickoff Call Agenda and Related Material	Granicus	Granicus will email the Client Project Manager the Kickoff Call agenda and all related documentation in preparation for the Kickoff Call.	1 day
6	Project Kickoff Call	Client, Granicus	<p>The primary goal of the Kickoff Call is to bring all project stakeholders together and establish the timeline for all related project milestones. In addition, it is the official transition from the Sales team to the Deployment team. The Granicus Project Manager will lead the call after the proper introductions have occurred. All project stakeholders should participate in the Kickoff Call. For the Boards and Commissions solution in particular, the focus will be on how the solution will be used and implemented.</p> <p>The outline below covers a high-level overview for the call. Granicus will provide a complete agenda for the Kickoff Call in advance.</p> <ul style="list-style-type: none"> I. Client and Granicus Team Introductions II. Review solution details III. Identify/solidify Client resources IV. Present outline of project plan, both milestones and tasks V. Set appropriate dates for project plan with all stakeholders for all relevant project milestones VI. Explain and review all information required to complete initial configuration of Boards and Commissions solution. 	1 day
7	Deployment Phase	Client, Granicus	The majority of software installation and configuration occurs during the Deployment Phase. (Time estimate based on Granicus' and Client's availability.)	30 days
8	Complete Public-facing Components	Client, Granicus	After receiving the data that the Client would like to track in their Boards and Commissions solution, the Granicus Project Manager will complete the citizen application form and create the public-facing widget that will be placed on the Client's website.	14 days

9	Complete System Validation	Granicus	Granicus will conduct complete system testing to confirm all systems are working as expected.	1 day
10	Deployment Complete	Client, Granicus	<p>Granicus and Client will meet to review and approve the technical deployment to ensure that all technical scope deliverables have been successfully completed and delivered, including:</p> <ol style="list-style-type: none"> 1. Accuracy of imported data (if success package is purchased); 2. Design of citizen application; and 3. Design of public-facing widget. <p>Note: Deployment Complete refers to the technical completion of Deployment. Training and Go-Live milestones must be met before the project is completed.</p>	1 day
11	Billing Milestone	Client, Granicus	Commencement of monthly managed service fees begins, prorated from the date of Deployment Complete.	Ongoing
12	Training	Client, Granicus	A one-hour online training session with a Product Trainer to cover topics such as: adding or editing boards and commissions data, administering submitted applications, appointing members to boards, customizing applications, and running reports.	1 day
13	Final Solution Acceptance	Client, Granicus	Granicus contacts the Client to review the entire project scope and deliverables and ensure complete Client satisfaction.	1 day
14	Go-Live/Scope of Work Completed	Client	This is the official date when the Client will be using the Boards and Commissions solution internally as well as the system's public-facing components.	0 days

Granicus Differentiators

- World's most experienced provider of government transparency, citizen participation, meeting efficiency, and legislative management solutions with:
 - Over 1,000 clients in all 50 states, at every level of government
 - Over 31 million government webcasts viewed
 - More than 265,350 government meetings online
- First fully integrated legislative workflow management system for local government
- Open API architecture and SDK allow for seamless integrations with systems already in place
- Certified integrations provide flexibility and choice of agenda workflow solutions
- Exclusive provider of the iLegislate iPad application that allows users to review agendas and supporting materials, bookmark and take notes on items, stream archived videos, and review community feedback
- Only government webcasting service to provide encoding, minutes annotation, transcription, and closed captioning services
- Truly unlimited storage and distribution for all meeting bodies and non-meeting content
- Indefinite retention schedules for all archived meeting and non-meeting content
- Only provider of both government webcasting and citizen engagement services
- 24/7/365 customer service and support
- 97% customer satisfaction rating, 98.5% client retention rating
- One of the 100 companies that matter most in online video by Streaming Media magazine
- Ranked 185 on Deloitte 500 fastest growing companies
- Ranked 419 on Inc 500 fastest growing companies
- Client Success stories are available here: <http://www.granicus.com/customers/case-studies/>

Proposal Terms and Conditions

- Sales tax may apply depending on your organization's tax status and the tax laws unique to your state, county and/or municipality
- Fifty percent (50%) of all up-front fees for all products are due upon Granicus' receipt of an executed agreement or purchase order, as appropriate. The remaining fifty percent (50%) of up-front fees for each product are due upon delivery of that product.

Annual billing for Managed Services for associated products shall begin upon completion of delivery as defined below. Client shall be invoiced for a twelve (12) month period commencing upon delivery of the configured product(s). Thereafter, Client will be billed annually in advance. Client agrees to pay all invoices from Granicus within thirty (30) days of receipt of invoice. Client acknowledges that products may be delivered and fully operational separate from the other purchased products.

For Granicus Hardware, delivery is complete once the Client receives Hardware components with the configured Granicus Software. For Granicus Software, delivery is complete once the Software is installed, configured, tested and deemed by Granicus to be ready for Client's use, irrespective of any training services provided to Client by Granicus. Granicus oftentimes sells multiple software suites in one transaction. For Clients that have purchased multiple suites, Granicus reserves the right to start invoicing on a per suite basis when considered delivered.

- For existing clients, the costs associated with this proposal or purchase order are in addition to client's existing services.
- If Client's solution requires any onsite training, Client agrees to pay travel expenses for Granicus employees (including but not limited to airfare, lodging, meals) not to exceed two thousand dollars (\$2,000.00) per trip.
- If multiple products are included in this proposal, product scope of work timelines might not run parallel to each other and extend the time of the overall project.

