

THIS IS NOT AN INVOICE

Order Form  
Prepared for  
Ocala, FL**Procurement Vehicle: NCPA (01-115)**  
**In Support of: Ocala, FL****ORDER DETAILS**

**Prepared By:** Sarah Morris  
**Phone:**  
**Email:** sarah.morris@granicus.com  
**Order #:** Q-477775  
**Prepared On:** 27 Aug 2025  
**Expires On:** 24 Oct 2025

**ORDER TERMS**

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Current Billing Term End Date:** 30 Sep 2026  
**Period of Performance:** The Agreement will begin on date of signature and will continue through the end of the then current billing term.

## PRICING SUMMARY

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

Terminating Subscriptions		
Solution	Quantity/Unit	Prior Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	0 Each	\$14,953.43
govAccess - Maint/Hosting/License Fee - Specialty Sub	0 Each	\$5,469.78
SUBTOTAL:		\$20,423.21

*Upon the signing of this Agreement, annual fees for the terminating subscription(s) shall cease. Any pre-paid fees for the terminating subscription(s) after the signing of this Agreement will be prorated from the signing of this Agreement to the end of the Client's then-current billing term, credited, and such credit applied to the annual fees for new subscriptions.*

*Client will continue to have access to and use the terminating solution until the new subscription(s) is/are deployed.*

*Upon the deployment of Client's new solution as determined at Granicus' sole discretion, Granicus shall remove access to the Client's terminating subscription(s).*

<b>One-Time Fees</b>			
<b>Solution</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>One-Time Fee</b>
Granicus Web - Intranet-Specialty services pack - Specialty Subsite	Milestones - 40/30/30	1 Each	\$25,000.00
Granicus Web - Intranet-Specialty services pack - Independent Subsite	Milestones - 40/30/30	1 Each	\$10,000.00
Granicus Web - Intranet-Specialty services pack - Specialty Subsite	Milestones - 40/30/30	1 Each	\$25,000.00
Government Experience Service Cloud Essentials - Set-up, Config, and Training	Milestones - 40/30/30	1 Each	\$4,060.00
Web Experience - Enhanced Package	Milestones - 40/30/30	1 Each	\$33,310.00
GXG Information Architecture	Up Front	1 Each	\$22,500.00
AzureAD Connector - Services Setup and Configuration Package	Up Front	1 Each	\$1,000.00
AzureAD Connector - Services Setup and Configuration Package	Up Front	1 Each	\$1,000.00
AzureAD Connector - Services Setup and Configuration Package	Up Front	1 Each	\$1,000.00
Government Experience Agent Beta Setup and Config	Milestones - 40/30/30	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$122,870.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Service Cloud Essentials (Up to 10000 Unique Contacts)	Annual	1 Each	\$27,021.00
AzureAD Connector License	Annual	1 Each	\$1,250.00
AzureAD Connector License	Annual	1 Each	\$1,250.00
AzureAD Connector License	Annual	1 Each	\$1,250.00
OpenCities Subsite License	Annual	1 Each	\$5,500.00
OpenCities Subsite License	Annual	1 Each	\$3,500.00
OpenCities Subsite License	Annual	1 Each	\$5,500.00
Government Experience Agent Beta Recurring	Annual	1 Each	\$35,000.00
<b>SUBTOTAL:</b>			<b>\$80,271.00</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 01 Oct 2025 - 30 Sep 2026 The additional volume and annual fees will be added to Ocala, FL's standard subscription and will be included in the next renewal period.

## CREDITS AVAILABLE

The number of Credits acquired due to the above purchase items:

Available Service Credits	
Total Services Catalog Credits:	25

## FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	Year 3	Year 4	Year 5
Government Experience Service Cloud Essentials <i>(Up to 10000 Unique Contacts)</i>	\$27,831.63	\$28,666.58	\$29,526.58	\$30,412.37
AzureAD Connector License	\$1,287.50	\$1,326.13	\$1,365.91	\$1,406.89
AzureAD Connector License	\$1,287.50	\$1,326.13	\$1,365.91	\$1,406.89
AzureAD Connector License	\$1,287.50	\$1,326.13	\$1,365.91	\$1,406.89
OpenCities Subsite License	\$5,665.00	\$5,834.95	\$6,010.00	\$6,190.30
OpenCities Subsite License	\$3,605.00	\$3,713.15	\$3,824.54	\$3,939.28
OpenCities Subsite License	\$5,665.00	\$5,834.95	\$6,010.00	\$6,190.30
Government Experience Agent Beta Recurring	\$36,050.00	\$37,131.50	\$38,245.45	\$39,392.81
<b>SUBTOTAL:</b>	<b>\$82,679.13</b>	<b>\$85,159.52</b>	<b>\$87,714.30</b>	<b>\$90,345.73</b>
<b>Total Services Catalog Credits:</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>

## PRODUCT DESCRIPTIONS

Solution	Description
Government Experience Service Cloud Essentials	<p>The annual subscription edition is an outcome-focused solution that Increases online self-service, reduces calls, and drives more clicks to help constituents do business with you. 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>○ Biannual 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>○ Service Web Portal</li> <li>○ Forms and Workflows (up to 50) <ul style="list-style-type: none"> <li>▪ Capabilities include: (1) Drag and drop form builder, (2) display logic, calculations, and payments, (3) insights dashboard and form analytics, (4) unlimited responses and ability 'to save and return', (5) data connections and API access, and (6) up to 10GB file uploads and 1,000 web API calls per hour</li> </ul> </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> </ul> </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> </ul> </li> </ul>

Solution	Description
	<ul style="list-style-type: none"> <li>○ Technical Support Reporting (biannual)</li> <li>○ 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 – 4 hours</li> <li>▪ Severity Level 3: Major system features unavailable, user workaround available – 12 hours</li> <li>▪ Severity Level 4: Transactional issue, user workaround available - 24 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.</p> <p>* SMS/text messages only available for US and UK customers.</p>
Granicus Web - Intranet-Specialty services pack - Specialty Subsite	<p>Specialty Subsite package is intended to serve the needs of larger and often revenue-generating departments that have either maintained their own separate website in the past or would like to develop one as part of this project.</p> <p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management <ul style="list-style-type: none"> <li>○ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> <li>○ One (1) site analytics report based on Google Analytics</li> <li>○ One (1) homepage heatmap analytics visualization</li> <li>○ One (1) internal stakeholder survey</li> <li>○ Two (2) modular homepage wireframes</li> </ul> </li> <li>• One (1) Basic Content Rationalization Package (optional) <ul style="list-style-type: none"> <li>○ Best practices review, one (1) hour session</li> <li>○ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package <ul style="list-style-type: none"> <li>○ One (1) homepage design concept</li> <li>○ Interior page sample</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Mobile version sample</li> <li>○ Up to three (3) rounds of design revisions</li> <li>● Development/CMS Implementation</li> <li>● QA &amp; Accessibility Report</li> </ul> <p><b>** This package does not include content migration</b></p>
Granicus Web - Intranet-Specialty services pack - Independent Subsite	<p>The Independent Subsite package offers a mutually agreed upon wireframe based on department needs from Granicus' selection of layouts.</p> <p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>● Professional Project Management <ul style="list-style-type: none"> <li>○ Weekly / bi-weekly communication</li> </ul> </li> <li>● Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> <li>○ One (1) site analytics report based on Google Analytics</li> <li>○ One (1) homepage heatmap analytics visualization</li> <li>○ One (1) internal stakeholder survey</li> <li>○ One (1) modular homepage wireframe based on predefined building blocks</li> <li>○ Information Architecture (IA) best practices review</li> </ul> </li> <li>● One (1) Basic Content Rationalization Package (optional) <ul style="list-style-type: none"> <li>○ Best practices review, one (1) hour session</li> <li>○ Site scrape loaded into AIM framework document</li> </ul> </li> <li>● One (1) Visual Design Package <ul style="list-style-type: none"> <li>○ One (1) homepage design concept</li> <li>○ Interior page sample</li> <li>○ Mobile version sample</li> <li>○ Up to three (3) rounds of design revisions</li> </ul> </li> <li>● Development/CMS Implementation</li> <li>● QA &amp; Accessibility Report</li> </ul> <p><b>** This package does not include content migration</b></p>
Granicus Web - Intranet-Specialty services pack - Specialty Subsite	Specialty Subsite package is intended to serve the needs of larger and often revenue-generating departments that have either maintained their own separate website in the past or would like to develop one as part of this project.



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	<p><b>This package includes:</b></p> <ul style="list-style-type: none"> <li>• Professional Project Management <ul style="list-style-type: none"> <li>◦ Weekly / bi-weekly communication</li> </ul> </li> <li>• Basic UX Consultation, which may include one (1) or more of the following: <ul style="list-style-type: none"> <li>◦ One (1) site analytics report based on Google Analytics</li> <li>◦ One (1) homepage heatmap analytics visualization</li> <li>◦ One (1) internal stakeholder survey</li> <li>◦ Two (2) modular homepage wireframes</li> </ul> </li> <li>• One (1) Basic Content Rationalization Package (optional) <ul style="list-style-type: none"> <li>◦ Best practices review, one (1) hour session</li> <li>◦ Site scrape loaded into AIM framework document</li> </ul> </li> <li>• One (1) Visual Design Package <ul style="list-style-type: none"> <li>◦ One (1) homepage design concept</li> <li>◦ Interior page sample</li> <li>◦ Mobile version sample</li> <li>◦ Up to three (3) rounds of design revisions</li> </ul> </li> <li>• Development/CMS Implementation</li> <li>• QA &amp; Accessibility Report</li> </ul> <p><i>** This package does not include content migration</i></p>
AzureAD Connector License	<p>OpenCities integrates with your Microsoft Active Directories (via AzureAD not on-prem), giving staff the convenience of a single sign-on experience and automatically mapping the appropriate roles and permissions in OpenCities to relevant AD users.</p> <p>For your OpenCities intranet, the Azure AD connector powers your staff directory and organisation chart to ensure they are dynamically updated on a regular basis.</p> <p>This may be used for your web, intranet and subsites.</p>
AzureAD Connector License	<p>OpenCities integrates with your Microsoft Active Directories (via AzureAD not on-prem), giving staff the convenience of a single sign-on experience and automatically mapping the appropriate roles and permissions in OpenCities to relevant AD users.</p> <p>For your OpenCities intranet, the Azure AD connector powers your staff directory and organisation chart to ensure they are dynamically updated</p>

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	<p>on a regular basis.</p> <p>This may be used for your web, intranet and subsites.</p>
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<p>Government Experience Service Cloud Essentials - Set-up, Config, and Training</p>	<p>The Service Cloud Essentials edition offers a user-centered solution built on industry best practices and proven pre-configured layouts that enhance the user experience through an established configuration and UX process. This implementation is ideal for organizations with smaller teams seeking a balanced blend of strategic capabilities, data insights, and government-specific technology, particularly those that may not have the resources for a more complex implementation process.</p> <p>This solution includes:</p> <ul style="list-style-type: none"> <li>• Stakeholder Kickoff and GXC Project Alignment</li> <li>• Program Management - Weekly / bi-weekly communication</li> <li>• Up to three (3) Email message templates</li> <li>• Development/Implementation/component configuration, including:</li> <li>• Forms and workflow</li> <li>• Community satisfaction and performance monitoring</li> <li>• Email and SMS communications</li> <li>• Remote Training – Specific training agenda is flexible and includes up to 15 hours total delivered and up to 3-hour sessions across non-consecutive sessions</li> <li>• Recommended schedule by platform module:</li> <li>• Forms and workflow: Two (2) hours total – Up to 25 people</li> <li>• Customer satisfaction &amp; performance monitoring: Ninety (90) minutes total – Up to ten (10) people</li> <li>• Email and SMS communications: Ninety (90) minutes total – Up to (10) people</li> </ul> <p><i>*International numbers are not supported. SMS/text messages not used in</i></p>

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	<p><i>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. Wireless phone numbers can take 4-26 weeks to procure due to carrier provisioning. Carriers may enforce blackout period(s) and can enforce restrictions at any time during which they will not accept new applications and can delay provisioning or halt sending. Failure of carrier response will not result in any adjustment and failure to comply with regulations may result in suspension of phone number.</i></p>
<b>Web Experience - Enhanced Package</b>	<p>The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation.</p> <p>This package includes:</p> <ul style="list-style-type: none"> <li>• Professional Project Management</li> <li>• Weekly / bi-weekly communication</li> <li>• Basic UX Consultation, which may include one (1) or more of the following based on consultation with client:</li> <li>• One (1) site analytics report based on Google Analytics</li> <li>• One (1) homepage heatmap analytics visualization</li> <li>• One (1) internal stakeholder survey</li> <li>• One (1) Community survey export</li> <li>• One (1) modular homepage wireframe based on predefined building blocks</li> <li>• Information Architecture (IA) best practices review</li> <li>• One (1) Content Rationalization Package (basic)</li> <li>• Best practices review, one (1) hour session</li> <li>• Site scrape loaded into AIM framework document</li> <li>• One (1) Visual Design Package</li> <li>• One (1) homepage design concept</li> <li>• Interior page sample</li> <li>• Mobile version sample</li> <li>• Up to three (3) rounds of design revisions</li> <li>• Up to two (2) CX features</li> <li>• choose from Granicus library</li> </ul>

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	<ul style="list-style-type: none"> <li>• Development/CMS Implementation</li> <li>• Content Migration - up to one hundred (100) pages</li> <li>• QA &amp; Accessibility Report</li> <li>• Remote Training</li> <li>• Delivered in three (3) non-consecutive sessions eight (8) hours total</li> <li>• Up to ten (10) people</li> </ul>
GXG Information Architecture	<p>Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include:</p> <ul style="list-style-type: none"> <li>• Kickoff: Align on goals, expectations, timelines, and deliverables</li> <li>• Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs.</li> <li>• User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users</li> </ul> <p>Deliverable:</p> <ul style="list-style-type: none"> <li>• Recommendations &amp; Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Covers analysis and IA for sites with up to 2,500 URLs.</li> <li>• Three-month period of performance to be completed within the contract period.</li> <li>• Does NOT include a content audit.</li> <li>• Does NOT include content creation.</li> <li>• Client sources external users for testing.</li> <li>• Does NOT include document review.</li> </ul>
OpenCities Subsite License	<p>This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more.</p> <p>Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you.</p> <ul style="list-style-type: none"> <li>• Use the full power of OpenCities modules to create functionally rich subsites</li> <li>• Reduce maintenance costs</li> </ul>

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	<ul style="list-style-type: none"> <li>• All sites benefit from ongoing Accessibility, Browser, Device and UI updates</li> <li>• Easily share content such as events in between sites, even if each site looks different</li> <li>• Setup password protected sites to deliver secure information to authenticated users.</li> <li>• Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements.</li> <li>• Does not include implementation services</li> </ul>
OpenCities Subsite License	<p>This License is for a single subsite to be installed with an instance of OpenCities. Examples of subsites include: Libraries, leisure centers, festivals, tourism and more.</p> <p>Using our Subsite functionality, clients can create and manage subsites without the need to engage in custom web development. Using the site wizard, you can select what functions and layout needs you have for the site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you.</p> <ul style="list-style-type: none"> <li>• Use the full power of OpenCities modules to create functionally rich subsites</li> <li>• Reduce maintenance costs</li> <li>• All sites benefit from ongoing Accessibility, Browser, Device and UI updates</li> <li>• Easily share content such as events in between sites, even if each site looks different</li> <li>• Setup password protected sites to deliver secure information to authenticated users.</li> <li>• Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements.</li> <li>• Does not include implementation services</li> </ul>
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	<p>site, set up publishers and permissions, and start entering content within a matter of days. Create and implement a visual theme in-house or partner with Granicus to deliver one for you.</p> <ul style="list-style-type: none"> <li>• Use the full power of OpenCities modules to create functionally rich subsites</li> <li>• Reduce maintenance costs</li> <li>• All sites benefit from ongoing Accessibility, Browser, Device and UI updates</li> <li>• Easily share content such as events in between sites, even if each site looks different</li> <li>• Setup password protected sites to deliver secure information to authenticated users.</li> <li>• Subsites are supported under the same terms as the main site, with the same SLA and support and maintenance agreements.</li> <li>• Does not include implementation services</li> </ul>
AzureAD Connector - Services Setup and Configuration Package	Set up and configuration of AzureAD Connector
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Government Experience Agent Beta Recurring	<p>Empower your government services with the <b>Government Experience Agent (GXA)</b>, an AI-powered conversational assistant designed to deliver accurate, transparent, and multilingual support to citizens. This subscription includes up to 60,000 annual interactions, optimized for public sector needs.</p> <p>Key Features:</p> <ul style="list-style-type: none"> <li>• Data Integration: <ul style="list-style-type: none"> <li>○ Access up to 10 website data sources</li> <li>○ Ingest up to 50 non-published, machine-readable PDF Documents</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Conversational Intelligence: <ul style="list-style-type: none"> <li>◦ Responsive UI with precise summarization</li> <li>◦ Conversational history for context-aware interactions</li> <li>◦ Session persistence for seamless user experience without authentication</li> <li>◦ Prompt response caching for faster replies</li> <li>◦ Compliance with WACG 2.2 AA Standards</li> </ul> </li> <li>• Transparency &amp; Trust: <ul style="list-style-type: none"> <li>◦ Source citation for every response to ensure verification and accountability</li> <li>◦ Automated response evaluation to maintain high standards of quality, relevance, and accuracy</li> </ul> </li> <li>• Safety &amp; Compliance: <ul style="list-style-type: none"> <li>◦ Built-in prompt-level, and LLM-specific guardrails to ensure safe and compliant interactions</li> <li>◦ No third-party or custom integrations included</li> </ul> </li> <li>• Multilingual Support: <ul style="list-style-type: none"> <li>◦ Available in English, French, and Spanish</li> </ul> </li> <li>• Automation &amp; Analytics: <ul style="list-style-type: none"> <li>◦ Automated web scraper to keep data sources up to date.</li> <li>◦ User interaction analytics for performance insights</li> </ul> </li> <li>• Other Inclusions: <ul style="list-style-type: none"> <li>◦ 1 Experience Services manager review per quarter</li> <li>◦ Premium product support 5 days a week</li> <li>◦ 150 service credits</li> </ul> </li> </ul> <p>Pricing only valid through June 30, 2025 or for budgetary purposes, subject to change after June 30, 2025.</p>
Government Experience Agent Beta Setup and Config	<p>Initial set up and configuration of Government Experience Agent. Includes agent set up, project management, training and implementation. Services in scope for implementation include:</p> <ul style="list-style-type: none"> <li>• Initial analysis of customer's Google Analytics</li> <li>• Analysis of up to 300 pre-populated frequently asked questions</li> <li>• Up to 4 hours of training</li> <li>• Note: The beta period runs for the initial three (3) months of GXA's use</li> </ul> <p>Pricing only valid through June 30, 2025 or for budgetary purposes, subject to change after June 30, 2025.</p>

## 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-477775 dated 02 Sep 2025 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 Ocala, 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.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 30% of the total upon go-live.
- 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.
- Upon the effective date, this Agreement shall supersede and replace any previous agreement between the parties for the Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.
- 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.

For All Services Credits (including Service Catalog Credits and SimpleSupport):

Credits must be purchased prior to use and are allocated towards any services performed by Granicus included in the Service Credit portfolio for the number of credits indicated therein. Credits cannot be used towards software subscription purchases. Credits are consumed as Services are performed during the applicable period of performance and must be used during that period of performance or they will expire. If Client fails to use the credits within the period of performance due to factors outside of Granicus' control, Granicus will not be obligated to refund any credits and will be under no obligation to perform the Services.



**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-477775 dated 27 Aug 2025 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.

<b>Ocala, FL</b>	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	