



THIS IS NOT AN INVOICE

Order Form
Prepared for
Ocala, FL

Granicus Proposal for Ocala, FL

ORDER DETAILS

Prepared By: Sarah Morris
Phone:
Email: sarah.morris@granicus.com
Order #: Q-532219
Prepared On: 26 Mar 2026
Expires On: 10 Apr 2026

ORDER TERMS

Currency: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Period of Performance: The Agreement will begin upon the 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
Government Transparency Suite	0 Each	\$8,071.97
Upgrade to SDI 720p Streaming	0 Each	\$3,936.05
Granicus Encoding Appliance Software (GT)	0 Each	\$1,885.96
Open Platform Suite	0 Each	\$0.00
SUBTOTAL:		\$13,893.98

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).

Existing Subscriptions			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Recurring Captioning Services	Annual	180 Hours	\$38,270.25
SUBTOTAL:			\$38,270.25

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Operations Cloud - Self-Managed Video - Setup, Config, and Training	Up Front	1 Each	\$1,522.50
Self-managed Video Encoder	Up Front	1 Each	\$4,034.63
SUBTOTAL:			\$5,557.13



New Subscription Fees					
Solution	Period of Performance	Billing Frequency	Quantity/ Unit	Annual Fee	Prorated Fee
Granicus Operations Cloud - Self-Managed Video	02 Nov 2026 - 05 Nov 2026	Annual	1 Each	\$16,327.36	\$178.93
Upgrade to 1080p Streaming	02 Nov 2026 - 05 Nov 2026	Annual	1 Each	\$5,640.16	\$61.81
Live Automated Closed Captioning (English) Self-Managed	02 Nov 2026 - 05 Nov 2026	Annual	203 Hours	\$12,225.68	\$133.98
SUBTOTAL:				\$34,193.20	\$374.72

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Except for services sold on a volume basis, which must be consumed during the then current billing term. Additional volume purchased herein will cover the period of 02 Nov 2026 - 05 Nov 2026 The additional volume and annual fees will be added to Ocala, FL's current subscription and will be included in the next renewal period.



PRODUCT DESCRIPTIONS

Solution	Description
<p>Recurring Captioning Services</p>	<p>Live closed captioning.</p> <ul style="list-style-type: none"> • All Meetings will incur one hour minimum. • Cancellations within 24 hrs. will be charged 1 hour minimum. • Caption reservations should be reserved two weeks in advance. Jobs with little notice may not be guaranteed coverage, 24 hours as an absolute minimum. • Real Time Captions are provided at an 98% accuracy readability rating • Recurring Caption hours not used in the period of performance will not carry over to the following year.
<p>Granicus Operations Cloud - Self-Managed Video</p>	<p>The annual subscription is an outcome-focused solution combining integrated technology, data insights, and experience services to drive operational efficiencies.</p> <ul style="list-style-type: none"> • Strategic Capabilities <ul style="list-style-type: none"> • Designated Experience Partner • Extended LMS Training On-demand • Access to Services Catalog • Biannual CX Program Brief to Review Insights & Recommendations • Online Help Articles and Access to govCommunity <ul style="list-style-type: none"> • Data Insights • Community Satisfaction and Performance Monitoring • Government Effectiveness Score • Digital Experience Score • Quality of Life Surveys • In-app Reporting and Dashboards <ul style="list-style-type: none"> • Connected Technology • Video Streaming and Video-on-Demand <ul style="list-style-type: none"> ▪ Built-in video indexing with start, stop, and pause controls ▪ Video analytics ▪ Fully cloud-based ▪ Simulcast to multiple platforms including Facebook and YouTube ▪ Unlimited meetings, users, and storage <ul style="list-style-type: none"> • Public Portal ▪ Hyperlinked agendas, minutes, and documents ▪ Advanced keyword search <ul style="list-style-type: none"> • Hardware ▪ Live Cast video encoder <ul style="list-style-type: none"> • Ongoing security updates • Ongoing product updates and enhancements



Solution	Description
	<ul style="list-style-type: none"> • Product accessibility maintained perpetually • 99.9% up-time guarantee • Technical Support Reporting (biannual) • Escalation & Care Process
<p>Granicus Operations Cloud - Self-Managed Video - Setup, Config, and Training</p>	<p>The Self-Managed Video edition of Operations Cloud leverages a blend of strategic capabilities, data insights, and technology built for government to deliver an experience aimed at enhancing user engagement and boosting operational efficiency.</p> <p>This solution includes:</p> <ul style="list-style-type: none"> • Stakeholder Kickoff and Project Alignment • Program Management - Weekly / bi-weekly communication • Development/Implementation/component configuration, including: <ul style="list-style-type: none"> o Setup and configuration of the hardware and software o Setup and configuration of the public portal <p>Online Training – Up to 12 hours of online training.</p>
<p>Self-managed Video Encoder</p>	<p>Granicus Live Cast encoder is the hardware appliance used convert the video feed for video streaming on the web. It also records the video and provides the MP4 file for archive playback.</p>
<p>Upgrade to 1080p Streaming</p>	<p>Upgrade to 1080p Streaming (requires Live Cast and Live Cast Encoder)</p>
<p>Live Automated Closed Captioning (English) Self-Managed</p>	<p>AI-powered captions for live meetings/events delivered using automated speech recognition (ASR). No encoder or hardware required. Captions appear during the event and are immediately available on the on-demand recording. Priced per hour and sold in annual blocks of hours. Overages will be billed annually at the same hourly rate.</p> <p>Note: Automatically-generated captions do not meet WCAG 2.2 accessibility requirements without additional review and editing to confirm accuracy. Granicus will provide training to customers on how to perform these actions during onboarding.</p> <ul style="list-style-type: none"> • All Meetings will incur a one hour minimum. • Cancellations within 24 hrs. will be charged 1 hour minimum. • Recurring Caption hours not used in the period of performance will not carry over to the following year.



THIRD PARTY DISCLAIMER

Closed Captioning and Meeting Services: *Client and Granicus may agree that a third party will provide closed captioning, transcription services, or other meeting services under this Agreement. In such case, Client expressly understands that the third party is an independent contractor and not an agent or employee of Granicus. Granicus is not liable for acts performed by such an independent third party.*

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-532219 dated 26 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 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.

- 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.



BILLING INFORMATION

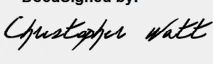
Billing Contact:		Purchase Order Required?	[] - No [] - Yes
Billing Address:		PO Number: <i>If PO required</i>	
Billing Email:		Billing Phone:	

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

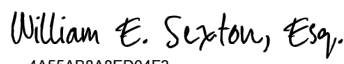
The pricing, terms, and conditions of quote Q-532219 dated 26 Mar 2026 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

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.

Ocala, FL	
Signature:	DocuSigned by:  8C80B9F07388433...
Name:	Christopher Watt
Title:	Chief of Staff
Date:	4/9/2026

Approved as to form and legality:

Signed by:

 4A55AB8A8ED04F3...

Certificate Of Completion

Envelope Id: 6BE5A207-36BC-848C-830B-590FEAADD01
 Subject: SIGNATURE - Renewal - Granicus Transcription Service (ITS/260192)
 Source Envelope:
 Document Pages: 8
 Certificate Pages: 5
 AutoNav: Enabled
 Envelopeld Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed

 Envelope Originator:
 Patricia Lewis
 110 SE Watula Avenue
 City Hall, Third Floor
 Ocala, FL 34471
 plewis@ocalafl.org
 IP Address: 216.255.240.104


Record Tracking

Status: Original
 4/8/2026 10:22:13 AM
 Security Appliance Status: Connected
 Holder: Patricia Lewis
 plewis@ocalafl.org
 Pool: StateLocal
 Location: DocuSign

Signer Events

William E. Sexton, Esq.
 wsexton@ocalafl.gov
 City Attorney
 Security Level: Email, Account Authentication
 (None)

Signature

Signed by:

 4A55AB8A8ED04F3...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

Timestamp

Sent: 4/8/2026 10:26:18 AM
 Viewed: 4/9/2026 4:37:42 PM
 Signed: 4/9/2026 4:50:59 PM

Electronic Record and Signature Disclosure:
 Accepted: 9/15/2023 9:02:35 AM
 ID: 313dc6f2-e1d0-44c3-8305-6c087d6cdf0b

Christopher Watt
 cwatt@ocalafl.org
 Chief of Staff
 Security Level: Email, Account Authentication
 (None)

DocuSigned by:

 8C80B9F07388433...
 Signature Adoption: Pre-selected Style
 Using IP Address: 216.255.240.104

Sent: 4/9/2026 4:51:01 PM
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 Signed: 4/9/2026 4:52:30 PM

Electronic Record and Signature Disclosure:
 Accepted: 4/9/2026 4:51:56 PM
 ID: 215f9817-921f-458c-9776-f71b9caac100

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	4/8/2026 10:26:18 AM
Certified Delivered	Security Checked	4/9/2026 4:51:56 PM
Signing Complete	Security Checked	4/9/2026 4:52:30 PM
Completed	Security Checked	4/9/2026 4:52:30 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Ocala - Procurement & Contracting (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Ocala - Procurement & Contracting:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: contracts@ocalafl.org

To advise City of Ocala - Procurement & Contracting of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at contracts@ocalafl.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Ocala - Procurement & Contracting

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to contracts@ocalafl.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Ocala - Procurement & Contracting

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to contracts@ocalafl.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Ocala - Procurement & Contracting as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Ocala - Procurement & Contracting during the course of your relationship with City of Ocala - Procurement & Contracting.