

10/27/2010

To: Community College District of Peralta Community College
Roxanne Epstein
Assistant to the Chancellor
Via email

RE: Granicus_Proposal_to_Peralta_College_District_Basic_MV_10-27-10
Effective November 1, 2010 thru October 31st, 2011

Dear Roxanne,

Granicus looks forward in continuing our successful relationship with Community College District of Peralta Community College. As you requested, we are submitting the following quote which will serve as the renewal of our services as your streaming media solutions provider. The Granicus Solution Monthly Management Services Fee of \$1,170.00 for 12 months yields a total annual cost of \$14,040.00.

It's been our pleasure to work with the Community College District of Peralta Community College. At Granicus, we recognize that a great product is only part of what keeps our clients satisfied. For that reason, Granicus provides 24/7 technical support and onsite user training. We also take full responsibility for maintaining and monitoring the technology that powers your solution, so that you can avoid the cost of developing a team of streaming experts. When you need us we will be there to help.

If you have any questions about our services, please do not hesitate to contact me.

Sincerely,

Claudia Caipo
Controller
Granicus, Inc.

Pricing

MediaManager Media Vault Monthly Managed Services	\$\$970.00/mo
MinutesMaker Monthly Managed Services	\$\$200.00/mo
Annual Managed Services Fee	\$\$14,040.00

Granicus Managed Services

All plans include full Managed Services, complete monitoring and maintenance of your on-site hardware and 24/7 technical and user support for your complete solution. Managed Services also include all software upgrades and bug fixes for all of the Community College District's Granicus software components. The goal of our Managed Services program is to help the Community College District realize the highest level of value and satisfaction from Granicus solution, without incurring additional or unexpected costs. Granicus Managed Services include the following:

Technical and User Support

Granicus offers continuous customer support and is dedicated to ensuring that the Community College District is completely satisfied with Granicus products and services. Granicus staff **are available** to the Community College District **24hrs a day**, 365 days a year, via the contact info below.

Direct (8:00am to 6:00pm Pacific time): 415-522-5216

Toll Free (8:00am to 6:00pm Pacific time): 877-889-5495

On-call Technical Support (available 24 hours, 7 days a week): 415-637-0520

Site: www.granicus.com

Email: support@granicus.com

Monitoring

As part of the Community College District's Managed Services Granicus will **continually monitor, on a 24/7 basis**, all the software and hardware included in your solution. Should any malfunction appear, Granicus will immediately notify the Community College District and proceed to resolve the issue. Granicus is committed to repair or replace any non-functioning hardware, provided directly from Granicus, within 24 hours for up to 3 years.

Software Upgrades

Granicus provides its software as a "**Lifetime License**", and all software upgrades are included as part of your Managed Services program. This includes both the rights to use the upgraded software and any services required as part of the upgrade process.

Bandwidth and Storage

Through Granicus Managed Services we will provide all of the bandwidth and storage necessary to utilize your solution. The Granicus Managed Services plan includes "**Unlimited Bandwidth**" for streaming the Community College District's live and on-demand content over the Internet through the Granicus Media Center™.

Unless otherwise stated in a program announcement or solicitation, this signed and accepted proposal must be received by 11/30/2010.

**Sign to Accept proposal.
return to representative:**

**Granicus, Inc.
568 Howard St., Ste 300
San Francisco, CA 94105**

Community College District of
Peralta Community College
Client Signature: _____

Granicus, Inc.
Signature: _____

Date: _____

Date: _____