

2/29/2008

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

Roxanne,

I would like to thank you for taking the next step in improving public access and meeting efficiency. Together, we can make sure you have the solution that meets your organization's specific needs. We look forward to assessing where you are at today, showing you what is possible and determining where you would like to go with respect to public access and public meeting management. Ultimately, it is our goal to bridge the gap between where you are at today and where you would like to go with our software, professional services and infrastructure.

The following proposal represents a guarantee. When you receive a proposal from Granicus, we promise to perform enough due diligence such that we will deliver your solution on-time, on budget and with no surprises.

Very Kind Regards,

Kelly Barlow
Software Sales Executive
Granicus, Inc.

Proposed Solution Pricing

Software Modules		
MinutesMaker (1 Meeting Body)		\$1,750.00
	Sales Tax 8.75 %	\$153.12
	Software Subtotal	\$1,903.12
Professional Services		
Software Installation and Configuration		\$245.00
(2) - Document Templates		\$1,050.00
On-site training (3 hours)		\$600.00
	Sales Tax 8.75 %	\$0.00
	Professional Services Subtotal	\$1,895.00

Proposed Solution Pricing

Total Sales Tax⁺	8.75 %	\$153.12
Total Up-Front Software, Professional Services & Hardware		\$3,798.12
Total Monthly Managed Services		\$225.00

This Proposal was generated by **Kelly Barlow** of **Granicus, Inc.** on **2/29/2008** and it expires on **8/29/2008**.

** Price and hardware model are subject to change after 90 days without prior notice.*

⁺ Additional sales tax may apply depending on your organization's tax status and the tax laws unique to your state, county and/or municipality.

Granicus Managed Services

Granicus has crafted the Managed Services program to compliment each individual solution and ensure its success, regardless of your network environment or technical expertise. Implementing this program provides each client expert attention and support. The Granicus Managed Services program is based on four comprehensive components: storage and distribution management, proactive systems management, continuous software upgrades and unlimited customer advocacy.

Storage and Distribution Management:

Most organizations are drawn toward the public accessibility that streaming offers; however, Granicus recognizes that many organizations are not in a position to make the costly labor and network infrastructure changes necessary to provide this service. Granicus resolves network concerns by hosting your data and software at the Granicus MediaCenter.

- **Extensive Archive Library.** Your solution includes customized retention schedules for each of your meeting bodies. Your solution also includes 200 hours of storage for non-meeting related content. Regardless of the number of times each meeting body convenes, or how long they convene for, your twelve months of meeting-related storage is guaranteed. The 200 hours dedicated to non-meeting content generally accommodates a large number of internal trainings, emergency preparedness and public service announcements. Options to extend your archive library beyond the standard package are also available
- **Unlimited Bandwidth.** Through the hosted model, Granicus offers every client unlimited bandwidth. No matter how many simultaneous requests for audio/video content Granicus fulfills, bandwidth expenses remain the same. Unlimited bandwidth facilitates reliable, consistent streaming, even in governments and public agencies with limited IT resources.

Proactive Systems Management:

Granicus goes above and beyond traditional support models by using systems management software to constantly monitor every component of your solution. Our systems management software sends us immediate notification to if an error occurs. Our support professionals work diligently to troubleshoot and resolve these issues remotely, so you are continually running with minimal downtime. While clients are responsible for maintaining their own networks, operating systems, video signal and client-procured hardware, our support team will notify and collaborate with proper client personnel when malfunctions are affecting the integrity of your Granicus solution.

Continuous Software Upgrades:

Granicus Managed Services ensures that your Granicus software is up-to-date with the latest available security fixes, recommended updates and feature releases. Our feature release process alerts clients when new software versions become available and guarantees that each client experiences a successful update. Many of our new features are in response to the needs expressed by our client family. As a result, we offer a simple, online method of submitting feature requests through our Customer Service Portal.

Unlimited Customer Support:

The foundation of our customer philosophy is demonstrated by our dedication to immediate support and unlimited access to the Granicus Customer Advocacy Team. Comprised of four specialty groups, this team ensures each client the highest level of success with their Granicus solution. The team combines Outside and Inside Advocates, who are expert trainers and client-relationship managers, with skilled Technical Support Representatives and Web Designers, who go behind the scenes to resolve outstanding issues. Personalized attention, incident response, and on-demand solutions drive our Customer Advocacy philosophy, which is committed to maintaining the technical integrity of every Granicus solution throughout its lifecycle.

- **Personalized Attention.** Granicus Customer Advocacy philosophy dictates that each client is ensured an Outside Advocate as part of their Managed Services. Outside Advocates not only prepare clients to go live with our solution, they also proactively monitor their client's progress. This is accomplished using a sophisticated customer success matrix that helps Advocates determine if their client needs additional training and/or services. As a client's main point of contact for the longevity of the relationship, Advocates develop a unique understanding of the client's processes, technical requirements and training needs. Advocates communicate this knowledge to the rest of the team to ensure smooth and accurate resolutions that meet the client's satisfaction.
- **Rapid Incident Response:** When issues arise, the Customer Advocacy team is standing by ready to deliver proactive advisory and responsive services. Outside Advocates, Inside Advocates and Technical Support Representatives are all available by phone and email to provide technical and strategic incident management during regular business hours: 5am-7pm PST. Granicus Customer Advocacy provides complete support for incident diagnosis and resolution. If a system problem involves complex support procedures, a Case (or help ticket) is created and sent to our support professionals for assessment. Throughout the resolution process, clients are updated with their Case status to guarantee timely and effective progress. Our dedicated support team devotes their complete attention and expertise to the Case until it is resolved and closed. We also provide 24-hour emergency phone support to safeguard our clients from any irregularities during evening meetings.
- **Customer Service Portal.** Granicus Managed Services means a proprietary knowledgebase is just a few mouse clicks away. The Customer Service Portal (CSP) provides all clients with 24/7 access to on-demand support and mentorship. The CSP allows users to access documentation, research solutions to commonly encountered issues or post questions or comments in the User Forum. Additionally, clients may report problems by logging into our secure Portal and opening a Case online. Such Cases are instantaneously entered into the Granicus support queue for quick and efficient problem isolation and response by our Technical Support Representatives. Additionally, clients may continue to expand their knowledge base by attending online classes offered through Granicus University™. These free, online training sessions are held weekly by our professional Advocates. Upon request, online classes may be specially customized to fit your organization's needs. Furthermore, Granicus offers an annual User Conference filled with innovative classes, collaborative learning and one-on-one training assistance.

Granicus Professional Services

Granicus takes a proactive approach to every product implementation. Our professionals lay a foundation for success by analyzing your business requirements and developing a deployment plan that speaks to your unique needs. The Professional Services model includes a dedicated team to manage each step of the process, from design and configuration to testing and implementation. Granicus exceeds traditional deployment services with personalized project planning and staff transitioning plans. All components of our personalized service model coalesce to smoothly integrate your Granicus solution into your current network environment and day-to-day operations.

Workflow Configuration. Every organization's live meeting process varies slightly, from common phrases utilized to the amount of speaker time allotted. These existing workflows dictate specialized MinutesMaker and VotingSystem configurations. Granicus engineers work closely with your staff to assess such specifications and design a solution that seamlessly integrates your existing public meeting and legislative operations.

Document Templates. Our MinutesMaker and VotingSystem solutions produce agenda and minutes documents that resemble your print versions but offer constituents much more in terms of functionality. Each agenda or minutes item is a live link that takes viewers directly to the relevant portion of the audio/video. In order to ensure the visual integrity of your online documents, a Granicus engineer assesses your current format and customizes an HTML-enhanced document template that closely resembles the original. Granicus Professional Services is dedicated to satisfaction by providing a template that maintains the high formatting standards of your original documents.

Granicus MediaCenter™

Comprised of two world-class data centers, the Granicus MediaCenter is at the core of our hosted service model. MediaCenter servers store and distribute the audio/video streaming files, applications and deployment services that complete each Granicus solution. This design alleviates your organization of unwanted network congestion while meeting and exceeding the highest industry standards and compliance requirements with 24/7/365 power, cooling, connectivity and security capabilities.

- **Storage and Distribution.** Granicus facilitates the creation of a robust archive library without the costly purchase of memory. The large files contained in your archive library, such as videos, agendas, minutes and supporting legislative documents sit on our servers outside your network. Staff and constituent requests for content are sent directly to our MediaCenter. The MediaCenter fulfills all requests at optimum speeds through our unlimited bandwidth model.
- **Application Performance.** At the heart of each Granicus solution is MediaManager™, a web-based application that drives your live and on-demand streaming and legislative operations from our MediaCenter. By placing this critical application into the hands of our MediaCenter, it is secured around the clock by onsite engineers who ensure optimum network and power availability. MediaCenter houses a number of other integral applications, such as Audio-Video Podcasting, RSS Feeds and our Video Search Engine.
- **Deployment Services.** Granicus MediaCenter facilitates the centralization of our deployment process. As a result, we offer flexible options that minimize the complications of Enterprise-wide software integrations. Beyond deployment, the MediaCenter augments the effectiveness of your solution with on-going updates and new versions.
- **Data Redundancy and Security.** In the event of a national disaster, hardware malfunction, or application failure, Granicus MediaCenter delivers business continuity by ensuring the availability of your day-to-day streaming operations. The Granicus defense strategy mandates automatic data replication between world-class data centers in San Francisco, CA and Ashburn, VA. This collocation strategy ensures security while delivering mission critical content to clients across the nation.

World-Class MediaCenter

- Hosted environment for consistent service
- 2 locations for optimum redundancy
- 24 hour engineers onsite
- Redundant Power capacity on an Independent Power Grid
- Biometrically secured 24 hours a day, 7 days a week, 365 days a year
- Climate Controlled
- Superior, redundant bandwidth providers

MinutesMaker™ Advantages

Working with government Clerks and Secretaries from across the country, Granicus found many were frustrated by the time commitment needed to take detailed minutes. Yet they were equally unsatisfied with the amount of information offered to the public through action minutes. This long-standing dilemma is now re-evaluated as technology advances are challenging the old assumption that you can not get more with less. Instead of trying to reshape the old, the Granicus MinutesMaker Module steps outside the box and introduces a new form of minutes: LinkedMinutes™ - the most comprehensive minutes format in the government sphere today.

Integrated Public Record

The MinutesMaker Module uses cutting-edge technology to deliver a complete, integrated public record to your constituents. The Granicus vision for an integrated public record dictates that all relevant meeting information is conveniently accessible online. The end result is a dynamic archive showcasing your agendas, minutes, supporting documents, and audio/video recordings, all cross-linked and keyword searchable.

LinkedMinutes

LinkedMinutes takes a leading roll toward achieving this all encompassing archive. This minutes format refers to an online document that is embedded with HTML links to your audio/video recording. By simply clicking on an item, viewers are taken directly to the relevant portion of the audio/video. This method makes obsolete the time-consuming task of rewinding and fast-forwarding through VHS tapes in search of just a few minutes of content. Furthermore, public availability of video, integrated into your minutes, alleviates the necessity for clerks or secretaries to take detailed written minutes. LinkedMinutes, which are action minutes in combination with audio/video clips, meet and exceed the detail found in traditional minutes formats. This is due to the fact that most clerks, elected officials and residents feel that viewing the actual proceedings is more accurate and desirable, both internally and externally, than reading a written interpretation.

Process Automation

MinutesMaker does much more for time and cost savings than merely changing the need for a lengthy minutes format. The module is unique in its ability to automate much of the annotation process. This simple-to-use software enables you to record meeting attendance, motions, votes, speakers and discussion summaries in real-time; plus, a number of unique, time-saving features have been worked into the product at the request of clerks across the country. Thus, the entire public record is easily created through a single workflow that streamlines the legislative process.

The MinutesMaker Workflow

Pre-Meeting Action: Maximizing Efficiency

- **Load Agenda.** Before your live meeting, avoid any necessity for re-typing your agenda items by uploading your meeting agenda into the Granicus system. Later, use these agenda items to embed time-stamps in the digital recording. For clients with an existing Agenda Management system, Granicus may seamlessly integrate with such software to import your agenda automatically
- **Preload Motions.** For agenda items that call for motions and votes during the meeting, the Granicus system allows you to pre-load motions, saving you time during your live meeting.
- **Preload Attendees.** Load attendees for indefinite storage and quick selection to assemble motions, votes, and roll call. Meeting attendee settings may be adjusted as your meeting members alter with elections.
- **Preload Speakers.** Associate speakers to specific agenda items before the meeting.
- **Publish Agenda.** Before the meeting, publish your agenda to your website with a click of a button. As part of Granicus Professional Services, we create a template that allows your HTML agenda to either closely or exactly match your existing agenda format. Supporting documents, such as agenda packets, may be linked into the published agenda, offering comprehensive availability of your meeting documents over the web.
- **Schedule Live Webcast.** Schedule your meeting to automatically broadcast live over your website.

Live-Meeting Action: Building Minutes

Every action of your meeting is recorded with a few clicks of a mouse. This natural process of building your minutes will automatically embed your video stream with time-stamps and result in the LinkedMinutes format.

- **Roll Call.** Quickly mark meeting attendees as Present, Absent, or Excused. For quick minutes creation, roll call settings may be configured to default as absent or present. Furthermore, attendance may be changed while the meeting is in session; a member's departure and arrival will appear in your LinkedMinutes in accordance with your current minutes format.
- **Record Agenda Items.** As the meeting progresses, record agenda items as they are discussed by activating the items you imported during your pre-meeting process. Recording the item can be accomplished by simply highlighting and pressing return or by dragging and dropping the item to its appropriate location. This drag and drop feature may also be used to adjust the order in which the meeting items are discussed

- **Speaker Management.** In addition to pre-loading speakers, you may add and call individuals to speak on any item during the meeting. Activate the speaker timer by clicking on a button or manually entering the desired amount of time. Speaker timer buttons may be configured to suit your existing meeting process.
- **Record Motions & Votes.** A few keystrokes in MinutesMaker generate the complete motion and vote text traditionally found in your minutes document. Our highly configurable software guides users through the motion and vote process by prompting the user to select a Mover, Secunder, and Action from pre-loaded drop-down menus. For unanimous yea votes, one button completes the process and even remembers to note which members are absent. Depending on your configuration choices, the text represented in your minutes document is automatically retrieved from your current agenda item or suggested action from staff. The result is a complete text record of the item that is automatically indexed against the audio/video recording.
- **Quick Notes.** Use the Quick Note panel to add notes to selected agenda items and automatically index them against the digital recording. A feature called Text Expansion makes the note-taking process even quicker. This useful feature allows the user to build a library of shortcuts that expand on command. The user can create abbreviations for commonly typed names or phrases and expand them into form with just two easy keystrokes.
- **Spell Check.** Notes are automatically spell-checked. Misspelled words are quickly identified with a red underline and corrected by right-clicking and selecting from alternate spelling suggestions.
- **Manage Video Stream.** Regardless of when the meeting is scheduled to start and stop, you may start, stop, and pause your video stream on the fly. The pause feature prevents unsolicited recordings that occur during long breaks or closed sessions
- **Toggle between Meetings.** Occasionally, a clerk or secretary must switch back and forth between separate meetings. MinutesMaker functionality supports this process by allowing you to toggle between meetings with separate agendas on your command. Furthermore, this process will seamlessly create two separate audio/video archives.

Post-Meeting

- **Publish Audio/Video Archive.** Your video recording may be automatically published to your website after your meeting. A manual option that requires approval before publishing is also available. This on-demand archive is now indexed against the agenda, linked to associated documents, searchable by keyword and available to staff and residents on-demand.
- **Modify Minutes.** Granicus provides clerks and secretaries with a user-friendly interface and associated management tools designed specifically to finalize their records before publishing to the web. Within this interface, specific portions of video may be quickly accessed to review and easily modify notes, votes, items and time-stamps to ensure an accurate public record.

- **Publish LinkedMinutes™.** Easily publish meeting minutes with a click of the mouse within seconds of approval through our post-meeting interface. LinkedMinutes have become the premier choice for recording meeting actions. Replacing traditional minutes methods with an audio/video record eliminates the possibility of transcription error and drastically reduces call-in requests for information from both staff and residents.

Complementary Products

- Mobile Encoder (Video or Audio)
- Agenda Management Integration
- Granicus VotingSystem
- Foot Pedal
- MediaVault
- Speaker Timer