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Contract Terms
VITA
SB, SDV: VA-180917-TCTL
24 9/16/2020

Products

Line	MFPN	Description	Qty	Unit Sell	Ext. Sell
1	WEB-GA-221A	govAccess - Website Design and Implementation - Trailblazer - up to 25,000 population	1	\$20,172.85	\$20,172.85

Subtotal: \$20,172.85

Quote Summary

Description	Amount
Products	\$20,172.85

Grand Total: \$20,172.85

All purchase orders awarded to ThunderCat Technology must contain a shipping Point of Contact, Phone number and Email address.

Product Descriptions

Name	Description
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govAccess - Website Design and Implementation - Trailblazer

Website Design and Implementation - Trailblazer provides a citizen focused website and includes:

- Advanced UX Consultation, which may include one (1) or more of the following:

1. One (1) site analytics report
2. One (1) heatmap analysis
3. One (1) internal stakeholder survey
4. One (1) community stakeholder survey
5. One (1) remote user testing of top tasks

- Three (3) customer journeys (top tasks or heavily visited webpages) identified for optimization - Fully customized homepage wireframe

- Fully responsive design
- Custom mobile homepage or standard mobile responsive homepage
- Video background or standard rotating image carousel (switchable at any time)
- Three (3) specialty alternate homepages - Choose from Granicus' library including emergencies, election night, special events

- Three (3) customer experience features - Choose from Granicus' library including service finder, geo finder, or data visualization banner
- Programming/CMS implementation
- Migrate up to 200 webpages
- Ten (10) forms converted into the new CMS
- Three (3) days of on-site consultation / training to be applied towards additional project management or training (two (2) of three (3) days must be consecutive)

govAccess - Maintenance, Hosting, & Licensing Fee - Core

The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time.

- Services include the following:
- Ongoing software updates
 - Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)
 - Access to training webinars and on-demand video library
 - Access to best practice webinars and resources
 - Annual health check with research-based recommendations for website optimization
 - DDoS mitigation
 - Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)

Terms and Conditions

- Link to Terms: https://granicus.com/pdfs/Master_Subscription_Agreement.pdf
- 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 Vienna, VA 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.
- If submitting a Purchase Order, please include the following language: All pricing, terms and conditions of quote Q-63760 dated 4/18/2019 are incorporated into this Purchase Order by reference.

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.

Billing Information

Name:

Phone:

Email:

Address:

Vienna, VA

Signature:

Name:

Title:

Date:

Granicus govAccess



A GOVERNMENT WEBSITE TO BETTER SERVE YOUR CITIZENS

Most people come to a government website with one goal – to complete a task – yet most government websites fail to deliver. With Granicus govAccess, user-friendly design, powerful content, accessibility, and secure transactions have never been easier.

A TRANSFORMATIVE DIGITAL EXPERIENCE

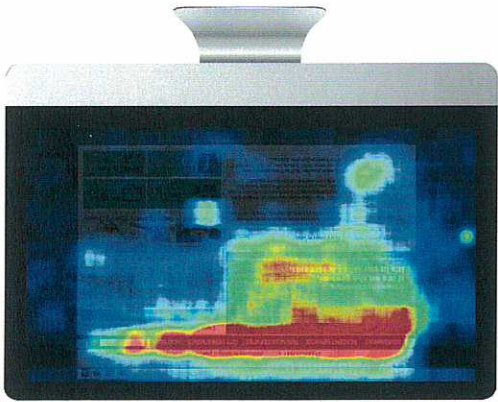
Let us help you take your website to the next level, promoting self-service, transparency, and civic engagement. Your project will start with our advanced UX research to identify the services and information important to your website visitors. We'll also work to break down departmental silos and optimize the digital citizen journey across all devices.

SIMPLE, YET DYNAMIC GOVERNMENT CMS

govAccess is a content management system (CMS) that was purpose built for government, allowing your staff to easily create content that informs, engages and serves their communities. Our CMS makes it easy to manage mobile experiences, bring more services online, share content through popular social media channels, create custom interior pages, and more – all while ensuring consistency and control.

ENTERPRISE-CLASS HOSTING + SUPPORT

From our state-of-the-art hosting infrastructure with greater than 99.9% uptime, to a team of certified government experts and tech gurus, the govAccess team relentlessly focuses on client satisfaction. Continuous optimization, regular health checks that include research-based recommendations, and 24x7 support deliver guaranteed success.



Heatmaps help us understand where eyes and clicks are going on your site.



Basing our redesign on science, rather than emotion, helped to keep everyone on the same page as we worked through the process of transforming our web presence from a mere website to a customer service portal.

Kevin Tunell
Communications Director,
Yuma County, AZ

- ✓ 24/7 support
- ✓ Online help, including an extensive library of on-demand training videos
- ✓ Hosting infrastructure with 99.9% uptime
- ✓ Disaster recovery w/ 90 min failover (RTO), data replication every 15 mins (RPO), failover testing every 2 wks.
- ✓ Enterprise grade DoS migration
- ✓ Industry leading data security (advanced threat detection and penetration)

SUPPORT + MAINTENANCE



- ✓ Ongoing software updates (quarterly)
- ✓ Role-based dashboard for easy content updates, approvals + ability to lock down user permissions
- ✓ Mobile management to analyze mobile traffic and customize display on mobile device
- ✓ Interior page builder with drag-and-drop page building, 100+ widgets, save and reuse layouts + more
- ✓ Social media management with ability to schedule + preview posts to multiple social media accounts
- ✓ Form and survey builder with ready-to-use templates for the most common use cases, conditional logic, payment processing, and legally binding digital signatures
- ✓ Flexible search with the ability to define search synonyms, promote page + more
- ✓ Universal API + a vast number of commonly used apps integrated out-of-the-box

KEY CMS FEATURES



- ✓ Advanced UX consultation including
 - Heatmap analysis, web analytics, internal stakeholder survey, community survey
 - Remote user testing of top tasks
 - Three (3) customer journeys (detailed analysis + recommendations to optimize top tasks)
 - Website usability report
- ✓ Fully custom homepage wireframe
- ✓ Fully responsive design
- ✓ Video Background or Standard Rotating Image carousel (switchable at any time)
- ✓ Three (3) specialty alternate hompages – choose from our library including emergencies, election night, special events
- ✓ Three (3) customer experience features – choose from our library including service finder, geo finder, data visualization banner
- ✓ Website Programming + CMS Implementation
- ✓ Migrate up to 200 webpages
- ✓ Ten (10) forms converted into the new CMS
- ✓ Three (3) days of onsite consultation / training to be applied toward onsite project management or training (two of three days must be consecutive)

WEBSITE DESIGN + IMPLEMENTATION – TRAILBLAZER

