



STAFF REPORT
TOWN COUNCIL MEETING OF AUGUST 13, 2013

TO: Town Council
FROM: Planning Department *MD*
DATE: August 2, 2013
SUBJECT: Webcasting Town Council Meetings

RECOMMENDATION:

Discuss whether or not the Town Council wishes to webcast their meetings over the internet and to direct staff accordingly.

DISCUSSION:

Per Council direction, staff investigated the feasibility and cost of having their Council meetings broadcasted over the internet via webcast. In February of this year, staff sent out a Request for Proposal (RFP) to companies that specialize in webcasting government and agency meetings over the internet. Of the 14 companies that were sent a RFP, the Town received responses from three (3) companies: Granicus, EarthChannel, and Swagit Productions. Of the three proposals received, Granicus is the only company based in California. In addition to being local, Granicus specializes in the webcasting of government meetings and has many clients in the State. As Granicus does not install audio/video equipment for their clients, the Town met with Brad Hills of Better Presentation Systems, Inc., to determine what the cost of installation would be. That cost is shown in the table below.

FINANCIAL IMPLICATIONS:

The up-front costs to the Town will be for the purchase of equipment for signal distribution, audio/visual sources, the installation of all associated equipment, as well as a one-time payment to Granicus for their Open Platform and Government Transparency Suite, which includes implementation, training, hardware, software, and 24/7/365 live support services.

Equipment Total	\$10,125.00
Tax	\$784.69
Freight	\$350.00
Sub Total	\$11,259.69
Engineering & Installation	\$3,548.00
One-Time Cost to Granicus	\$4,600.00
*Total Up-Front Cost	\$19,407.69
*Annual Cost	\$6,588.00 (\$549 per month)

* Currently, there is no money set aside in this year's budget for this cost.

CEQA:

There are no CEQA issues with the Town potentially webcasting its Council meetings.

RECOMMENDATION:

Discuss whether or not the Town Council wishes to webcast their meetings over the internet and to direct staff accordingly.

ATTACHMENTS:

1. Granicus' response to RFP
2. Better Presentation System's installation proposal

ATTACHMENT 1

COPY



Proposal in Response to

THE TOWN OF LOOMIS, CALIFORNIA

Request for Proposal

“VIDEO STREAMING AND HOSTING SERVICES”

LOOMIS

so **A SMALL TOWN** ca
IS LIKE A BIG FAMILY

Incorporated December 17, 1984



Presented to:

Town of Loomis
Matt Lopez
Assistant Planner
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Loomis, CA 95650
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Presented by:

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1. LETTER OF TRANSMITTAL

Granicus, Inc.
Maryann Mooney
Account Manager
600 Harrison Street, Suite 120
San Francisco, CA 94107

Town of Loomis
Matt Lopez
Assistant Planner
3665 Taylor Road
Loomis, CA 95650

Dear Matt Lopez and the Town of Loomis:

Thank you for considering Granicus for the opportunity to strengthen our relationship with the Town of Loomis, by providing a solution that meets all requirements set forth in the Request for Proposal for "Video Streaming and Hosting Services." We have an enhanced understanding of the Town's goals, and understand your desire to obtain a turnkey solution that will provide streaming video services, media management software, and archive storage software. As we hope you will find in the following proposal, we are well prepared to meet and exceed your requirements and future aspirations for a Video Streaming and Hosting Services solution.

Granicus has worked with many governments like yours to pioneer video streaming and meeting service solutions exclusively for government. We work solely with governments at every level; providing software, hardware, infrastructure, services, and training to quickly integrate our solutions into every tool set. Given our experience and product depth, we can meet all of your needs as specified for a streaming video solution. It is our goal to help your government increase efficiency and reduce staff time spent on processing meetings, while also increasing transparency and trust, and engaging citizens in new ways. Granicus understands the requirements of this RFP and is committed to provide all services and features contained in the proposal.

At Granicus, we recognize that great products are only part of what keeps our clients satisfied. For that reason, we provide 24/7/365 live technical support and take full responsibility for maintaining and monitoring the technology that powers your solution and that of nearly 1,000 other government agencies. We know you will enjoy being part of the Granicus client family. Should you have any questions or if you would like us to clarify any aspects of our proposal, we look forward to hearing from you.

Most Sincerely,



Tom Spengler
CEO, Granicus



2. EXECUTIVE SUMMARY

Statement of Understanding

The Town of Loomis is soliciting proposals to provide video streaming and hosting services to broadcast live and historical meetings of the Town Council via Town of Loomis’s website. The town intends to acquire and implement a comprehensive, scalable, and flexible digital video streaming and indexing system. The Town desires a system that will integrate existing meeting support processes with video, web streaming and archiving functions. Though not included in this solicitation, in the near future Loomis plans to purchase and implement an E-Agenda solution to support automation of the Town Council process. The key elements of this proposal will include at a minimum the following features:

- Encoding and Streaming Video Services to encode and broadcast streaming video of live and historical meetings of the Town Council via its website
- Media Management Software for archiving, indexing, management and query of historical streaming videos of Council meetings
- Archive Storage Hardware and Software for on-line storage and retrieval of multiple years of historical streaming videos of Council meetings
- Recommended camera for low light conditions
- Installation and Setup of the camera (audio/video) and any additional setup that may be necessary in order to satisfy the Town’s desired system features.

Leveraging your Granicus Experience

Unlimited Live & On-Demand Hosted Video Streaming

As the most experienced live and on-demand video streaming solution for government municipalities, we are more familiar with the unique characteristics and processes of municipalities like the Town of Loomis. Granicus provides award-winning technologies to help its clients drive powerful cost-efficiencies across many areas of business—including public meetings, open government transparency, and citizen collaboration. Our goal is to provide your team with a turnkey solution that will ultimately streamline the current process, reduce staff workloads and paper production, and keep the Town of Loomis on the leading edge of web streaming and technology.

Granicus is able to provide a 100% web-hosted enterprise wide solution to meet all of your objectives. Granicus understands your desire to provide Iowa citizens with access to live and on-demand webcasts of Council Meetings. Our Data Centers are designed for reliability and redundancy, with a 99.9% uptime, so that you can be confident that your data will always be available.

Hosted Web Streaming Solution Highlights

Innovation in Government

The technical environment in every government agency can vary—depending on unique needs of their staff and citizens. With this in mind, our system was created with *built-in flexibility and compatibility* for seamless integration into any existing network configuration and equipment. We have successfully deployed projects for governments of all sizes, from Grey Cloud, Minnesota (pop. 300) to the U.S. House of Representatives and the U.S. Senate.





Focus on Government – Granicus is a company that focuses exclusively on government solutions and works only with government clients. We have an extensive understanding of the government meeting and workflow process and are well prepared to meet all of your web streaming requirements.

Experience and Innovation – The Granicus Team leverages more than 30 years of pioneering web streaming of government clients, with the innovation of one of the fastest growing Silicon Valley companies.

Agendas and Minutes integrated with Audio and Video—Capture more than the text of proceedings and share the intent behind the decisions by linking documents to your videos.

The only solution that will allow public access of agendas, minutes, and video on mobile devices such as **Android** OS and Apple iOS (iPad and iPhone).

Truly Unlimited: With Granicus, there will be no need to worry about the incremental cost of data usage, as we can provide:

- ⇒ Unlimited Storage (with no limits on your retention schedules)
- ⇒ Unlimited Meeting Bodies (i.e. Commissions, Committees, Boards, etc)
- ⇒ Unlimited Distribution
- ⇒ Unlimited Backups & Systems monitoring
- ⇒ Unlimited 24x7 technical support
- ⇒ Unlimited public viewers

Key Feature

iLegislate- Paperless Agendas on the Apple iPad

- Convenient access to meeting agendas and supporting documents
- Reduce paper consumption and move to a paperless environment
- Review agendas and attachments offline and on-the-go
- Easily take notes, bookmark and email agenda items
- Review indexed, archived meeting videos



Government agencies spend thousands of dollars annually printing, copying and binding meeting materials. Not to mention the staff costs for collecting, organizing and distributing these materials. Granicus has always strived to help government agencies cut costs with new technologies. With our latest mobile application, iLegislate, governments can review meeting agendas and supporting documents and archived videos all over the iPad® at no additional cost or staff time. It's been proven to save staff hours in the pre-meeting workflow process, while improving efficiencies.

iLegislate seamlessly connects agenda data to the iPad and makes it available for offline viewing. Elected members and staff can review agendas and supporting documents, take notes and bookmark items of interest. This mobile technology enables users to review meeting materials before, during or after a meeting from any location, even without an internet connection. All of your data is automatically backed up to the Granicus cloud once an internet connection is reestablished. iLegislate is compatible with both Apple iPad versions and is available for free through the Apple App Store™.

3. FIRM'S QUALIFICATIONS

Granicus Company Profile

Government's Most Experienced Provider

Granicus, Inc. offers the first cloud platform and suite of applications designed specifically for government agencies. We provide turnkey solutions that enable governments to work more efficiently, encourage citizen participation and engagement, and increase government transparency and trust. Currently, we have over 1,000 government clients and over 5,000 government users that leverage our technology to manage their day-to-day government tasks including webcasting of public meetings, automating the legislative workflow process, increasing citizen engagement, and more. The 2012 Best of the Web awards, created by Government Technology and the Center for Digital Government, revealed that 80% of the cities and 60% of the counties awarded have implemented online open government solutions from Granicus.

Company History

Granicus is a privately held corporation with its headquarters located in San Francisco, California. Founded in 1999, the company has established a new vision for government municipalities to provide public information through the Internet. Granicus acquired Daystar Systems in 2011 and has jointly provided agenda management solutions since 1983. Our Legislative Management Solution was the first automated system ever developed specifically for government agenda and workflow management and continues to be the benchmark for all systems to follow. Granicus has steadily continued to increase its product depth since then, and has been the first to market government transparency, meeting efficiency, and citizen participation solutions to government clients. Granicus provides governments with the tools they require to increase citizen engagement, reach broader audiences, and collect timely and actionable feedback from within the community.

Corporate Headquarters: San Francisco, CA

Satellite Offices: Atlanta, GA | Boston, MA | Chicago, IL | Fort Lauderdale, FL | Fort Worth TX, Milwaukee, WI | Phoenix, AZ | Seattle, WA | Washington, D.C.

Mailing Address: 600 Harrison Street, Suite 120, San Francisco, CA 95170

Website: www.granicus.com

Social Media: Blog | Twitter | Facebook | LinkedIn

Achievements

Granicus has been recognized the past four years for being one of the fastest growing company private companies in the U.S., San Francisco, and the Silicon Valley by Deloitte LLP, the San Francisco Business Times, and Inc. Magazine. Our solutions have also been nationally recognized for helping government significantly improve transparency and efficiency. See more about our awards and achievements here.





Granicus Qualifications Overview

Innovation Leaders

First to Market:

- ✓ Webcasting solution for government-only
- ✓ Integrated Public Record – fully-searchable video indexed against agenda items
- ✓ eComment – citizen feedback on actionable agenda items
- ✓ Citizen Participation – combined open idea generation, feedback on City Projects, and feedback on actionable agenda items
- ✓ iLegislate – Integrated Citizen Comment and Ideas review for Elected Officials and Staff
- ✓ Automated agenda workflow solution for government
- ✓ Governing in the Cloud™
- ✓ Open architecture – free APIs and SDKs to seamlessly connect to systems in place

Customer Service Standards

World's most experienced provider of government transparency, citizen participation, meeting efficiency, and legislative management solutions with:

- ✓ 99.8% client retention rating
- ✓ 98.3% client refer-ability
- ✓ 24/7/365 service and support for all customers
- ✓ Dedicated Account Manager
- ✓ Over 31 million government webcasts viewed
- ✓ More than 265,000 meetings online
- ✓ Services in 9 out of the 10 most populated cities across the nation

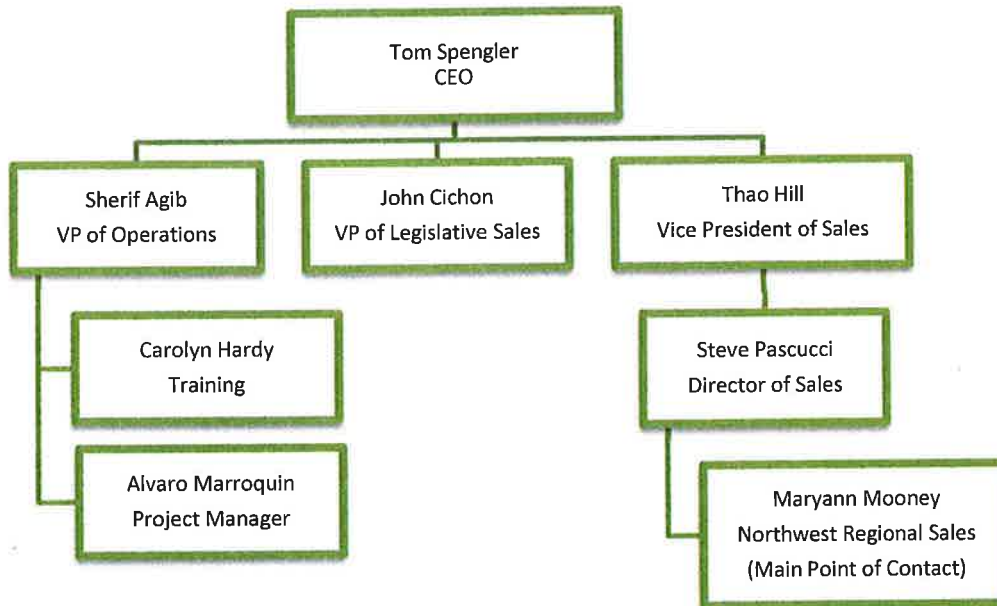
Qualifications & Usage Statistics

- ✓ Over 1,000 Government clients at the Local, State, and Federal Levels.
- ✓ Over the past 12 months, our customers have received over 50 million live and archived hits to their videos
- ✓ Granicus has over 5,000 government staff users on our platform
- ✓ Over 10,000 Citizens Registered in Granicus Civic Ideas Sites.
- ✓ The Granicus cloud is redundantly hosting more than 390 terabytes of data
- ✓ Over 3.5 million government meetings, records, votes, and legislative files are accessible online through Granicus
- ✓ Granicus is providing access to more than 1.7 million legislative files online
- ✓ More than 5,000 government video portals are currently being powered by Granicus
- ✓ Our legislative workflow solutions are saving governments between \$20,000-\$300,000 per year (paper, printing, labor costs)
- ✓ Granicus has over 1,000 government clients across the U.S. and Canada—this includes several of the largest cities in North America
- ✓ Members of the Granicus family:
 - 6,000 elected officials
 - 2,600 clerks
 - 2,000 IT managers and decision-makers
 - 1,000 government audio, video, and media experts
 - 1,700 communications professionals
 - 700 government web professionals



a. ORGANIZATION CHART & PROJECT TEAM

Granicus Organization Chart



Granicus Management

Tom Spengler, Chief Executive Officer

Tom co-founded Granicus, Inc. as Chairman and CEO in 1999. Under Tom's direction, Granicus has risen to the top of the government cloud computing industry. The company has been consistently ranked among the fastest growing companies in the Silicon Valley and North America. Granicus' award-winning software has also been recognized nationally for helping nearly 1,000 government agencies provide a more streamlined and open government. Tom is a frequent public speaker and a certified expert in legislative technologies with over 11 years of experience advising governments on the best ways to use technology to modernize their workflows.

Emery Jones, Chief Financial Officer

As a co-founder of Granicus, Emery's focus is multi-faceted and far-reaching. In addition to building and expanding financial procedures, Emery's client-centered vision is at the base of Granicus' philosophical foundation. Emery brings a wealth of knowledge to his responsibilities in the financial sector. Before co-founding Granicus, Emery owned a successful financial consulting practice in the San Francisco Bay Area, offering financial advice and strategic planning to start-ups and small businesses. Emery received his B.A. in Accounting and Economics at the University of California at Santa Barbara.



Javier Muniz, Chief Technology Officer

As Granicus' Chief Technology Officer, Javier draws on his broad knowledge of networking and application development technologies to provide direction and insight for Granicus application and infrastructure design. Prior to co-founding Granicus, Javier began his career at Sun Microsystems designing and managing remote access components of the Sun global network infrastructure, and later went on to WebTV Networks, a wholly owned subsidiary of Microsoft, where he designed and developed applications used by the Network Operations Center to manage a network of over 600 nodes that supported over 1 million active WebTV subscribers.

Thao Hill, VP of Sales

Thao started at Granicus in 2005. He has over 11 years of experience in legislative information technology and used this knowledge to achieve success in many different roles at Granicus including sales, partnerships, product development, and customer service. Today, Thao heads-up Granicus' Sales team which delivers technology to meet the unique needs of local, state, and federal government organizations. He is an expert in Granicus technology and helping government agencies advance cost-efficiency, collaboration, and transparency. Previously, Thao worked at Exxon-Chemical as an Advanced Control Systems Engineer and was the Chief Technology Officer for a legislative technology firm in Baton Rouge, Louisiana. During his tenure there, he worked with many state and local legislative clerks to create software and technology to automate legislative processes.

Benjamin Lucchesi, Chief Software Architect

As Chief Software Architect, Ben directs the strategic vision of application development in the Granicus' legislative management platforms. His mission is to continually advance and improve Granicus' software technology, and to make it easier, more cost-effective and more enjoyable for clients to use. Ben has several years of experience in building robust, interactive web and client-server applications. Prior to joining Granicus, Ben was the e-Design Manager at IQ Systems, where he designed and developed custom business solutions for electronic commerce and inventory management applications for major industries. Ben holds a Master's of Science degree in Computer Science from the University of Reno.

Granicus Project Team

Granicus currently has nearly 100 employees, and below are the key personnel that will be dedicated to this project:

- | | |
|----------------------------|---|
| Name and Title: | Maryann Mooney – Norwest Region Sales Executive |
| Project Assignment: | Maryann has been on the Granicus sales team since September of 2012 and covers the Northwest region. She is responsible for understanding the unique situations of prospective clients and helping them to align technical solutions related to improving efficiencies. |
| Background: | Maryann comes to Granicus with a strong background in technology and is strongly familiar with local government and software solutions. She has held several different roles from new client acquisition to account support. |
| Name and Title: | Alvaro Marroquin – Product Manager |
| Project Assignment: | Project Manager |
| Background: | Alvaro will serve as the project manager, and has deployed over 200 Granicus Clients over his seven-year tenure with the company. He will provide a project plan to successfully install our Streaming Video Solution. He will ensure the Granicus |



Implementation steps are executed within the timeframe set forth by the Court. Alvaro will be the main point of contact during the implementation and deployment of your Granicus solution. Alvaro is based in our corporate headquarters in San Francisco, CA.

Name and Title:

Rebecca Cleary – Training Manager

Project Assignment:

Lead Platform Trainer

Background:

Rebecca Cleary has performed in her current role as a Senior Product Training Specialist with Granicus for close to four years. Prior to Granicus, she succeeded as a Software Trainer for over a year and half with a prominent Los Angeles Real Estate Listing Service. She also has experience in project and account management, as well as managing a team of Account Executives. She holds a Bachelor of Arts degree in Broadcast Electronic Communication Arts and a Master of Arts degree in Industrial Arts, both from San Francisco State University.



b. GRANICUS CLIENTS IN CALIFORNIA

Agoura Hills	El Cerrito	Milpitas	San Francisco
Alameda	El Dorado	Mission Viejo	San Francisco Bay Area Rapid Transit District
Alameda	El Monte	Modoc	San Joaquin
Alameda Contra Costa Transit District	El Segundo	Mojave Water Agency	San Jose
Albany	Elk Grove	Monterey	San Juan Capistrano
Albany Unified School District	Emeryville	Monterey Park	San Leandro
Alpine	Encinitas	Moorpark	San Luis Obispo
American Canyon	Eureka	Morgan Hill	San Marcos
Anaheim	Folsom	Mountain House Community Services District	San Rafael
Apple Valley	Fountain Valley	Mountain View	Santa Barbara
Arcata	Fullerton	Napa	Santa Barbara
Azusa	Garden Grove	Napa Public Access Cable Television	Santa Clara Valley Water District
Baldwin Park	Gilroy	Napa Valley Unified School District	Santa Monica
Banning	Glendale	Napa.	Santa Paula
Barstow	Glendale Unified School District	National City	Santa Rosa
Bay Area Air Quality Management District	Glenn	Nevada	Saratoga
Beaumont	Goleta	Nevada City	Sausalito
Berkeley	Grass Valley	Newport Beach	Signal Hill
Beverly Hills	Hawthorne	Novato	Simi Valley
Brea	Hercules	Oakland	Solana Beach
Brentwood	Hermosa Beach	Oakland Unified School District	Solano
Buena Park	Hesperia	Orange	Sonoma
Burbank	Humboldt	Orange County Transportation Authority	Sonoma Marin Area Rail Transit District (SMART)
Burbank Unified School District	Huntington Beach	Orinda	South Coast Water District
Burbank-Glendale-Pasadena Airport Auth	Huntington Park	Oxnard	South El Monte
Burlingame	Imperial	Oxnard Union High School District	South Lake Tahoe
Butte	Indian Wells	Palm Desert	South Orange County Community College
Calabasas	Irvine	Palm Springs	South Pasadena Unified School District
California Board of Chiropractic Examiners	Kern	Palmdale	South San Francisco
California Executive Branch	LA Channel36	Pasadena	Southern California Association Of Governments
California Governor's Office of Planning and Research	La Habra Heights	Pasadena Community College	St Helena
California High-Speed Rail Authority	La Palma	Pasadena Unified School District	Stanton
California Public Utilities Commission	LA Police Commission	Peralta Community College	State Bar of California
California Regents of the University of California	La Puente	Perris	Stockton
California State Personnel Board	Lafayette	Petaluma	Sunnyvale
California State Treasurer's Office	Laguna Beach	Piedmont	Superior Court of California, Ventura County
Campbell	Lake Elsinore	Pinole	Tahoe City Public Utility District
Carlsbad	Lakewood	Pismo Beach	The California Channel
Carmel-by-the-Sea	Lancaster	Pittsburg	Thousand Oaks
Carpinteria	Lodi	Placentia	Torrance
Carson	Lomita	Placer	Tracy
Cathedral City	Long Beach	Pleasant Hill	Tulare
Cerritos	Los Altos	Pleasanton	Tuolumne Utilities District
Chico	Los Altos Elementary School District	Port of Long Beach	Tustin
Chino	Los Altos Hills	Port of Los Angeles	Ukiah
Chino Hills	Los Angeles	Rancho Cucamonga	Union City
Chula Vista	Los Angeles Community Senior Services	Rancho Santa Margarita	Vacaville
City and County of San Francisco	Los Angeles Department of Water & Power	Redding	Vacaville Unified School District
Public Utilities Commission	Los Angeles Unified School District	Redlands	Vallejo
City College of San Francisco	Los Gatos	Redondo Beach	Ventura
Claremont	Madera	Rialto	Ventura
Coachella	Malibu	Richmond	Victor Valley Community College
Compton	Mammoth Lakes	Riverside	Victorville
Costa Mesa	Manhattan Beach	Rohnert Park	Vista
Cupertino	Manteca	Rosemead	Walnut Creek
Cupertino	Marin	Roseville	West Hollywood
Dana Point	Marin Telecommunications Agency	Sacramento	West Valley-Mission Community College District
Davis	Martinez	Sacramento Municipal Utility District	Westlake Village
Diamond Bar	Menlo Park	San Bernardino	Windsor
Dixon	Metrolink	San Diego	Woodland
Dixon Unified School District	Metropolitan Water District Of Southern California	San Diego	Yolo
	Mill Valley	San Diego County Employees Retirement Association	Yorba Linda
			Yountville

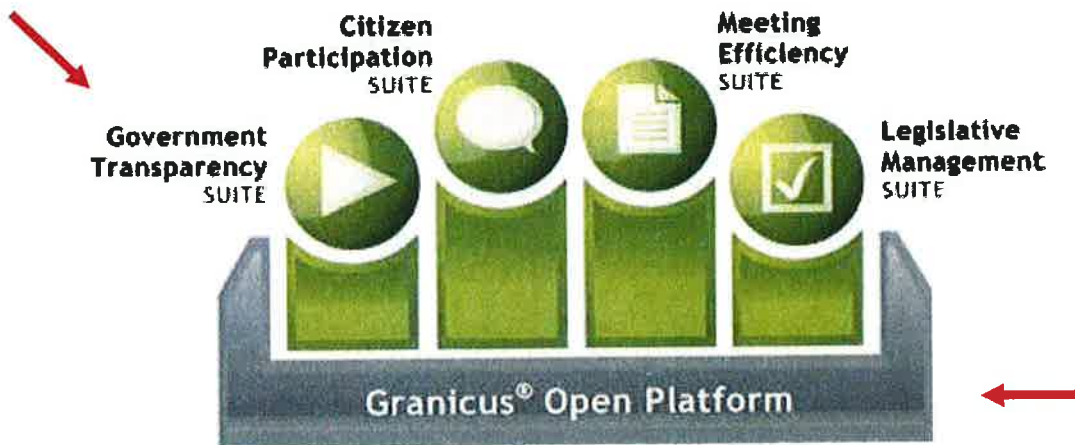


4. PROPOSED SOLUTION OVERVIEW

Our 100% web-hosted software solutions were designed specifically for governments like yours, to spend less time managing the manual artifacts of the legislative process and more time engaging important stakeholders in more productive ways. We make this possible by providing our clients with all the hardware and software necessary to streamline and automate everything from online video streaming to paperless agenda creation and publication. Additionally, our user-friendly and easy-to-deploy software solutions were built to make installation and deployment as effortless as possible.

By selecting Granicus, your solution will include unlimited webcasting through our Open Platform and Government Transparency Suite. As narrated below, your solution will include our newest technologies such as our native iPad application, mobile streaming, and fully-managed encoding appliance.

Below you will find a detailed proposal of the solution we have specifically chosen for the Town of Loomis in order to provide a Video Streaming and Hosting Services solution. The proposal includes all training, software, hardware, 24/7/365 support, professional services, installation and implementation. As explained in greater depth below, your Granicus solution includes the following solutions: 1.) **Open Platform**, and 2.) **Government Transparency Suite**. We have also included a recommendation of audio video equipment and a description of optional future solutions which includes the Legislative Management Suite, Meeting Efficiency Suite, and Citizen Participation Suite.





Granicus® Open Platform

The Granicus® Open Platform is the cloud-based foundation for all Granicus applications. It allows government organizations to manage and store an unlimited amount government public meeting data. It is the core of our content management, administration and distribution tools and includes free access to our APIs and SDKs, helping you seamlessly connect your Granicus solution to systems in place. The Granicus Platform includes the ability to upload and publish content including videos and documents.

- Unlimited content storage and distribution
- Open architecture and SDK
- Archived video editing and indexing
- Citizen web portal
- Live and on-demand streaming to mobile devices

Granicus Encoding Appliance

The Granicus Encoding Appliance is designed and built for our platform and streaming protocols to provide government organizations with superior live and on-demand webcasting performance. The hardware is pre-configured and delivered ready to stream. Simply connect power, network and an audio/video source. Full appliance control is available through a web browser or locally installed client application.

- Provides live and on-demand streaming – online and via mobile devices
- Remote systems monitoring and Granicus maintenance updates
- 500 GB of local storage (approximately 1,000 hours of archive content)
- Facilitates internal streaming across your local area network (LAN) – up to 50 concurrent viewers
- Supports extraction and display of embedded closed captions to help maintain ADA compliancy
- Faster archive upload times, less video buffering
- H.264 video codec encoding
- HTML5 and Flash compatible streaming delivery



Granicus' hosted infrastructure supports the encoding appliance and offers unlimited bandwidth, storage and the highest security standards through a cloud-based platform. Our remote, proactive system monitoring guarantees faster response time, predicts problems before they arise, and helps reduce the cost of IT support and maintenance. The Granicus team works around-the-clock to ensure your applications are protected and operating smoothly. This ensures long-lasting success with our technologies while maximizing your solution's performance.

Government Transparency Suite

The Government Transparency Suite gives your citizens greater access to public meetings and records online. Take the next step towards transparency and stream meetings and events live, link related documents to your video and provide advanced searching of archives. The Government Transparency Suite gives you unlimited cloud bandwidth and storage as well as local live and on-demand streaming for up to 50 concurrent viewers. This suite also allows you to connect agenda data to the iPad to review agendas and supporting documents, take notes and more through the iLegislate application.

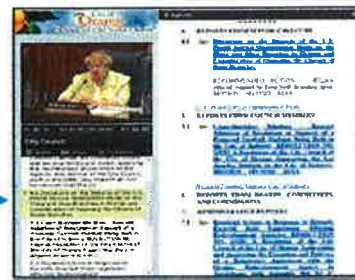


- Stream unlimited meeting bodies and events live
- Intelligent media routing
- Index video in real-time and link to relevant materials
- Build reports and analytics on visitor trends
- Paperless agenda for the iPad
- Offer downloadable media formats



- **Easy to Use Public Website**- Publish live and archived videos to a media portal on your website to make it easy for the public access your content. Enable audiences to share videos over social networking sites or through email to drive greater visibility and viewership. The Granicus media digital player comes standard with the ability to rewind, fast forward, clip segments and share videos to the social grid.
- **Agenda Index Points** – Deliver a rich user experience by synchronizing and cross-linking materials to the video. Citizens can watch indexed videos, browse agendas and view supporting materials — staff reports, memos, and ordinances — all within a single multimedia player.

Supporting documents are displayed alongside the video. Viewers can use jump-to points and links within documents to watch those discussions.



- **Advanced Search “Drill Down”**- Empower residents to find the information they need through a self-service search engine. Search across public meeting archives – meeting or event data including agendas, minutes, notes, motions, votes and captions. With advanced filters for date range, data type and more, the public is able to accurately define their search criteria to find the information they need.
- **The Granicus Open API and SDK** - We can provide a fully-documented and supported Application Programmatic Interface (API) and Software Developer Kit. This open architecture enables customers and developers to seamlessly integrate existing or future enterprise systems with Granicus. Developers typically use the API to add, update, extract, delete and ultimately customize how information is presented. We believe that open systems and interoperability are critical components of any modern software solution. Granicus is committed to building open architectures, standards, and lasting partnerships with industry leaders. We want to offer clients the most complete solutions on the market, without forcing them into a single system for all enterprise tasks.
- **Downloadable Media & Alerts**
 - **Downloadable Media** - Offer downloadable podcasts for citizens. Media files can be easily delivered as downloadable video (MP4) formats. Reach more citizens using mobile devices, dial-up computers, and popular media networks including iTunes.
 - **RSS** - Viewers can setup RSS subscriptions to receive automatic notifications when the most recent content is available – specific files, agendas or minutes. This feature simplifies the ability for citizens to get real time updates straight to their inbox.
 - **User Search Alerts** - Just as RSS subscriptions allow residents to receive updates on specific information.



a. OPTIONAL FUTURE SOLUTIONS

Legislative Management Suite

The Legislative Management Suite offers a complete and automated agenda workflow solution. Create agenda items and assign them to the appropriate agenda, making agenda creation seamless. Item approvals are done automatically – approvers are notified when it's their turn to review. Seamlessly connect agenda data to the iPad to review agendas and support documents, take notes and more through the iLegislate application. Capture all meeting actions after the meeting into the public record. Plus, you can organize and store electronic documents of any file format in one repository. All documents are automatically tagged and indexed, making search and retrieval easy. This Suite also allows you to track legislation from inception through approvals and actions taken.

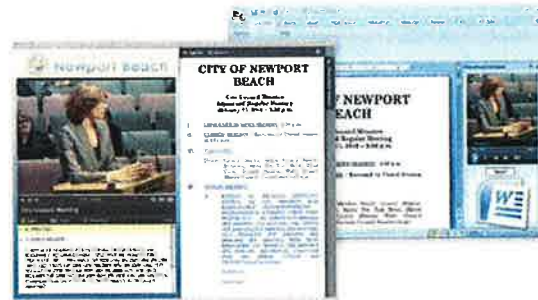
- Agenda item drafting
- Electronic approval process
- Agenda packet generation and publication
- Organize, store and retrieve documents
- Continuous legislative workflow
- Track and search legislative data



Meeting Efficiency Suite

The Meeting Efficiency Suite is a live meeting workflow solution that combines minutes with a meeting's recording. Capture and publish minutes, saving staff time and cutting administrative costs. Record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, finalize minutes quickly and easily in Microsoft Word™. With VoteLog, allow the public to track legislation, ordinances and even voting member records through your website. This Suite also allows you to seamlessly integrate with agenda solutions already in place.

- Meeting preparation tools
- Live minutes automation
- Quick notes and text expansion
- Minutes editing and publishing
- Generate linked minutes



Citizen Participation Suite

The Citizen Participation Suite encourages greater community engagement in productive new ways online. Collect ideas for community improvement, leverage feedback on projects underway, and prioritize key public initiatives. Allow citizens to easily contribute, vote on and prioritize ideas using a customized website dedicated to community idea sharing. Utilize online discussions, forums, and survey tools to collect feedback on specific topics. Let your community make more informed opinions – add videos, documents and presentations related to your projects. Additionally, citizens will be able to electronically submit comments for agenda items using an online form tied to



your upcoming meeting agenda. Run reports and distribute them to elected members or department heads, giving them a deeper understanding of public opinion before they make decisions.

- Easy-to-use online tools to capture citizen ideas
- Utilize online discussions, idea forums, and survey tools to collect feedback on specific projects
- Prioritize key public initiatives
- Receive comments electronically for items on the agenda
- Run detailed reports to make better informed decisions



Granicus Meeting Services

Granicus Meeting Services provide turnkey solutions for public meeting needs. Our Meeting Services solutions take public meeting efficiency to the next level by eliminating the need for staff to manage any webcasting technology during the live event. The Granicus staff handles all webcast production needs to ensure that your meetings are successfully captured and delivered over the Web.

Webcasting Services

Granicus provides fully-managed live and on-demand streaming of public meetings and events. Meeting videos are fully searchable, indexed to agenda items and cross-linked to supporting materials, providing your audience with a completely integrated public record. Reach the broadest audience possible over smart phones and mobile devices with cross-platform compatible archived webcasts. Plus, our Design staff will create a portal for webcasts that matches the look and feel of your existing website, offering a better end-user experience.

Closed Captioning Services

Engage new audiences and support ADA (Americans with Disabilities Act) compliance with closed captioning for your meetings. Give your audience greater accessibility and allow them to search archives for any word spoken during the meeting. Captions can be recorded in real-time or added to archive meetings.

Audio and Visual Production Services

Rely on experienced AV technicians to ensure that your meeting is flawlessly captured. We will work with you to determine your live meeting needs and can provide the following services:

Cameras and Microphones

We can provide an audio and video solution to fulfill the customer's needs. We offer a variety of camera and microphone configurations and will work with you to find the setup that best meets your need and budget. All options include onsite technicians who setup, manage and strike equipment.

Additional Equipment

Granicus can also provide and support the following items for any event:



- Lighting
- Projectors and screens
- Phone interfaces
- Teleprompting

b. RECOMMENDED AUDIO VIDEO EQUIPMENT


As Granicus is primarily a cloud software solution company, we generally do not install audio/video equipment for our clients. Generally, we recommend that potential clients procure their own A/V equipment and installation services. This will allow flexibility for the Town of Loomis, in that you will have control over the A/V solution, the A/V budget, and the A/V company. Please note that Granicus is able to utilize a subcontractor to install and provide the A/V equipment if necessary. Below please find an audio video solution that has been previously installed by one of our clients and is fully compatible with the proposed software solutions.

Sample of Recommended A/V Equipment





DESCRIPTION
Display Device
Vaddio TeleTouch 22" HD Touch Screen LCD Monitor with Base
Signal Distribution
Extron MTP U R A Mini Twisted Pair Receiver for VGA, Video, & Audio
Extron MTP T 15HD A Mini Twisted Pair Transmitter for RGB Computer Video and Audio
Extron RSU 129 Universal Rack Shelf Kit
Extron 6' 4-Pin Mini DIN S-Video Cable (M-M)
Extron 12' Single Link DVI-D Cable (M-M)Monitor
Vaddio 6' AutoPresenter/ControlVIEW XHD Component Cable
Audio Visual Sources
Vaddio ProductionVIEW HD MV Analog & Digital Camera Control Console
Sony PTZ Camera - White
Vaddio 1' ProductionVIEW HD Y-C & Composite Cable
Mounting Hardware
Vaddio Model 70 Thin Profile Wall Mount Bracket-white



c. SCOPE OF WORK RESPONSES

Scope of Work Specification	Met or Exceeded	Granicus Comments
<p>Encoding and Streaming Video Services to encode and broadcast streaming video of live and historical meetings of the Town Council via its website</p>		<p>COMPLY. The proposed solution of the Granicus Open Platform and Government Transparency Suite will provide encoding and streaming video services to encode and broadcast streaming video of live and historical meetings of the Town Council via its website. The proposed solution is fully hosted and truly unlimited and supports:</p> <ul style="list-style-type: none"> • Unlimited Storage • Unlimited Viewers & Distribution • Unlimited Backups • Unlimited Systems monitoring • Unlimited 24x7x365 technical support • Indefinite Archival Retention Schedules <p>The Granicus Open Platform supports unlimited on-demand video streaming to PCs, Mac, iOS (iPhone, iPad) and most Android devices. This solution also includes unlimited content storage, archived video editing, an open architecture and SDK, and a Citizen Web Portal that allows your videos to be accessible online and via mobile devices for all citizens and staff.</p> <p>The Government Transparency Suite includes the ability to index webcasts live during meetings with speaker names, agenda items, meeting notes, meeting minutes, recommendations, and presentation slides. You may associate the recording by session or interim, event type, event name, recording date, start time and room number. All indexed recordings that are posted on your website will have easily distinguishable cue points for measure numbers or agenda topics, as well as the capability to provide hyper-links to other indexed information. All users will have the ability to access live and archived proceedings from the Internet at all times.</p> <p>With the Government Transparency Suite you will also have access to our native iPad application, iLegislate, where you can seamlessly connect</p>



		agenda data to the iPad to review agendas and supporting documents, take notes, and more through the iLegislate application. Meeting videos are fully searchable, indexed to agenda items and cross-linked to supporting materials, providing your audience with a completely integrated public record. You will reach the broadest audience possible over smart phones and mobile devices with cross-platform compatible webcasts. Plus, our design staff will create a portal for webcasts that matches the look and feel of your existing website, offering an optimal end-user experience. The Government Transparency Suite also allows for live rewind/fast forward and the ability to “clip” certain segments of the video to download and embed or publish to alternate websites.
Media Management Software for archiving, indexing, management and query of historical streaming videos of Council meetings		COMPLY. The Government Transparency Suite will provide media management software for archiving, indexing, management and query of historical streaming videos of Council meetings. The proposed solution includes the ability to perform archiving, indexing (live and post-event), management and key word search of both live and archived streaming videos. Meeting videos are fully searchable and indexed to agenda items and cross-linked to supporting materials, providing your audience with a completely integrated public record. The solution is fully keyword-searchable and users will be able to drill down to any level of public information; searching through the meeting videos, notes, votes, closed captions, agenda minutes, resolutions, etc. with advanced filters for data range, data type, and more.
Archive Storage Hardware and Software for on-line storage and retrieval of multiple years of historical streaming videos of Council meetings		COMPLY. The proposed solution includes unlimited online storage and an unlimited retention schedule of all historical streaming videos of Council meetings.
Recommended camera for low light conditions		COMPLY. Granicus has recommended a camera for low light conditions above.
Installation and Setup of the camera (audio/video) and any additional setup that may be necessary in order to satisfy the Town’s desired system features.		Granicus has provided recommended A/V equipment and is able to subcontract an A/V vendor to provide installation and setup if necessary.



Option 1: Provide ability for Town staff to create council minutes		
Ability for Town Staff to annotate minutes live during the meeting or amend and update afterwards		<p>COMPLY. Granicus has included a description of the future optional proposed solution of the Granicus Meeting Efficiency Suite to meet this requirement. With the Meeting Efficiency Suite, town staff will be able to annotate minutes live during the meeting or amend and update afterwards.</p> <p>The Meeting Efficiency Suite is a live meeting workflow solution that allows you to record roll-call, agenda items, speakers, motions, votes, and notes through a simple interface. After the meeting, you can finalize minutes quickly and easily through the integrated post-meeting Minutes editor. This will save staff time and cut administrative costs.</p>
Ability for Town staff to capture roll call, motions, votes and discussion summaries as they occur through on-line data entry		<p>COMPLY. The Meeting Efficiency Suite will provide Town staff with the ability to capture roll call, motions, votes and discussion summaries as they occur through on-line data entry. The Meeting Efficiency Suite will provide you with the capability to publish captured motions through an electronic/digital process, which will eliminate the current paper process.</p>
Ability for Town Staff to pre-load agenda items and documents before meetings		<p>COMPLY. This is a standard functionality of the Open Platform and Government Transparency Suite solutions.</p>
Ability to retain agenda and video information for at least 10 years, and allow local download of content for long-term retention if desired		<p>COMPLY. This is a standard functionality of the Open Platform solution.</p>
Allow Town Staff random access via searchable text		<p>COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Suite solution.</p>
The service (or system) must work on current generation tablets such as the Apple iPad and Android devices		<p>COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Solution. The Government Transparency Suite includes a native iPad application called iLegislate which connects agenda data to the iPad and makes it available for offline</p>



		<p>viewing. This also allows users to add notes and comments alongside agenda items.</p> <p>With the Government Transparency Suite, live streaming and on-demand streaming is in both H.264 and Windows Media formats covering Flash, HTML5 & Silverlight. Platforms supported include PC, Mac, IOS (iPhone, iPad) and most Android devices.</p>
The Town Staff reserves the right to acquire this option and whether to implement this will be determined by the council		Granicus understands this requirement.
Option 2: Provide Ability for Mobile Encoding		
Ability for Town Staff to remotely annotate minutes and audio recording software on laptop		COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Suite solution.
Ability for Town staff to pre load agenda items and documents before meetings		COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Suite solution.
Ability for Staff to remotely synchronize and publish through upload capability		COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Suite solution.
No internet connection required to achieve above remote functions		COMPLY. The iLegislate application provides agenda items for offline viewing.
Option 3: Provide ability to have unlimited storage of all video content		
Ability to allow the Town to have unlimited storage of all video content		COMPLY. This is a standard functionality of the Granicus Open Platform and Government Transparency Suite solution.
Implement a solution that is easy to use by citizens and Town staff and easily maintained by staff without requiring vendor interaction or significant custom development		COMPLY. Having deployed solutions for over 1,000 government clients, Granicus is able to implement a solution that is easy to use by citizens and Town staff and easily maintained by staff without requiring vendor interaction or significant custom development.



<p>Establish a user training program to allow users the ability to quickly learn the new system</p>		<p>COMPLY. Granicus will work with the Town of Loomis to establish a user training program to allow users the ability to quickly learn the new system. Granicus will provide initial Administrator training for Clerk of the Board staff, IT support and troubleshooting training for IT staff. Granicus provides online, phone, and on-site training depending on your selected solution, so that your staff receives the knowledge they need to achieve success quickly. Granicus can provide customized instructor-led and self-paced trainings to give your staff the comprehensive knowledge they need to achieve success quickly. Our training experts also offer specialized guidance for different roles within your organization so everyone has the support they need to perform their jobs effectively—IT, Clerks, Communications, Webmasters, A/V, Board Members, etc. Training for the Open Platform and Government Transparency Suite consists of the following:</p> <p>Instructor-led Online Training Series includes three 2-hour sessions for every eight users.</p> <p><u>Training Timeline- 4 weeks</u> (or longer depending on how many meetings you have a month).</p> <p>User Training 3 x 2 hour call</p> <ol style="list-style-type: none"> 1. Online Training #1 – Basic Pre/During Meeting Steps (usually 1-5 days before “test meeting”) 2. Online Training #2 – Basic Post Meeting Steps (usually 1-5 days after “test meeting”) 3. Online Training #3 – Review Basic Steps (usually 1-5 days before “go-live meeting”) <p><u>Ongoing Training</u></p> <p>Granicus provides ongoing support as we build a lasting relationship with your team. Through our Customer Service Portal, we provide many resources designed to help you all become expert Granicus users. Before getting started with your instructor led training, we recommend you watch the On-Demand Training videos pertaining to your solution. Watching these videos help jump start your learning and get you ready for your upcoming training series.</p>
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5. PROJECT MANAGEMENT & TASK SCHEDULE

Pre-Implementation

Primary responsibility of the system installment and configuration will fall under the responsibility of the Department’s designated system administrator in coordination with Granicus staff. In this case, the System Administrator, during installation, will be highly involved in the project management, configuration and deployment of a successful solution. The Town of Loomis technical staff will also be required to ensure that our solution fits seamlessly into its current environment.

Granicus Software Implementation Methodology

Granicus will take responsibility for providing extensive project management services on future deployments. Below is an overview of the anticipated implementation milestones to deploy the Webcasting Services solution. We will work closely with your staff to implement our solution in the timeliest manner.

- **Project Kick-off** - In the first phase of the project, Granicus will deliver a project timeline that clearly outlines deployment milestones and assigned roles. At this stage, we will also confirm all network requirements for any future system installations.
- **System Installation**- All hardware is scheduled to be delivered to the installation site. Upon arrival, Granicus will work with the Council to install and configure all equipment related to the webcasting or legislative management solution for the Town of Loomis.
- **Configurations**- During this phase, the technical deployment team will complete the configurations necessary to meet Granicus and Council specifications. Upon completion of the configuration period, training materials will be created leveraging these configurations.
- **Acceptance and Training**- A Functional Acceptance Document will be submitted for approval. The assigned product trainers will work with the Town of Loomis staff on full product training.
- **Final System Implementation and Post-Implementation Feedback**- In this final stage of the implementation, the Town of Loomis will begin using the Webcasting System in production mode.

Software Installation Milestone Leading Up to “Go Live”

Based on our unique understanding of the custom processes and requirements for the Town of Loomis we are recommending a fully-hosted webcasting solution that will best satisfy your needs. Below is a sample outline of the key deliverables at specific installation milestones:

Key Project Milestone	Number of Weeks
Proposal Review/Award Received	0
Technical Solution Review	1
Hardware Ordered	1



Project Kick-Off Call	1
Software Deployment & Configuration	2
Software Training	3
Internal Go-Live	3
System Acceptance	4
Live System Acceptance	4
Go Live to the Public – Project Successful!	4
30 Day Check-in	10
90 Day Check-in	18

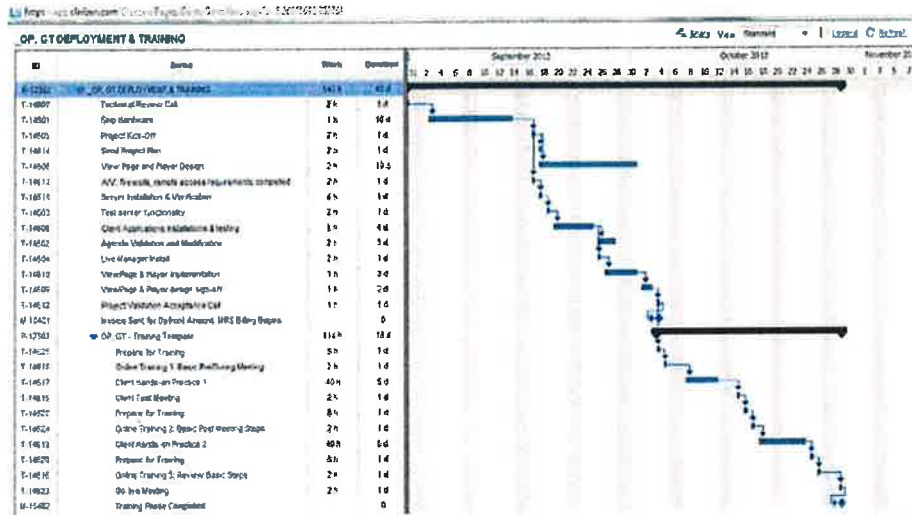
Granicus User Acceptance Test Plan

Granicus will demonstrate how and when the installed and configured software will meet all functional specifications provided in this document. All user acceptance test plans will be developed by Granicus and approved by the Town of Loomis. The user acceptance test plans will be specific and detailed, clearly showing compliance with each requirement contained within this proposal. Along with the user acceptance test plan, Granicus will be responsible for providing a detailed test plan for each component of the proposed system. This test plan will allow for the Town of Loomis to determine compliance with each requirement. The intent of these tests is to ensure technical compliance and identify any issues prior to using the system in a completely live mode.



Granicus Project Management Overview

At Granicus, our approach to project management mirrors our products – we believe in complete transparency in our process. Our Project Managers work with our clients to set viable dates for project milestones and then send out a dynamic web-based Gantt chart that details the steps, responsibilities, and due dates.



Granicus takes steps to provide the highest quality control of our products and services. This is followed up by regular form-based email check-ins on tasks assigned to the client as well as updates on tasks completed by our Project Managers, as shown below.

Subject: Progress Update Request
Sujata Subramanian from 'Granicus Inc.', requests that you update your progress on the tasks below. Please select one of the following action(s) to update your progress:

- [Quick Update](#) - I want to quickly update my progress for each task without logging into Clarizen. You can also subscribe to your tasks' calendar from within your quick update page!
- [My Progress is According to Plan](#) - Update all my tasks' progress based on the expected progress listed below
- [Log into Clarizen](#)

Importance	Task ID	Task Name	Due Date	Expected % Completed	Current % Completed
	T-14607	OP_GT DEPLOYMENT & TRAINING / Technical Review Call	1-Sep-12	0	0
	T-14601	OP_GT DEPLOYMENT & TRAINING / Ship Hardware	15-Sep-12	0	0
	T-14613	OP_GT DEPLOYMENT & TRAINING / AV, firewall, remote access requirements completed	18-Sep-12	0	0
	T-14605	OP_GT DEPLOYMENT & TRAINING / Project Kick-Off	18-Sep-12	0	0
	T-14614	OP_GT DEPLOYMENT & TRAINING / Send Project Plan	19-Sep-12	0	0
	T-14611	OP_GT DEPLOYMENT & TRAINING / Server Installation & Verification	19-Sep-12	0	0
	T-14603	OP_GT DEPLOYMENT & TRAINING / Test server functionality	20-Sep-12	0	0
	T-14608	OP_GT DEPLOYMENT & TRAINING / Client Applications installations & testing	26-Sep-12	0	0
	T-14604	OP_GT DEPLOYMENT & TRAINING / Live Manager Install	27-Sep-12	0	0
	T-14602	OP_GT DEPLOYMENT & TRAINING / Agenda Validation and Modification	29-Sep-12	0	0

You will have full access to an online portal that provides you with updates on the configuration and deployment process of your Granicus solution. This will provide you with full assurance that the implementation process is on track for a successful and timely completion of your proposed Granicus solution.



7. FEE ESTIMATE

Please note that the fee estimate has been included in a separate sealed envelope titled "Price Proposal."

** SEE NEXT PAGE*



FEE ESTIMATE

The cost breakdown below was based on the information available to us at this time regarding the Video Streaming and Hosting Services solution for the Town of Loomis. The projected proposal cost below for the Granicus Open Platform and Government Transparency Suite includes implementation, training, hardware, software, and 24/7/365 live support. This breakdown is only an estimation and may change as we learn more about your needs and requirements for this system.

Solution	One Time Investment	Monthly Investment
Open Platform Suite	\$0.00	\$149.00
Government Transparency Suite	\$4,475.00	\$400.00
Shipping	\$125.00	\$0.00
Tax	\$0.00	\$0.00
Grand Total	\$4,600.00	\$549.00



8. ADDITIONAL INFORMATION

General System Specifications, Compatibility, and Integration

Remote Management

Granicus maintains and monitors all aspects of the appliance. All software patches, Windows updates, and Granicus software updates are performed by Granicus. Remote support, management, patching, reporting and logging are performed using LogMeIn. If other connection methods such as a VPN connection are required due to security policies please discuss these with your Granicus representative. Installation of 3rd party software that is not specifically approved by Granicus may detrimentally impact the server's performance. In extreme cases, the server may need to be reimaged to restore normal operations; in this case, a reimaging fee may be charged.

Video Streaming Technical Requirements

Video streaming typically requires the use of media plug-ins. While the necessary plug-ins will often come pre-installed, you may need to install or enable plug-ins to watch streaming video. We recommend installing the Adobe Flash Player and Microsoft Silverlight plug-ins if they are available for your system. While we recommend certain platforms and web browsers, many other operating systems and web browsers can successfully stream videos. For example, Mozilla Firefox and Google Chrome are both known to work on many platforms. Please note that not all features are available to all web browsers on all platforms.

Recommended Platforms:

Microsoft Windows version XP SP2 or newer.

Recommended browser: Microsoft Internet Explorer, version 7 or newer.

Mac OS X version 10.5 or newer

Recommended browser: Apple Safari, version 5 or newer.

iOS version 4.2.1 or newer (only available for on-demand content)

Android version 2.2.1 or newer (only available for on-demand content)

Please note, performance on Android devices may vary depending on the version, phone manufacturer, and carrier.

Software Technical Requirements

Our webcasting platform is managed through our hosted software program known as MediaManager. The administration feature in MediaManager is a central hub for preparing and publishing content in your Granicus solution. In addition to publishing content, you can manage user access and view usage reports. MediaManager administration requires use of a system that meets the following specifications:

Computer	Windows Based PC
Browser	Internet Explorer 7 or newer
Internet Access	Access to client MediaManager site (clientname.granicus.com)

MediaManager allows system administrators to have granular control over the actions that users are allowed to perform. In addition to meeting the system requirements that are listed above, each user must have been granted access rights to the tools that they wish to use.

Hardware Technical Requirements

The Granicus Encoding Appliance (necessary and provided with the solution to enable unlimited video streaming) is designed and built to provide government organizations with a complete streaming solution. Each pre-configured appliance is delivered ready to stream. Simply connect power, network and an audio/video source. Full appliance control is available through a web browser or locally installed client application.



Physical Specifications

The Granicus Encoding Appliance will mount in virtually all 4 or 2-post racks. It front mounts much like a switch or router. It requires 2U (3.5") of rack space is 14" deep and weighs 25lbs. Optional rail and tower conversion kits are available. Sound output is less than 40db. Ideally installation will be in a secure, climate controlled environment.

Dimensions	13.9"D x 19"W x 3.5"H 2U High
Mounting	Front Mount Rail Kit (optional) Tower Conversion Kit (optional)
Weight	25Lbs
Sound Output	Less than 40db

Front View

Rear View



Power Requirements

Power requires a single 120volt NEMA 5-15 plug. Power under load is 167 Watts and 1.39 Amps.

Power Requirements	120volt NEMA 5-15 plug Power under load is 167 Watts and 1.39 Amps			
		Idle	Load	Startup
	Watts	53	167.1	102
	Amps	0.441	1.393	0.85
	kVA	0.529	0.167	0.102
	BTU/hr	181	570	348

Ideally installation will be to an uninterruptable power supply (UPS) supplied by the customer. A UPS such as the APC Smart-UPS SC 450VA will provide approximately 40 minutes of run time. Appliance functionality requires the device be powered on at all times.

Streaming Formats

Live streaming is currently in the Windows Media format with streaming to devices that support Windows Media Player or Silverlight. On-demand streaming is in both H.264 and Windows Media formats covering Flash, HTML5 & Silverlight. Platforms supported include PC, Mac, IOS (iPhone, iPad) and most Android devices.

Live Encoding Formats	Microsoft® Windows Media® (<i>Silverlight</i> ®)
On-Demand Encoding Formats	Microsoft® Windows Media® (<i>Silverlight</i> ®) H.264 Adobe® Flash® H.264 HTML5
Bandwidth	600Kbps Live and On-Demand Streams



Data Center Security

Having a robust and secure Data Center implementation is a necessity, not an option. Granicus Data Centers are designed for reliability and redundancy. Our Data Centers are guided by a “defense-in-depth” security strategy to ensure reliable access of government data. With a 99.98% uptime, we are confident that customer data is always available.

Data Center Requirements

- Secure - SSAE-16 Accreditation
- Reliable Network
- Data Availability - 99.98% Uptime
- Redundant Backups
- Detailed Disaster Recovery Plans

Granicus Server Locations

United States

- Primary Data Center in Ashburn, VA
- Backup Data Center in San Francisco, CA

Canada

- Primary Data Center in Toronto, Ontario

Architecture & Data Center Redundancy

The Granicus Primary Data Center is architected with redundant systems to ensure that there is no single point of failure and no impact to the availability of Granicus applications.

- Web and application servers are deployed behind network load balancing systems to ensure maximum performance
- Servers are deployed in pairs. Each file and database is replicated on two distinct systems for maximum availability

All Granicus applications and associated client data are replicated from our Primary Data Center in Ashburn to our Secondary Data Center in San Francisco. Redundant data centers help protect customer information and provide services, even in the event of a major system outage or natural catastrophe.

Robust Security Layers

Granicus implements a series of layers so that no single solution is relied upon to provide security, including:

- Hosting facilities that meet or exceed Tier III standards that are engineered to ensure application and data availability and security
- Edge-to-edge security, visibility and carrier-class threat management and remediation. We utilize industry leading tools to compare real-time network traffic and flag any anomalies such as: Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks, worms or botnets
- Network issues: traffic and routing instability, equipment failures, or misconfigurations
- Hardened, stateful inspection firewall technology
- Intrusion Detection System (IDS) utilizing signature, protocol and anomaly based inspection methods
- 24x7x365 firewall, VPN, and IDS support and maintenance
- Security policies and procedures that are constantly maintained, tested and updated
- A Security Incident Response team/ SSAE-16 accreditation ensures all customer data is secure from any tampering.

Granicus 24x7x365 Support & Maintenance

Customer Satisfaction is the backbone of our Company and Client success is how we rate our own success. In the past eleven years we've had a 98% customer retention rate, a rate that is unheard of in the Software-as-a-Service industry. Granicus goes above and beyond traditional support models by leveraging systems management technology to constantly monitor every component of your solution. Our professional support team is available 24/7. The majority of our staff is located in our San Francisco headquarters, however we also have satellite support units in Chicago IL and Atlanta GA.

24/7 Technical Support

Support Team Headquarters

600 Harrison Street, Suite 120

San Francisco, CA 94107

Our Support Team consists of staff that spans all time zones in addition to our primary San Francisco location. We are available to you 24/7/365 days a year. We have members readily available across all time zones and cities including Atlanta GA, Chicago IL, and San Francisco CA.

Reach a Technical Support Engineer (Available [24/7](#))

Phone: 415-357-3618, (Press 1)

Email: customercare@granicus.com

(For urgent matters, please call our technical support team to speak directly with a technical engineer familiar with your account)

Customer Service Portal

Granicus has one of the most comprehensive online support portals, www.granicus.com/csp. The Customer Service Portal includes the following features:

- **Knowledge Base** – search articles about Granicus products and services.
Direct link: <http://granicus.force.com/help/helpHome>
- **Online Training** – Regular live and on demand resources to learn more about your Granicus solutions
Direct link: <http://www.granicus.com/Services/Training.aspx>
- **Support Resource Center** – Find product-specific downloads, manuals, reference guides, and release notes to make your work easier. *Direct Link: <http://www.granicus.com/Services/Support-Resources.aspx>*
- **Granicus Blog** – Provides a community for our clients to share ideas and get the latest tools, tips, and strategies to achieve success with Granicus.
Direct link: <http://blog.granicus.com/>

On-Going Training

Granicus provides ongoing support as we build a lasting relationship with your team. Through our Customer Service Portal, we provide many resources designed to help you all become expert Granicus users.

User Guides and Documentation

Our Support Resources page will give you access to your solution's User Guides and other tools to help get you started. Granicus shall provide a digital version of all documentation and training materials for all participants in the training sessions.



Support Resources

Downloads

Name	Version	Download
Granicus Application Installer	10.0.102.40	10.0.102.40
Granicus CD Creator	10.0.102.40	10.0.102.40
Granicus CD Creator	10.0.102.40	10.0.102.40
Granicus Desktop Connector (Beta)	10.0.102.40	10.0.102.40
Granicus Desktop Connector	10.0.102.40	10.0.102.40



Granicus Sustainability Initiatives

Granicus understands that many governments are striving for a commitment to purchasing sustainable goods, services, and construction. Granicus is fully dedicated to providing sustainable business services, and helps our government clients to become more sustainable by using software and technology that reduce the dependency on paper. We work with our clients to help them move towards paperless initiatives and a paperless workflow process. We also help governments become more efficient by saving staff time and resources. Granicus has helped to drive several sustainability efforts such as the “Go Green with Granicus” initiative in which we worked with our clients with a goal to plant a billion trees. Please refer to the below articles and links for more information on our sustainability efforts:

Municipal Clerks Go Green with Granicus, Plant a Billion Trees

<http://blog.granicus.com/articles/2012/5/3/municipal-clerks-go-green-with-granicus-plant-a-billion-tree.html>

How Governments Win with Paperless Agenda Management

<http://blog.granicus.com/articles/2012/5/21/how-governments-win-with-paperless-agenda-management.html>

Go Green. Go Simple. Go Paperless

<http://www.granicus.com/Info/2012/Events/IIMC.html>

City of Milwaukee: Moving to Paperless Meetings with the iPad

<http://blog.granicus.com/articles/2012/6/27/city-of-milwaukee-moving-to-paperless-meetings-with-the-ipad.html>

IIMC Session Review: Government Reinvention Made Easy

<http://blog.granicus.com/articles/2012/5/22/iimc-session-review-government-reinvention-made-easy.html>

The City of Superior Deploys Granicus' Open Platform

<http://www.granicus.com/Clients/Case-Studies/City-of-Superior.aspx>

The City of Santa Rosa, CA Embraces the Mobile Revolution with Mobile Video Streaming

<http://www.granicus.com/Customers/Case-Studies/Santa-Rosa.aspx>



Better
Presentation
Systems, Inc.

ATTACHMENT 2

2008 Opportunity Drive
Suite 170
Roseville CA 95678
Phn: 916 782 6444
Fax: 916 782 8811

Scope of Work – BPSQ4080

Town of Loomis
3665 Taylor Road
Loomis, CA 95650
Board Room (Across the Street)
June 7, 2013

Project Scope

- **Display System:**
All computer and video sources will be displayed on an existing projection screen. The image will be provided by a 3,000 lumen 3 LCD projector with a native resolution of 1280 x 800. The projector comes standard with a three year manufacturer's warranty.
- **Video System:**
The video system will accommodate inputs from either computer or video sources. The system is configured to provide for the display of an HDMI or VGA w/ audio source. Either of these sources will be routed to the projector by means of a universal digital transmitter. The transmitter will send the signal via digital media 8G+ cable which will be received at the projector location and converted back to HDMI. A Sony Camera will be mounted on the back wall to allow a video feed to be sent to the Granicus (provided by others).
- **Audio System:**
An existing audio system is already in place and will only be modified to include the analog audio loop out of the digital media receiver (to be sent to the OFE mix board for sound reinforcement). Open inputs and outputs will be required.

- **Overview:**

The above description of a conceptual presentation system is based upon the integration of audio and video equipment that is designed to perform specific operations under most conditions. Integration of products is also determined by the infrastructure in which the system is installed. Such things as floor boxes, wall plates, and connections in furniture and millwork must be detailed. This project is designated as a design/build.

Project Cost

Equipment Total	\$10,125.00
Tax	\$784.69
Freight	\$350.00
Sub Total	\$11,259.69
Engineering & Installation	\$3,548.00
Total	\$14,807.69

Exclusions

- All conduit, high-voltage wiring panels, breakers, relay boxes, receptacles etc.
- Concrete saw cutting and/or drilling.
- Firewall, ceiling, roof, and floor penetration.
- Necessary sheet rock replacement or repair.
- Necessary ceiling tile or T-Bar modification, replacement and/or repair.
- Any and all mill work (moldings, trim, etc).
- Painting

Owner Furnished Equipment

- All OFE equipment is expected to be in good working order prior to deliver to BPS. BPS will not be held responsible for the repair or replacement of any OFE equipment found to not be in working order.

Warranty

- All manufacturers' warranties will be honored on a depot basis. Warranties will vary by manufacturer.
- BPS warrants its' workmanship for a period of one year from date of acceptance or first use, whichever comes first.

Payment

- A 30% initial deposit is required prior to the ordering of any and all equipment and or hardware.
- Progressive Payment Schedule will apply.
- All invoices carry Net 30 terms.

In consideration of the covenants and agreements hereof being performed by both parties to this proposal, including the furnishings of labor, materials, and work required by this proposal, BUYER agrees to pay to Better Presentation Systems, Inc. the amount mentioned above and according to the terms and conditions on this proposal/contract.

Buyer

Date

IF ACCEPTED, PLEASE SIGN AND RETURN