



## Information Technology Department

### 5WH- Granicus govAccess (Public Web) Annual Maintenance FY25

**CAR Form Description:** Renewal of Granicus govAccess Hosting, Annual Maintenance & Support and Developer Toolkit

**What:** Granicus govAccess Hosting, Annual Maintenance & Support and Developer Toolkit

**Who:** Electronic Content Management, Office of Information Technology

**Where:** 722 Moody

**When:** 11/4/2024 - 11/3/2025

**Why:** This is a renewal of our Hosting services, Annual Maintenance, and Support contract with Granicus in order to maintain access and support of the Granicus govAccess Software and our 3 subsites: Elections, Economic Development and Office of Emergency Management.

**Additional Information:**

Item/Description	Qty	Units	Total
govAccess - Maintenance, Hosting, & Licensing Fee - Core	1		\$16,350.30
govAccess - Maintenance, Hosting & Licensing Fee - Cloned Subsites	3	\$1,120.70	\$3,362.10
govAccess - Developer ToolKit	1		\$7,325.79

**Total \$ 27,038.19**

Maintenance: Software  Hardware  FY: 25 Renewal:  Budget Amount: 29000.00

DIR Contract Yes  No

Charge to account: 1101159100 5419301

Submitted by: Holly Fortenberry

Date: 09/26/2024

# govAccess Quote #337096 - Nov 2024-2025

Requested by Fortenberry, Holly on May 31, 2024 05:03 PM | Approval Status : Not Configured

## Request Details

Request Type	<b>Service Request</b>	Mode	<b>E-Mail</b>
Status	<b>On Hold - Awaiting Customer/ Vendor Response</b>	Level	<b>Tier 1</b>

## Requester Details

Requester Name	<b>Fortenberry, Holly</b>	Asset	-
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Site	<b>Base Site</b>	Category	<b>Hardware</b>
Group	<b>Business Office</b>	Sub Category	<b>Maintenance/Supply</b>
Technician	<b>Michaels, Lauren</b>	Item	<b>Not Assigned</b>

Total Cost **0.0 \$**

Has your department budgeted for this? **Yes**

Date Needed Completed **Jun 3, 2024 07:54 AM**  
By:

## OIT Business Office Use Only

Fiscal Year	<b>Not Assigned</b>	Budget Amount	<b>Not Assigned</b>
Maintenance	<b>Not Assigned</b>	DIR Contract	<b>Not Assigned</b>
Submitted By:	<b>Not Assigned</b>	Submitted Date	<b>Not Configured</b>

Created Date	<b>May 31, 2024 05:03 PM</b>	Responded Time	<b>Not Configured</b>
Due by date	<b>Jun 17, 2024 08:00 AM</b>	Completed Time	<b>Not Configured</b>

Response Due Date **Not Configured**

Emails to Notify -

Created By **System**

Department **Information Technology**

Template **Purchase Supplies or Services**

Service Category **Purchasing**

SLA **10 Day Resolution**

## Requester Details

### Fortenberry, Holly

holly.fortenberry@galvestoncountytexas.gov

Employee ID	E08414
Phone	+14097662516
Mobile	-
Job Title	Applications Support Specialist
Site	Base Site
Department	Information Technology
Reporting Manager	Grandison, Darleen
Test	-

## Assets belonging to the User

Name	Product	Product Type	Asset Type	Product Manufacturer	Warranty Expiry Date
UE6161820843	VA2542SM	Monitor	Component	ViewSonic	-
I50-2010.gc.pri	Latitude 5421	Workstation	Asset	Dell Inc.	-
GV813H3	U2722D	Monitor	Component	Dell	Mar 16, 2025
GMMS2H3	U2722D	Monitor	Component	Dell	Mar 16, 2025
9W3BZG3	U2722D	Monitor	Component	Dell	Mar 16, 2025
7w1j2r3	WD19S	Docking Station	Component	Dell	-

## Checklists

No checklists available

## Resolution

No resolution available

## Conversations

Fortenberry, Holly On : May 31, 2024 05:03 PM

**govAccess Quote #337096 - Nov 2024-2025**

Lauren,

Here are the files on the SD+ ticket you requested. Let me know if you need anything else.

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**Holly Fortenberry**  
Applications System Admin

📍 722 Moody, 2<sup>nd</sup> floor, Galveston, TX 77550  
📞 409 771 2516

✉ [Holly.Fortenberry@galvestoncountytx.gov](mailto:Holly.Fortenberry@galvestoncountytx.gov)

🌐 <https://galvestoncountytx.gov>



## OFFICE of INFORMATION TECHNOLOGY

**NOTE TO OUR CUSTOMERS** To ensure your technology-related needs are being captured, please direct all your inquiries and requests to our IT Service Desk via the web portal, emailing [tickets@galvestoncountytx.gov](mailto:tickets@galvestoncountytx.gov) or calling 72886.

### Attachments [2]

TX\_Galveston County TX\_... (92 kb)

5WH Granicus Annual Su... (254 kb)

## Granicus Proposal for Galveston County TX

### ORDER DETAILS

**Prepared By:** Antonio Magadan  
**Phone:**  
**Email:** antonio.magadan@granicus.com  
**Order #:** Q-337096  
**Prepared On:** 31 May 2024  
**Expires On:** 03 Nov 2024

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Current Subscription End Date:** 03 Nov 2024  
**Initial Order Term End Date:** 03 Nov 2027  
**Period of Performance:** 04 Nov 2024 - 03 Nov 2025

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

Renewing Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	Annual	1 Each	\$16,350.30
govAccess - Maint/Hosting/Licensing Fee - Cloned Subsite	Annual	3 Each	\$3,362.10
govAccess Developer Toolkit	Annual	1 Each	\$7,325.79
<b>SUBTOTAL:</b>			<b>\$27,038.19</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	04 Nov 2025 - 03 Nov 2026	04 Nov 2026 - 03 Nov 2027
govAccess - Maintenance, Hosting, & Licensing Fee - Core	\$17,494.82	\$18,719.46
govAccess - Maint/Hosting/Licensing Fee - Cloned Subsite	\$3,597.45	\$3,849.27
govAccess Developer Toolkit	\$7,838.60	\$8,387.30
<b>SUBTOTAL:</b>	<b>\$28,930.87</b>	<b>\$30,956.03</b>

## PRODUCT DESCRIPTIONS

Solution	Description
govAccess - Maintenance, Hosting, & Licensing Fee - Core	<p>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.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Ongoing software updates</li> <li>• Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)</li> <li>• Access to training webinars and on-demand video library</li> <li>• Access to best practice webinars and resources</li> <li>• Annual health check with research-based recommendations for website optimization</li> <li>• DDoS mitigation</li> <li>• Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>
govAccess - Maint/Hosting/Licensing Fee - Cloned Subsite	<p>Maintenance, Hosting, and Licensing includes the following for Subsite(s) covered by the subscription:</p> <ul style="list-style-type: none"> <li>• Monthly Software Updates</li> <li>• Unlimited Technical Support (6am - 6pm PT, Monday - Friday)</li> <li>• Training Webinars and On-demand Video Library</li> <li>• Best Practice Webinars and Resources</li> <li>• DDoS Mitigation</li> <li>• Disaster Recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>



Solution	Description
govAccess Developer Toolkit	<p>The govAccess Developer Toolkit puts control back in the hands of technical staff while providing content contributors the ease of use and speed to adapt. Agencies can quickly and easily create new digital experiences for constituents across any device which can grow with the organization. The Developer Toolkit solution provides agencies with microsite management while maintaining consistent branding within with a single web platform. The Developer Toolkit includes core functionality such as:</p> <ul style="list-style-type: none"><li>• Microsite Builder</li><li>• Design Studio</li><li>• Content SDK</li></ul>

## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-337096 dated 31 May 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Galveston County TX 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.

**BILLING INFORMATION**

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

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

*The pricing, terms, and conditions of quote Q-337096 dated 31 May 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

**AGREEMENT AND ACCEPTANCE**

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

<b>Galveston County TX</b>	
<b>Signature:</b>	
<b>Name:</b>	<b>Mark Henry</b>
<b>Title:</b>	<b>County Judge</b>
<b>Date:</b>	<b>October 14, 2024</b>