

GOVERNMENT- PRICE QUOTATION

Granicus at Carahsoft



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
 WWW.CARAHSOFT.COM | GRANICUS@CARAHSOFT.COM



TO: Karen Garza
 Executive Assistant
 City of Laredo
 1110 Houston St
 Laredo, TX 78040 USA

FROM: Danielle Edwards
 Granicus at Carahsoft
 11493 Sunset Hills Road
 Suite 100
 Reston, Virginia 20190

EMAIL: kgarza2@ci.laredo.tx.us

EMAIL: Danielle.Edwards@carahsoft.com

PHONE: (956) 285-4960

PHONE: (571) 591-6925

TERMS: DIR Contract No. DIR-CPO-5687
 Expiration Date: May 19, 2027
 FTIN: 52-2189693
 Shipping Point: FOB Destination
 Credit Cards: VISA/MasterCard/AMEX
 Remit To: Same as Above
 Payment Terms: Net 30 (On Approved Credit)
 Texas VID#: 1522189693700
 Sales Tax May Apply

QUOTE NO: 56068942
QUOTE DATE: 06/09/2026
QUOTE EXPIRES: 07/09/2026
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$178,843.50
TOTAL QUOTE: \$178,843.50

LINE NO.	PART NO.	DESCRIPTION	PRICING	QUOTE PRICE	QTY	EXTENDED PRICE
RENEWING SUBSCRIPTION FEES						
1	Granicus	govAccess Developer Toolkit Each - Annual Subscription Granicus - SAS-CONTENT-GA-WDK Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$38,500.00 CONTR: \$36,863.75	\$16,451.75	TX DIR	\$16,451.75
2	Granicus	Legistar - Annual Subscription Granicus - SAS-SE-MA-LEG Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$165,000.00 CONTR: \$157,987.50	\$18,753.01	TX DIR	\$18,753.01
3	Granicus	Open Platform Suite Each Annual Subscription Granicus - SAS-SE-MA-PLF-OP Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$55,000.00 CONTR: \$52,662.50	NSP	TX DIR	\$0.00
4	Granicus	Open Platform Suite Each Annual Subscription Granicus - SAS-SE-MA-PLF-OP Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$55,000.00 CONTR: \$52,662.50	NSP	TX DIR	\$0.00
5	Granicus	eComment - Annual Subscription Granicus - SAS-SE-MA-ECOM Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$16,500.00 CONTR: \$15,798.75	\$3,771.73	TX DIR	\$3,771.73
6	Granicus	Boards and Commissions for citizen advisory board management - Each - Annual Subscription Granicus - SAS-SE-DS-BCCO Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$50,605.00 CONTR: \$48,454.29	\$15,086.90	TX DIR	\$15,086.90
7	Granicus	Open Platform Suite Each Annual Subscription Granicus - SAS-SE-MA-PLF-OP Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$55,000.00 CONTR: \$52,662.50	NSP	TX DIR	\$0.00

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LINE NO.	PART NO.	DESCRIPTION	PRICING	QUOTE PRICE	QTY	EXTENDED PRICE
8	Granicus	Government Experience Service Cloud Advanced VI- Each - Annual Subscription (Up to 10000 Unique Contacts) Granicus - GXC-BND-SCVT3-REC Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$1,650,000.00 CONTR: \$1,579,875.00	\$102,797.88	TX DIR 1	\$102,797.88
9	Granicus	Government Experience Agent - Each - Annual Subscription Granicus - GXA-BND-AGT-REC Start Date: 05/15/2026 End Date: 05/14/2027	LIST: \$2,000,000.00 CONTR: \$1,915,000.00	\$21,982.23	TX DIR 1	\$21,982.23
RENEWING SUBSCRIPTION FEES SUBTOTAL:						\$178,843.50
SUBTOTAL:						\$178,843.50
TOTAL PRICE:						\$178,843.50
TOTAL QUOTE:						\$178,843.50

Period of Performance: 05/15/2026 - 05/14/2027

Please add the Contracts # on the PO
Contract Number: TX DIR-CPO-5687

Total Services Catalog Credits: 325

The below items are included Not Separately Priced:

Send Agenda (Legistar)
govDelivery for Integrations
Community Satisfaction & Performance
Monitoring
Enterprise Forms & Workflows (unlimited)
Extended LMS Training On-demand
One-way SMS (100k annually)
Service Request Management (CRM)
Service Request Management(Knowledgebase)
Service Request Management (Messaging)
Experience Service Catalog Credits Service
Cloud Advanced
Experience Service Catalog Credits (GXA)
GXA Technology
Experience Services (GXA)

By issuing a Purchase Order against this quote, customer agrees to the Granicus Master Subscription Agreement at the link below:
<https://granicus.com/legal-licensing/>

For govDelivery Customers Only:

Potential Users are based on the greater of quarterly website visits to the domains covered by a license or the subscriber base multiplied by 12, less 20% to account for inactive subscribers.

Option year pricing is provided with the assumption that your requirements are the same as the base year. If your usage increases Granicus reserves the right to renegotiate your contract based on usage. Option year pricing does not imply usage can grow beyond your base level.

Granicus Order Form for Laredo, TX

ORDER DETAILS

Granicus Contact: Justine Torres
Email: justine.torres@granicus.com
Order #: Q-525578
Prepared On: 08 Jun 2026

ORDER TERMS

Currency: USD
Payment Terms: All fees set forth in the Quote from reseller/distributor to Client are due and payable in accordance with those terms. Use of the Products is governed by the terms of the Granicus Master Subscription Agreement or such other Agreement as agreed to by the parties.

Current Subscription

End Date: 14 May 2026
Period of Performance: 15 May 2026 - 14 May 2027

The subscription includes the following domain(s) and subdomain(s):
www.cityoflaredo.com

PRODUCT SUMMARY

The specifications and terms within this Order Form are specific to the products and volumes contained herein.

NOTE: Fees for the below Products will be as set forth in the quote from an authorized reseller.

Renewing Subscriptions		
Solution	Billing Frequency	Quantity/Unit
govAccess Developer Toolkit	Annual	1 Each
Legistar	Annual	1 Each
Open Platform Suite	Annual	1 Each
Send Agenda (Legistar)	Annual	1 Each
govDelivery for Integrations	Annual	1 Each
Open Platform Suite	Annual	1 Each
eComment	Annual	1 Each
Boards and Commissions	Annual	1 Each
Open Platform Suite	Annual	1 Each
Government Experience Service Cloud Advanced VI (Up to 10000 Unique Contacts)	Annual	1 Each
Community Satisfaction & Performance Monitoring	Annual	1 Each
Enterprise Forms & Workflows (unlimited)	Annual	1 Each
Experience Services	Annual	1 Each
Extended LMS Training On-demand	Annual	1 Each
One-way SMS (100k annually)	Annual	1 Each
Service Request Management (CRM)	Annual	1 Each
Service Request Management (Knowledgebase)	Annual	1 Each
Service Request Management (Messaging)	Annual	1 Each
Experience Service Catalog Credits Service Cloud Advanced	Annual	1 Each
Government Experience Agent	Annual	1 Each
Experience Service Catalog Credits (GXA)	Annual	1 Each
GXA Technology	Annual	1 Each
Experience Services (GXA)	Annual	1 Each

Communications Cloud Tier:

for up to 700 subscribers

CREDITS AVAILABLE

The number of Credits acquired due to the above purchase items:

Available Service Credits

Total Services Catalog Credits:	325
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PRODUCT UPDATES

FOR INFORMATION ON RECENT AND UPCOMING PRODUCT ENHANCEMENTS ACROSS THE GRANICUS PORTFOLIO, PLEASE REFER TO THE SEMIANNUAL UPDATE INFORMATION ON THIS WEBPAGE:
: [HTTPS://GRANICUS.COM/SEMIANNUAL-UPDATES/](https://granicus.com/semiannual-updates/)

PRODUCT DESCRIPTIONS

Solution	Description
govAccess Developer Toolkit	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: • Microsite Builder • Design Studio • Content SDK
Legistar	Legistar is a Software-as-a-Service (SaaS) solution that enables government organizations to automate the entire legislative process of the clerk's office. Clerks can leverage Legistar to easily manage the entire legislative process from drafting files, through assignment to various departments, to final approval. Legistar includes: • Unlimited user accounts • Unlimited meeting bodies and meeting types • Unlimited data storage and retention • Up to one (1) Legistar database • Up to one (1) InSite web portal
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.
Send Agenda (Legistar)	Send Agenda is dependent on an active subscription to the relevant govMeetings agenda.
govDelivery for Integrations	Send notification bulletins directly to constituents who subscribe to receive updates directly through Granicus (powered by govDelivery). Receive a

Solution	Description
	monthly metrics report delivered via email to show subscriber growth and engagement activity for the past month of bulletin sends, and grow subscribers through access to the Granicus Advanced Network. Note: govDelivery integrations is dependent on an active subscription to the relevant govMeetings agenda or govAccess CMS solutions.
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.
eComment	eComment reduces staff time by providing the ability to effortlessly collect and manage citizen input on agenda items. Citizens are allowed to either submit comments in regards to items or sign up to speak before a scheduled meeting.
Boards and Commissions	Boards and Commissions is a Software-as-a-Service (SaaS) solution that enables government organizations to simplify the citizen application and appointment to boards process of the clerk's office. Boards and Commissions includes: • Unlimited user accounts • Unlimited boards, commissions, committees, and subcommittees • Unlimited storage of citizen applications • Access to up to one (1) Boards and Commissions site • Access to customizable, embeddable iFrame websites for displaying information to citizens • Access to a customizable online citizen application form including board-specific questions • Customizable forms for board details, appointment details, and internal tracking details • Pre-designed document PDFs for applications, board details and rosters, and vacancy reports • Downloadable spreadsheets for easy reporting <i>Optional custom templates for document or report generation may also be purchased for an additional fee.</i>
Open Platform Suite	Open Platform is access to MediaManager, upload of archives, ability to post agendas/documents, and index of archives. These are able to be published and accessible through a searchable viewpage.
Government Experience Service Cloud Advanced VI	The annual subscription edition is an outcome-focused solution that Increases online self-service, reduces calls, and drives more clicks to help constituents do business with you. Solution includes:

Solution	Description
	• Strategic Capabilities - o Designated Experience Partner - o Extended LMS Training On-demand - o Access to Services Catalog - o Monthly CX Program Brief to Review Insights & Recommendations - o Online Help Articles and Access to govCommunity • Data Insights - o Community Satisfaction and Performance Monitoring - o Government Effectiveness Score - o Digital Experience Score - o Quality of Life Surveys - o In-app Reporting and Dashboards • Connected Technology - o Service Web Portal • Enterprise Forms and Workflows (unlimited) - o Capabilities include: (1) Drag and drop form builder, (2) display logic, calculations, and payments, (3) insights dashboard and form analytics, (4) unlimited responses and ability 'to save and return', (5) data connections and API access, and (6) up to 50GB file uploads and 2,000 web API calls per hour and 20 custom documents per form, (7) workspaces and advanced response workflows, (8) custom documents (certificates, permits, formal letters, and more), (9) form versioning and scheduling • Outbound Communications • Outreach mediums include unlimited email, up to 100k SMS/text messages, RSS feeds, and social media integration to connect with target audiences. • Marketing Automation includes audience segmentation, personalization, message testing, and mobile engagement. Dynamic segmentation around bulletins, engagement, and question (e.g. zip code) • Canned campaigns for re-engagement and new subscriber onboarding - o Testing: Simple (A/B, 10/10/80) - o Engagement and Sentiment Analysis (unlimited)

Solution	Description
	- o Embeddable Project Finder • Service Request and Constituent Relationship Management • • Tickets by internal users and/or web/mobile users, • Tracking issues status and 2-way communication related to service requests, • Enterprise features to organize by teams and/or SLAs - o Knowledge base articles including the ability to create, manage, and publish throughout the system and messaging system to create, manage and publish outbound messaging to users via email and push notifications - o Ongoing security updates - o Ongoing product updates and enhancements - o Product accessibility maintained perpetually - o 99.9% up-time guarantee - o Technical Support Reporting (monthly) - o Executive Escalation & Care Process • Support Coverage & Response Time SLAs • • Severity Level 1: System unavailable – 30 minutes • Severity Level 2: Major system features unavailable, no user workaround – 1 hour • Severity Level 3: Major system features unavailable, user workaround available – 2 hours - o Severity Level 4: Transactional issue, user workaround available - 5 hours A "Unique Contact" is an individual that provides either an email address, phone number, or both. Additional fees for exceeding contracted Unique Contact tier will automatically be applied in arrears and adjusted for go-forward use at subscription renewal. Overages above 1M unique contacts are billed in increments of 100,000 Unique Contacts. * SMS/text messages only available for US and UK customers.
Community Satisfaction & Performance Monitoring	Community Satisfaction & Performance Monitoring

Solution	Description
Enterprise Forms & Workflows (unlimited)	Enterprise Forms & Workflows (unlimited)
Experience Services	Experience Services
Extended LMS Training On-demand	Extended LMS Training On-demand
One-way SMS (100k annually)	One-way SMS (100k annually). Only available for US and UK customers.
Service Request Management (CRM)	Service Request Management (CRM)
Service Request Management (Knowledgebase)	Service Request Management (Knowledgebase)
Service Request Management (Messaging)	Service Request Management (Messaging)
Experience Service Catalog Credits Service Cloud Advanced	A curated collection of expert-led and on-demand services and strategic offerings to enhance community engagement, service delivery, and operational excellence. Developed from our experience with thousands of governments, this evergreen catalog offers ongoing value throughout your Granicus lifecycle. Access is available from day one through an exchange of service credits.
Government Experience Agent	Empower your government services with the Government Experience Agent (GXA), an AI-powered conversational agent designed to deliver clear, accurate, transparent, and accessible support to citizens. Key Features: Data Integration: Ingest unlimited website data sources and non-published, machine-readable PDF documents for GXA to use as sources for responses Unlimited data storage

Solution	Description
	Conversational Intelligence: Responsive UI with precise summarization Conversational history for context-aware interactions Session persistence for seamless user experience without authentication Prompt response caching for faster replies Accessibility & Multilingual Support: Compliance with WACG 2.2 AA Standards Available in English, French, and Spanish Transparency & Trust: Source citation for every response to ensure verification and accountability Automated response evaluation to maintain high standards of quality, relevance, and accuracy Backend console view of interaction data history to provide records of interaction content, feedback, and metadata Safety & Compliance: Built-in prompt-level, and LLM-specific guardrails to ensure safe and compliant interactions Automation & Analytics: Automated web scraper to keep data sources up to date User interaction analytics for performance insights Ongoing Partnership Consultation: One (1) Experience Services manager review per quarter to review insights from GXA's analytics and provide guidance on ongoing optimization. This quarterly review will include recommendations on how to best leverage the included service credits to achieve your agency's specific goals. Premium Product Support 5 days a week: Premium Support provided Monday through Friday.

Solution	Description
	Additional Terms: Third-party / custom integrations are not included in the subscription. Included service credits must be redeemed within one year of purchase.

GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
 - o Data provided by the Client and contact information gathered through the Client's own web properties or activities will remain the property of the Client ('Direct Subscriber'), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of the Client, unless required by law.
 - o Granicus shall: (i) not disclose the Client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the Client hereby grants to Granicus a perpetual, non-cancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products by the Client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and any other legitimate business purpose, including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- **Data obtained through the Granicus Advanced Network.**
 - o Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the 'Advanced Network'). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a 'Network Subscriber' to the agency it subscribed to through the Advanced Network.
 - o Network Subscribers are available for use while the Client is under an active subscription with Granicus. Network Subscribers will not transfer to the Client upon termination of any Granicus Order, SOW, or Exhibit. The Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW, or Exhibit placed under this agreement. All information related to Network Subscribers must be destroyed by the Client within 15 calendar days of the Order, SOW, or Exhibit placed under this agreement terminating.
 - o Opt-In. During the last 10 calendar days of the Client's subscription, the Client may send an opt-in email to Network Subscribers that shall include an explanation of the Client's relationship with Granicus terminating and that the Network Subscribers may visit the Client's website to subscribe to further updates from the Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to the Client upon termination.

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-525578 dated 08 Jun 2026 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 Laredo, 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.
- Terms and Conditions are in accordance with the Granicus Texas Department of Information Resources agreement and takes precedence over all other conflicting terms and conditions incorporated herein.
- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.

For All Services Credits (including Service Catalog Credits and SimpleSupport):

Credits must be purchased prior to use and are allocated towards any services performed by Granicus included in the Service Credit portfolio for the number of credits indicated therein. Credits cannot be used towards software subscription purchases. Credits are consumed as Services are performed during the applicable period of performance and must be used during that period of performance or they will expire. If Client fails to use the credits within the period of performance due to factors outside of Granicus' control, Granicus will not be obligated to refund any credits and will be under no obligation to perform the Services.

