

# Heber Public Utility District

## REPORT TO BOARD OF DIRECTORS

**MEETING DATE:** September 16, 2021.

**FROM:** Laura Fischer, General Manager

**SUBJECT:** Authorize the General Manager to execute a 36 month contract with Granicus Communications Subscription.

**ISSUE:**

Shall the Board of Directors authorize the General Manager to execute a 36 month contract with Granicus Communications?

**GENERAL MANAGER'S RECOMMENDATION:**

It is recommended that the Board of Directors authorize the General Manager to execute a 36 month contract with Granicus Communications.

**FISCAL IMPACT:**

The contract with Granicus (attached for your consideration) is \$6,000 for the first year and increases slightly the next two years. This amount will be split (using the approved appropriation) between the Water Fund, Wastewater Fund, Trash Fund and Parks and Recreation. Staff feels that this amount does not require a budget modification, however will be include in the next two FY budgets.

<b>water</b>	40%	2,400
<b>sewer</b>	40%	2,400
<b>parks</b>	16%	960
<b>trash</b>	4%	240
	<b>TOTAL</b>	<b>6,000</b>

**DISCUSSION:**

Heber Public Utility District's mission statement is as follows:

To provide the highest quality utility and park services with a focus on customer service and community. Our vision statement states: HPUD – excelling in its service and leadership to the Heber Community.

Our Goal B: Shape Heber's Community Identity, Tier 2 Strategy is to create and maintain a community calendaring and networking site.

Over the past year, HPUD has been successful in securing parks and recreation grants that have allowed us to hire a Recreation Coordinator part-time employee. We opened our Recreation Center and have made improvements to Jiggs Johnson park.

In order to improve our services and communication to the community, staff searched for a software platform that will unify our message over all platforms and give us the ability to quickly community should we have any service issues.

Granicus is a leader in this field focusing on government and civic engagement. See attached information and cost estimate. <https://granicus.com/government/local/> Please visit this website for more information. Additionally, the proposal includes information on services, cost and support we will receive.

**CONCLUSION:**

As it is a goal from our Strategic Plan, and as we recognize the need to improve our communication with customers, staff recommends authorizing the General Manager to execute a 36 month contract with Granicus Communications in the amount of \$6,000.

**ALTERNATIVES:**

- 1) Do not authorize the General Manager to execute a 36 month contract with Granicus in the amount of \$6,000.
- 2) Direct staff to take alternate action to improve our customer communication.
- 3) Do not authorize the contract with Granicus.

Respectfully Submitted,

Laura Fischer, General Manager

Attachments: Granicus Proposal



408 Saint Peter Street, Suite 600  
Saint Paul, MN 55102  
United States

**THIS IS NOT AN INVOICE**

Order Form  
Prepared for  
**Heber Public Utility District**

## Granicus Proposal for Heber Public Utility District

### ORDER DETAILS

**Prepared By:** Dave Marich  
**Phone:**  
**Email:** dave.marich@granicus.com  
**Order #:** Q-147195  
**Prepared On:** 07/26/2021  
**Expires On:** 09/05/2021

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

**The subscription includes the following domain(s) and subdomain(s):**  
<http://www.heber.ca.gov/>

## PRICING SUMMARY

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

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Communications Cloud - Setup and Configuration	Up Front	1 Each	\$2,400.00
Communications Cloud - Online Training	Up Front	1 Each	\$500.00
<b>SUBTOTAL:</b>			<b>\$2,900.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Communications Cloud	Annual	1 Each	\$6,000.00
<b>SUBTOTAL:</b>			<b>\$6,000.00</b>

Communications Cloud Tier:
for up to 5000 subscribers.

**FUTURE YEAR PRICING**

Solution(s)	Period of Performance	
	Year 2	Year 3
Communications Cloud	\$6,420.00	\$6,869.40
<b>SUBTOTAL:</b>	<b>\$6,420.00</b>	<b>\$6,869.40</b>

## PRODUCT DESCRIPTIONS

Solution	Description
Communications Cloud	<p>The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes:</p> <ul style="list-style-type: none"> <li>• Unlimited email sends with industry-leading delivery and management of all bounces</li> <li>• Support to upload and migrate existing email lists</li> <li>• Access to participate in the GovDelivery Network</li> <li>• Ability to send mass notifications to multiple devices</li> <li>• 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support</li> <li>• Text-to-subscribe functionality</li> <li>• Up to 2 Web-hosted training sessions annually</li> <li>• Up to 50 administrators</li> <li>• Up to 1 GovDelivery account(s)</li> <li>• Access to a complete archive of all data created by the client for 18 months (rolling)</li> <li>• Up to 3 hours of message template and integration development</li> <li>• Up to 100 subscription topics</li> <li>• Up to 100,000 SMS/text messages per year from a shared short code within the United States*</li> </ul> <p>*International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.</p>

Solution	Description
Communications Cloud - Setup and Configuration	<p>The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes:</p> <ul style="list-style-type: none"> <li>• The implementation consultant will be assigned to Recipient during the setup process for up to 90 days</li> <li>• Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics</li> <li>• Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff</li> <li>• Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff</li> </ul>
Communications Cloud - Online Training	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.

## GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
  - 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.
  - 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.**
  - 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.
  - 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

- Link to Terms: [https://granicus.com/pdfs/Master\\_Subscription\\_Agreement.pdf](https://granicus.com/pdfs/Master_Subscription_Agreement.pdf)
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Heber Public Utility District to provide applicable exemption certificate(s).
- Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the services outlined within this Agreement.
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- 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.
- **Updates to Shared Short Codes for SMS/Text Messaging:**  
Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.
- Notwithstanding anything to the contrary, Granicus reserves the right to adjust pricing at any renewal in which the volume has changed from the prior term without regard to the prior term's per-unit pricing.

## BILLING INFORMATION

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

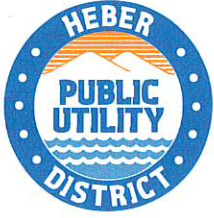
**If submitting a Purchase Order, please include the following language:**

*The pricing, terms, and conditions of quote Q-147195 dated 07/26/2021 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.

Heber Public Utility District	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	



# Heber Public Utility District

1078 Dogwood Rd., Suite 103 • P. O. Box H  
Heber, CA 92249  
TEL. (760) 482-2440 • FAX (760) 353-9951  
www.heber.ca.gov

## Update your HPUD account Now...for Free! ¡Actualice la información de su cuenta Gratis!

September 01, 2021

Dear Customer / Estimado cliente

The Heber Public Utility District Board of Directors has expressed their desire to improve our communication between our staff and customers. In order to do that we ask that you complete the form below providing us updated account information.

Now is the time to add, remove or correct account holder name, update contact information as you would like to appear on your Heber Public Utility District bill.

*La mesa Directiva del Distrito de Servicios Públicos de Heber ha expresado su deseo de mejorar nuestra comunicación entre nuestro personal y los clientes. Para ello, le pedimos que complete el siguiente formulario proporcionándonos información actualizada de la cuenta.*

*Este es el momento para agregar, eliminar o corregir el nombre del titular de la cuenta, actualizar la información de contacto como le gustaría que aparezca en su factura del Distrito de Servicios Públicos de Heber.*

Account Holder Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone No: \_\_\_\_\_ Cell Phone No: \_\_\_\_\_

Would you like to receive EMAIL notification? *¿Desea recibir notificación por CORREO ELECTRÓNICO?*

Would you like to receive TEXT notification? *¿Desea recibir notificación de TEXTO?*

Would you like to receive a PHONE call notification? *¿Desea recibir notificación por llamada TELEFÓNICA?*

Would you like to sign up for PAPERLESS Billing? *¿Te gustaría inscribirte para recibir su factura electrónicamente?*

YES NO

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Please send this form back with your payment, drop it off in our drop box or stop by the office. You can also call, and we will update your information over the phone. If you have any questionS, please call the office.

*Por favor, envíe este formulario de vuelta con su pago, déjalo en nuestro buzón o pase a la oficina. También puede llamarnos y actualizaremos su información por teléfono. Para cualquier pregunta favor de llamar a la oficina.*

Sincerely / Sinceramente  
HPUD Staff