

RESOLUTION # 23-074

**RESOLUTION OF PASSAIC VALLEY WATER COMMISSION
RESOLUTION AUTHORIZING "PVWC WEB DESIGN PROJECT"**

DATE OF ADOPTION: MAY 24, 2023

Introduced by Commissioner: **JOSEPH KOLODZIEJ**

Seconded by Commissioner: **JEFF LEVINE**

WHEREAS, the Commission needs to procure an IT support service to provide assistance to the Department for the "PVWC Web Design Project" to assist the Commission in the redesign of its current PVWC Website; and

WHEREAS, the Cooperative Pricing Agreement known as the National Cooperative Purchasing Alliance (NCPA), part of Omnia Partners Cooperative shall be used to provide outsourced IT support services to the Commission for a period of 3 years. A copy of the Memorandum of the Director of IT is attached hereto as **EXHIBIT A**; and

WHEREAS, in accordance with N.J.S.A. 40A:11-12, PVWC may purchase goods or services under contracts entered into on behalf of the State by the Division of Purchase and Property in the Department of the Treasury; and,

WHEREAS, PVWC has elected to procure the above-referenced goods and services from Granicus, LLC of St. Paul, Minnesota (the "Awardee") under the Cooperative Pricing Agreement, in the amount of \$354,019.86, a copy of the Proposal and defined Scope of Services is attached hereto as **Exhibit B**; and

WHEREAS, N.J.S.A. 40A:11-12 of the Local Public Contracts Law provides for the awarding of said contract to the Awardee; and

WHEREAS, PVWC's Chief Financial Officer has certified, with respect hereto, that funds are currently available for said purpose and a copy of the said certification is attached hereto and made a part hereof as **Exhibit C**.

NOW, THEREFORE, BE IT RESOLVED, by Passaic Valley Water Commission, in the County of Passaic, New Jersey:

1. That the Cooperative Pricing Agreement for procurement of the above-referenced goods and services is hereby awarded to the Awardee as set forth hereinabove; and
2. That appropriate officers and employees of PVWC are hereby authorized and directed to perform such acts and execute such documents as are consistent herewith, with respect to the Cooperative Pricing Agreement as set forth hereinabove.

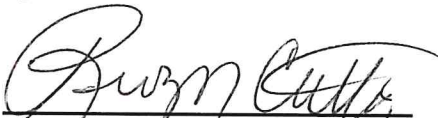
RECORD OF COMMISSION VOTE ON FINAL PASSAGE

	AYE	NAY	ABSTAIN	ABSENT
SANCHEZ, R.	<u>X</u>	___	___	___
COTTON, R.	<u>X</u>	___	___	___
DEPADUA, C.	<u>X</u>	___	___	___
KOLODZIEJ, J.	<u>X</u>	___	___	___
LEVINE, J.	<u>X</u>	___	___	___
VAN RENSALIER, R.	___	___	___	<u>X</u>
FRIEND, G.	<u>X</u>	___	___	___

Adopted at a meeting of Passaic Valley Water Commission.



President
GERALD FRIEND



Secretary
RUBY N. COTTON

This Resolution, when adopted, must remain in the custody of the Administrative Secretary.

CERTIFICATION

I, LOUIS AMODIO, Administrative Secretary of the Passaic Valley Water Commission in the County of Passaic, and the State of New Jersey do hereby certify that the foregoing Resolution is a true copy thereof of the foregoing Resolution duly passed and adopted by a majority of a legal quorum of the full membership of the Passaic Valley Water Commission at its duly noticed and convened meeting of the said Commission on May 24, 2023.



LOUIS AMODIO
Administrative Secretary

EXHIBIT B



408 St. Peter St, Suite 600
St. Paul, MN 55102

THIS IS NOT AN INVOICE

Order Form
Prepared for
Passaic Valley Water Commission

Procurement Vehicle: NCPA (01-115)
In Support of: Passaic Valley Water Commission

ORDER DETAILS

Prepared By: Brett Edstene
Phone: (765) 293-7666
Email: brett.edstene@granicus.com
Order #: Q-273874
Prepared On: 17 May 2023
Expires On: 16 Jun 2023

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):
<https://www.pwwc.com/>

Order #: Q-273874
Prepared: 17 May 2023

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PRICING SUMMARY

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

Government Experience Cloud Subscription Fees		
Solution	Billing Frequency	Annual Fee
Government Experience Cloud (SERVE)	Annual	\$52,487.50

Government Experience Cloud Set-up and Training Fees		
Solution	Billing Frequency	Fee
Government Experience Cloud (SERVE) Set-up & Configuration	Up Front	\$180,277.79
Government Experience Cloud (SERVE) Training	Up Front	\$0.00
SUBTOTAL:		\$180,277.79

Optional Solutions			
Solution	Billing Frequency	Quantity/Unit	Associated Fee
Optional Development Hours - REQUIRES SCOPING	Upon Delivery	1 Each	\$30,000.00
GXG Writing for the Web Workshop	Up Front	1 Each	\$5,000.00
SUBTOTAL:			\$35,000.00

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
Government Experience Cloud (SERVE)	\$56,161.63	\$60,092.94

PRODUCT DESCRIPTIONS

Solution	Description
Government Experience Cloud (SERVE)	Government Experience Cloud is a purpose-built software-as-a-service (SaaS) solution that helps local government transform the resident experience to better connect, engage, and serve constituents by increasing workflow efficiencies and maximizing existing technology investments, such as integrations into traditional back-office enterprise solutions. The SERVE edition is an outcome focused solution that reduces costs by prioritizing moving expensive interactions with government - calls, in-person visits and downloadable PDFs - to easy-to-use self service interactions backed by data.
EHQ Unlimited	Unlimited engagement package for teams; • Annual subscription • Unlimited engagement projects per year • Three Site Administrators • Unlimited Project Administrators • Access to all standard tools including embeddable Surveys/polls, Forums, Guestbook, Stories, Q&A, Ideas, Places and Newsfeed • Customizable registration form and Participant Relationship Manager (PRM) • Appearance editor for homepage management, branding and styling • Access to reporting and analysis tools including Survey Analysis, Text Analysis with sentiment, tool and project dashboards, customizable PDF survey reports and downloadable excel reports • Newsletters for project updates and project communication • 24/7 independent moderation, in-app chat and email support, access to Helpdesk and Granicus Community.

Solution	Description
Granicus Web - Enhanced Package	The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation. This package includes: • Professional Project Management ◦ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: ◦ One (1) site analytics report based on Google Analytics ◦ One (1) homepage heatmap analytics visualization ◦ One (1) internal stakeholder survey ◦ One (1) Community survey export ◦ One (1) modular homepage wireframe based on predefined building blocks ◦ Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) ◦ Best practices review, one (1) hour session ◦ Site scrape loaded into AIM framework document • One (1) Visual Design Package ◦ One (1) homepage design concept ◦ Interior page sample ◦ Mobile version sample ◦ Up to three (3) rounds of design revisions • Up to two (2) CX features ◦ choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training ◦ Delivered in three (3) non-consecutive sessions eight (8) hours total ◦ Up to ten (10) people

Solution	Description
OpenForms Enterprise License (30 users, 100 forms)	OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses. The Enterprise plan to accelerate digital transformation for up to: 30 users, 100 published forms. Key features include: • Workspaces • Response workflows • Custom documents (Certificates, permits, formal letters & more) • Form versioning & scheduling • Drag and drop form builder • Display logic and calculations • Payments • Insights dashboard • Form analytics • Support team access • Save responses • Unlimited responses • Data connections and API access • Up to: 50GB file uploads, 2,000 web API calls per hour, 20 custom documents per form

Solution	Description
EHQ Site Build Implementation	EHQ Site Build Implementation for site setup, training and onboarding support; • Site delivery and onboarding details • Scheduled kick-off call to discuss goals and implementation process • Site Admin training on EHQ platform • We build up to 5 x project for you with content supplied • Registration form setup and best-practice advice • Homepage configuration • Implementation of branding and styling • Setup of site settings, team and domain provisioning • Two site build revisions for changes and updates prior to launch • Site review and quality assurance checks prior to launch
EHQ Essential CX Services Package	EHQ Essential CX Services Package; • Annual subscription • Up to 10 hours of strategic support and advice from our engagement specialists • Utilize for assistance with campaign strategy, engagement methodology, tool selection or internal buy-in and adoption • One 60 minute online EHQ refresher session per annum
EHQ Online Training Sessions	Two 90 minute online training sessions for EHQ.
EHQ Full Brand Integration	EHQ Full Brand Integration; • Dynamic header and footer to match corporate site • Implementation of supplied corporate brand style sheet • Removal of EHQ/Granicus branding

Solution	Description
OpenCities SaaS License	The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes: • All OpenCities out of the box functionality (excluding optional/premium modules priced separately) • Platform setup and full project management • Managed cloud hosting via Microsoft AzureGov • Ongoing security updates • Ongoing product updates and enhancements • WCAG AA Accessibility maintained perpetually • 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA) • Comprehensive SLA and Support Ticketing system See subscription agreement for details.

Solution	Description
GXG Digital Services Academy	Digital transformation is more than just creating PDFs as online services. It's about creating a digital experience that starts long before the user gets to the online form. GXG experience strategists will help your team think about your top services through a user experience lens, focusing on journey mapping, user stories, content improvement, user testing, and smart forms that include workflows and smart logic, learning how to support an improved user experience from the start. The Digital Services Academy lays the foundation for better government websites, empowered teams, and engaged users. Activities include: • Insights Session. One (1) 30-min virtual meeting prior to the DSA with GXG and client to align on goals, dates, participants, and services. • Services review. Following the Insights Session, GXG will review each service selected to validate workshop feasibility. • Digital Services Academy. At least one GXG team member will be virtual with your team to facilitate up to three (3), 2.5-hour workshops over the course of one week, on Monday, Wednesday and Friday, for example. Assumptions: • Sold as Firm Fixed Price (not Time & Materials). • Assumes a 1-month level of effort to be completed within the contract period. • Assumes the client has manual PDFs or use another digital tool. • No more than 20 participants for each session. Each participant should attend all three sessions. • NOT for clients that mainly use third-party applications for all services. • NOT for clients that have a centralized content creation model.
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 25 people, delivered online.
Implementation - EHQ Essential CX Services Package	Implementation of Essential Services Package in Wrike. Package is for 10 hours of support and includes 1 x 60 minute online training session.

Solution	Description
OpenCities SaaS License - Setup and configuration package	Installation and setup of OpenCities SaaS, including an assigned Project Manager during the implementation phase.
GXG Information Architecture	Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include: • Kickoff: Align on goals, expectations, timelines, and deliverables • Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs. • User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users Deliverable: • Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree Assumptions: • Covers analysis and IA for sites with up to 2,500 URLs. • Three-month period of performance to be completed within the contract period. • Does NOT include a content audit. • Does NOT include content creation. • Client sources external users for testing. • Does NOT include document review.
Form Buildout	govService Build Credits provide for the requirements mapping, design, development, configuration and quality assurance of the digitization of services. • Each requested service will require scoping. • Granicus will determine the number of Build Credits required to complete a requested service. • Build Credits utilized will be deducted from the total credits purchased once the statement of work is approved and executed by the Client. <i>Note: Build Credits are available to be redeemed from the date of document signature and must be utilized within twelve (12) months. Unredeemed Build Credits will not rollover into additional subscription terms.</i> Digital forms to replace existing 9 PDF forms on customer's site.

Solution	Description
Granicus Web - AzureAD Connector - Services Setup and Configuration Package	The Azure AD connector integrates with your Microsoft Active Directories (via AzureAD, not on-prem), giving staff the convenience of a single sign-on experience and automatically mapping the appropriate roles and permissions in the CMS to relevant AD users. For your intranet, the Azure AD connector powers your staff directory and organization chart to ensure they are dynamically updated regularly. This connector may be used for your web, intranet, and subsites.
Optional Development Hours - REQUIRES SCOPING (Optional Solution)	Some projects require the creation of unique design elements (CSS or JS), specifically developed content types or templates, or other design or development work that goes beyond standard engagement and implementation. This work will be identified by the Granicus team during the sales process and scoped in discussion with the customer and our implementation team leads. Deliverables, level of effort/time to deliver, and cost will be determined in that discussion.
Virtual Experience Center Tier One	Successful digital initiatives require more than just the right technology. Organizations also need the right strategy and culture. The Granicus Experience Group's (GXG) custom Experience Center workshops are designed to solve your unique pain points and enable progress toward an achievable goal. The GXG team of strategic designers will facilitate a virtual workshop with a series of design-thinking and brainstorming activities to better understand your current state and foster alignment across your teams. Designed to support clients with a single Granicus product, the 4-Hour Virtual Experience Center workshop includes: One (1) 30-min Insights Session prior to the Experience Center with GXG and client to inform focus for workshop. GXG will use this Insights Session, along with additional analysis from current state of Granicus technology (govDelivery, govAccess, govService), to inform a custom agenda designed for client needs. A virtual workshop for up four (4) hours Up to five (5) stakeholders Up to two (2) GXG facilitators After the workshop: Recap of findings and output from Experience Center 5 Key Strategic Recommendations aligned to either Culture, Strategy, or Technology Scheduling: Insights Session must be scheduled within one month of purchase date. Experience Center to be completed within six months of purchase date. Sold as Firm Fixed Price (not Time & Materials).

Solution	Description
Governance and Playbooks, Tier 1	To enhance and close identified gaps, the Granicus Experience Group (GXG) team will design and deliver a custom governance document, which could include scalable processes for onboarding and system usage, 'how to tips and tricks', Granicus product terminology and 101 basics, how to engage with other states or federal colleagues for efficient collaboration, and a playbook of standard best practices for all administrators to apply when developing and executing digital programs, services or websites. Inclusions: • One (1) Custom Governance Document • Up to 30 pages of content. • Two (2) rounds of reviews and feedback. Sold as Firm Fixed Price (not Time & Materials). Assumes client has or will soon procure govDelivery, govAccess or govService.
GXG Writing for the Web Workshop <i>(Optional Solution)</i>	Content is the most important element of a website. We believe in using best practices to standardize and promote consistency. There's no better time to completely revamp your content than when you're updating your website and moving to a new CMS. We'll teach your team how to undeniably sound like the agency and focus on the user, helping you mature your communications and services over time. Services include: • Workshop kick off: align on goals, dates, and participants / services • Services review: review every service selected to confirm workshop feasibility • One 3-hour workshop (remote) Sold as Firm Fixed Price (not Time & Materials). Assumes a 2-week level of effort to be completed within the contract period. Assumes the client has manual PDFs or use another digital tool. NOT for clients that mainly use third party applications for all services. NOT for clients that have a centralized content creation model (1-2 Content Authors/Publishers for the entire website)

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.
- The terms and Conditions of the Agreement 01-115 effective 08 DEC 2020 between Granicus and NCPA govern this Quote and are incorporated herein by reference, including the Master Agreement and all exhibits thereto.
- 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 Passaic Valley Water Commission 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.
- 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.



BILLING INFORMATION

Billing Contact:	Purchase Order Required?	☐ - No
Billing Address:	PO Number:	☐ - Yes
Billing Email:	If PO required	
	Billing Phone:	

If submitting a Purchase Order, please include the following language:
The pricing, terms, and conditions of quote Q-273874 dated 17 May 2023 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.

Passaic Valley Water Commission

Signature:	
Name:	
Title:	
Date:	

EXHIBIT C

OFFICE OF THE COMPTROLLER

CERTIFICATION OF AVAILABILITY OF FUNDS

It is hereby certified that subject to Commission approval of future Budgets, with respect to multi-budget year contracts, there are or will be sufficient available funds for expenditures to be incurred as result of any contract or commitment to be entered into by Passaic Valley Water Commission as follows:

Description of Project or Contract: Granicus, LLC through the NCPA/Omnia Partners
Cooperative Purchasing Alliance

Amount of Project or Contract: \$354,019.86

Granicus, LLC.

1. Acct: # 001-0901-419-95-07
CAPITAL - COMPUTERS & SOFTWARE
2. Specific Appropriation to which expenditures will be charged:
CAPITAL 2023/2024/2025/2026

Other comments: Cooperative Purchasing Alliance
3 Year Contract – Granicus LLC

Date of Certification: May 24, 2023 Amount Certified: \$354,019.86

Yitzchak Weiss
Comptroller and Chief Financial Officer

YW:lb