



**DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

All applicable information on this worksheet must be addressed using each question found on the "Instructions for Non-Competitive Procurement Application" in this application.

Justification for Non-Competitive Procurement Worksheet

PROCUREMENT HISTORY

1. The City Clerk is mandated by law (65 ILCS 5/3.1-35-90) to record and publish ordinances, laws, legal documents filed with the City of Chicago and various other documents that are filed with the City of Chicago. The Office of the City Clerk (OCC) is responsible for collecting, docketing and securely storing the City's official legislative records; facilitating the legislative process which manages those records; and ensuring easy and efficient digital access to those records by stakeholders and the public at large. The OCC Council Division keeps the record of all City Council proceedings. This includes: introduced, approved and filed legislation, attendance, roll call votes, and parliamentary actions. Each Council meeting, approximately 1,000 legislative items are filed with OCC, which equates to more than 11,000 pages. City Council meetings are also video recorded and provided to the public via live internet broadcast. Virtually every aspect of this business process is necessarily supported by a series of applications (collectively known internally as the Legislative Application Suite) provided by Granicus, Inc. The Legislative Application Suite includes services such as the document management system, maintenance, the media vault, encoder, backup encoder, captioning and training.

2. This request is a continuation of a previous procurement from Granicus Inc. The City of Chicago does have an existing contract with Grancuis Inc for legislative electronic document management system maintenance and support services.

In 2010 Daystar Computer Systems, Inc. won a competitive bid to provide its software and services related to the aforementioned requirements. In April of 2011, Daystar was acquired by one of its subcontractors and partners, Granicus, Inc. Granicus assumed all responsibility of Daystar's contract, with the approval of DPS. This contract expired on September 6, 2015 and OCC requested and was approved for a 181 day extension of that contract.

On November 17, 2015, OCC submitted a Non-Competitive Review Board (NCRB) Application request for a new contract with Grancuis Inc. for legislative electronic document management system maintenance and support services. On December 22, 2015, the NCRB approved the new contract request for a 24 month term. This current contract is presently scheduled to expire on June 13, 2018.

Between September of 2016 to early 2017, Catalyst Consulting Group, Inc. (Catalyst) performed a business process analysis for the OCC Council Division. One of the objectives of this analysis was to aid OCC Council Division in the in the solutions needed so OCC could draft a competitive legislative management software RFP.

This request for an extension will allow the OCC the needed time to issue an RFP for the competitive bidding process. This extension is designed to serve as a bridge between the expiring contract and the completion of the following sequential projects: (1) the design of a future state for business processes/technologies (2) the issuance of an RFP for technologies and services to realize that future state (3) the awarding of the successful bidder (4) the implementation of the new system/program (5) the sunset of any as-is technologies/processes/vender that are incongruent with the "to-be" state.

3. No attempts have been made to competitively bid the requirement because it would be extremely impractical to satisfy the current business needs of the OCC Council Division though the routine procurement avenues.

4. Early this year, OCC reviewed the legislative marketplace landscape for alternative companies and feature providers such as Accela, LWB360, SeamelessGov, OnBase, IroSoft, OpenGov, Capacity, Sharepoint, Laserfiche, Salesforce, Catalytic, and Socrata. The OCC reviewed the companies' features and potential solutions, but it would be impractical to integrated new tools within this limited time-frame. Also, any process changes might negatively impact the critical functions of the Office of the City Clerk set-forth in Illinois Compiled Statutes and the Municipal Code of Chicago, i.e. the stability and accessibility of legislative record to the residents of the city of Chicago

5. This contract extension will serve as a bridge for the continuation of OCC's critical legislative functions with the



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NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

existing contract provider until an RFP is issued and new contract is awarded.

6. Yes, future competitive bidding is possible. The Office of the City Clerk will submit a new Request for Proposal requirements to the Department of Procurement Services on or before the week of July 9, 2018.

ESTIMATED COST

1 & 2. The OCC is requesting a 365-day contract extension for Granicus Inc., PO #34212. The estimated cost is \$138,400.00 and the funding source is 018-0100-025-2005-0140-1220140

3. The cost estimate listed above is based on the cost of the historical annual spend of the current contract and potential future requirements.

4. At the time of this contract was entered into, Granicus made multimillion dollar investment over the course of more than a decade in developing their legislative application suite. OCC's investigation has revealed that there are potentially various viable vendors in the legislative software marketplace. This extension is needed to draft an RFP and obtain competitive bids.

5. The OCC cost estimates are based on past usage and contractual schedule. Also, the estimated cost are based on annual subscription fee and miscellaneous cost; for example, closed captioning service and training.

SCHEDULE REQUIREMENTS

1. The schedule was developed in consultation with OCC leadership, the current contractor, and our partners at the Department of Innovation and Technology. This extension is needed to give OCC time to draft and issue an RFP so that new technological solution can be implemented.

2. The contract is for the software license and maintenance. There are no drawing or specification constraints.

3. The contract needs to be in place before the future "to-be" state is implemented in order to ensure no lapse in service. Without the services Granicus provides, OCC will be without a legislative application suite and unable to perform the core legislative functions of the Office.

4. Services will be compromised if there is no contract to provide the legislative application suite..

EXCLUSIVE OR UNIQUE CAPABILITY

1. The contract request is not for a Professional Service Consultant.

2. There will be no staffing associated with this contract. This is a software services purchase.

3. The Legistar software is proprietary for Granicus.

4. The vendor has the facilities to host the software and has hosted the software for OCC for the past several years.

5. The vendor has spent several years implementing and maintaining the legislative application suite with the City and has extensive knowledge of the City's current business processes related to the legislative business requirements.

6. N/A. This request is for the extension of professional services.

7. N/A. This request is for the extension of professional services.

8. The contract extension is to procure professional services for the maintenance of software and other services that are proprietary to Granicus.

OTHER

N/A



DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION INSTRUCTIONS FOR NON-COMPETITIVE PROCUREMENT APPLICATION

INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

If a City Department has determined that the purchase of supplies, equipment, work and/or services cannot be done on a competitive basis, a justification must be prepared on this "Justification for Non-Competitive Procurement Application" in which procurement is requested on a or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. Using this instruction sheet, all applicable information must be addressed on the worksheet. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. For Amendments, Modifications, describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change.

Attach a DPS Checklist and any other required documentation; the Board will not consider justification with incomplete information documentation or omissions.

PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted).
4. Describe in detail all research done to find other sources; list other cities, companies in the industry, professional organizations contacted. List periodicals and other publications used as references.
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

ESTIMATED COST

1. What is the estimated cost for this requirement or for each contract, if multiple awards are contemplated? What is the funding source?
2. What is the estimated cost by fiscal year?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and Temporary Consulting Services Form.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experiences of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models possess. Is compatibility with existing equipment critical from an operational standpoint? If so, provide detailed explanation?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data (attach documentation verifying such)?
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer on company letterhead.

MBE/WBE COMPLIANCE PLAN

- * All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a completed C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site. The City Department must submit a Compliance Plan, including details about direct and indirect compliance.

OTHER

1. Explain other related considerations and attach all applicable supporting documents, i.e., an approved "ITGB Form" or "Request For Individual Hire Form".

REVIEW AND APPROVAL

This application must be signed by both Originator of the request and signed by the Department Head. After review and final disposition from the Board, this application will be signed by the Board Chairman. After review and final disposition from the Board, this form will be presented to the Chief Procurement Officer recommending approval.

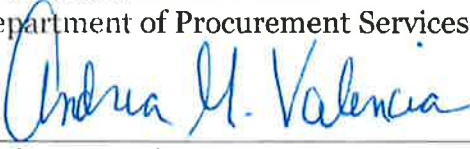


OFFICE OF THE CITY CLERK
ANNA M. VALENCIA
CITY OF CHICAGO

MEMORANDUM

TO: Shannon E. Andrews
Chief Procurement Officer
Department of Procurement Services

FROM:



Andrea M. Valencia
City Clerk

RE: **NCRB Application for Contract Extension of Granicus Inc. PO# 34212**

DATE: September 18, 2018

The Office of the City Clerk (OCC) respectfully submits the attached packet for consideration and approval from the Non-Competitive Review Board (NCRB). The OCC is requesting a vendor limit increase of \$138,400.00 and a 12-month extension for Granicus Inc., PO #34212. The current contract expires June 13, 2018. The OCC submitted the new RFP scope of services requirement to Department of Innovation and Technology (DoIT) on July 12, 2018.

The OCC currently has a contract with Granicus Inc. to stream and record Chicago City Council meetings; manage legislation and other official records; and make legislation and other official records accessible online.

The City Clerk is mandated by law (65 ILCS 5/3.1-35-90) to record and publish ordinances, laws, legal documents filed with the City of Chicago, and various other documents that are filed with the City of Chicago. The OCC is responsible for collecting, docketing, and securely storing the City of Chicago's official legislative records; facilitating the legislative process which manages those records; and ensuring easy and efficient digital access to those records by stakeholders and the public at large. The OCC Council Division keeps record of all City Council proceedings. This includes: introduced, approved, and filed legislation, attendance, roll call votes, and parliamentary actions. Each City Council meeting, approximately 1,000 legislative items are filed with OCC, which equates to more than 11,000 pages. City Council meetings are also video recorded and provided to the public via live internet broadcast. Virtually every aspect of this business process is necessarily supported by a series of applications (collectively known internally as the Legislative Application Suite) provided by Granicus, Inc. The Legislative Application Suite includes services such as the document management system, maintenance, the media vault, encoder, backup encoder, captioning, and training.

This request for an extension is intended to provide the OCC with the needed time to implement an alternative technological solution. This extension is designed to serve as a bridge between the expiring contract and the completion of the following sequential projects: (1) the design of a future state for business processes and technologies, (2) the issuance of an RFP for technologies and services to realize that future state, (3) the

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awarding of the successful bidder, (4) the implementation of the new system, and (5) the sunset of any as-is technologies, processes, or vendor that are incongruent with the "to-be" state.

Thank you very much for your consideration of the approval of this request. Should you have any questions, please feel free to contact Charles W. Watkins, OCC Chief Administration and Finance Officer, at 312-744-6248.

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OFFICE OF THE CITY CLERK
ANNA M. VALENCIA
CITY OF CHICAGO

September 24, 2018

Item	Annual Total
Legistar	\$ 95,006.04
Government Transparency Suite (e.g., Encoder/Server Maintenance)	\$ 18,600.00
Open Platform Suite	
Recurring Captioning Services	\$ 16,393.96
Upgrade to SDI 720p Streaming	\$ 6,000.00
Granicus Encoding Appliance Software	\$ 2,400.00
	\$138,400.00

Item	Description
Legistar	Software-as-a-Service (SaaS) solution that enables government organizations to automate the entire Legislative process of the Clerk's office. By leveraging Legistar, the City is able to manage the entire legislative process from drafting, through department assignment and final approval.
Government Transparency Suite	Live in-meeting functions. Streaming, pushing of documents, indexing of events, creation of minutes.
Open Platform Suite	Media Manager access and the ability to upload archives, post agendas/documents, and index of archives. These are able to be published and accessible through a searchable view page.
Recurring Captioning Services	The captioning is a service that is provided with an hourly fee. Should Chicago go over the allotted captioning service hours, additional hours will need to be procured.
Upgrade to SDI 720p Streaming	SDI 720 Streaming (requires HD feed)
Granicus Encoding Appliance Software	This includes the Live Manager Software solution where webcasts are started/stopped, agendas amended and indexed, votes and attendance recorded, and minutes created.

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Section I: General Contract Information	
Department Name	Office of the City Clerk
Department Contact Name	Charles Watkins
Department Contact Number	(312) 744-6248
Department Contact Email	Charles.Watkins@cityofchicago.org
Contract Number	34212
Contract Subject Name	Legislative Electronic Document Management System Maintenance and Support
Contract Initiation Date	June 14, 2016
Original Contract Amount	\$260,000.00
Original Contract Expiration Date	June 13, 2018
Budgeted amount for current year	\$160,123.00
Year to date expenditure	\$16,268
Are funds	<input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant
What is the funding strip?	0180 100 025 2005 0140 220140
If contract modification or task request is approved, will department have enough funds to cover new expenditure?	Yes
If no, what is the plan to address the short fall?	
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	
Contract Value Increase	\$138,400.00
New total contract amount	\$393,400.00
New contract expiration date	June 13, 2019
Goods/services provided by this contract	Granicus Inc. supplies the equipment to stream and record city councils meetings; manages legislation and other official records; and, make legislation and other official records accessible online

Justification of need to modify this contract	The service provided via this contract allows the OCC to fulfill its obligation, mandated by State law and City ordinance, to record accurate and timely proceedings of the Chicago City Council, and to make them available to the public
Impact of denial	The Office of the City Clerk is mandated by law (65 ILCS 5/3.1-35) to record and publish ordinances, laws, legal documents filed with the City of Chicago, notices, and various other documents that are filed with the City of Chicago. Granicus Inc. provides the Office of the City Clerk the means to abide by this mandated duty. If denied, the Office of the City Clerk would not be able to exercise its duties mandated by law.

Section III. Issue a Request for Services to a Master Consulting Agreement

Complete this section if you want to issue a request for services to a Master Consulting Agreement

Value of planned task order request	
Expiration date of planned task order request	
Scope of services	
Justification of need to issue request for services	
Impact of denial	

Section IV: Assessment of Office of Budget and Management Analyst

Approve/Deny <i>Approve</i>	<i>Contract extension for legislative record keeping</i>
OBM Analyst Initials <i>MA</i>	
OBM Analyst Name/number	<i>Michael Allen 487890</i>

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

<p>Date: September 18, 2018</p> <p>Department Name: Office of the City Clerk</p> <p>Requisition No: _____ Specification No: 147169</p> <p>PO No: 34212 Modification No: _____</p> <p>Contract Liaison: Charles W. Watkins</p> <p>Telephone: 312-744-6248</p> <p>Email: charles.watkins@cityofchicago.org</p> <p>Project / Program Manager: Helena B Wright</p> <p>Telephone: 312-744-3184</p> <p>Email: helena.wright2@cityofchicago.org</p> <p>Check One: <input type="checkbox"/> New Contract Request</p> <p><i>*By signing below, I attest the estimates provided for this contract are true and accurate.</i></p> <p>*Project / Program Manager Signature <i>Helena B. Wright</i></p> <p>*Commissioner/Authorized Designee Signature <i>[Signature]</i></p>	<p>For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) Funding: Attach information if multiple funding lines; 2) Individual Contract Services: Include approval form signed by Department Head and OBM; 3) ITGB: IT project valued at \$100,000.00 or more, attach approval transmittal sheet.</p> <p>*Contract Liaison Signature <i>Charles W. Watkins</i></p> <p>*By signing this form, I attest that all information provided is true and accurate.</p> <p>Project Title: Contract extension for the City Council Legislative Document Management System.</p> <p>Project Description: 365-Day contract extension and \$138,400.00 vendor limit increase for Granicus Inc., PO #34212.</p> <p>Funding:</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> Corporate</td> <td><input type="checkbox"/> Bond</td> <td><input type="checkbox"/> Enterprise</td> <td><input type="checkbox"/> Grant</td> <td><input type="checkbox"/> Other:</td> </tr> <tr> <td><input type="checkbox"/> IDOT/Transit</td> <td><input type="checkbox"/> IDOT/Highway</td> <td><input type="checkbox"/> FHWA</td> <td><input type="checkbox"/> FTA</td> <td><input type="checkbox"/> FAA</td> </tr> </table> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>LINE</th> <th>FY</th> <th>FUND</th> <th>DEPT</th> <th>ORGN</th> <th>APPR</th> <th>ACTV</th> <th>PROJECT</th> <th>RPTG</th> <th>ESTDOLLAR AMOUNT</th> </tr> </thead> <tbody> <tr> <td></td> <td>018</td> <td>0100</td> <td>025</td> <td>2005</td> <td>0140</td> <td>220140</td> <td></td> <td></td> <td>\$138,400.00</td> </tr> </tbody> </table>	<input checked="" type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:	<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA	LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT		018	0100	025	2005	0140	220140			\$138,400.00
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<p>Purchase Order Information:</p> <p>Contract Term (No. of Months): _____</p> <p>Extension Options (Rate of Recurrence): _____</p> <p>Estimated Spend/Value: \$ _____</p> <p>Grant Commitment / Expiration Date: _____</p> <p>Pre-Bid/Submittal Conference: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Mandatory <input type="checkbox"/> Site Visit</p>	<p>Purchase Order Type:</p> <p><input checked="" type="checkbox"/> Blanket/Purchase Order (DUR) <input type="checkbox"/> Master Consultant Agreement (Task Order) <input type="checkbox"/> Standard/One-Time Purchase</p> <p>Procurement Method:</p> <p><input type="checkbox"/> Bid <input type="checkbox"/> RFP <input type="checkbox"/> RFQ <input type="checkbox"/> RFI <input type="checkbox"/> Small Order</p> <p>Special Approvals Required:</p> <p><input type="checkbox"/> Emergency <input checked="" type="checkbox"/> Non-Competitive Review Board (NCRB) <input type="checkbox"/> Request for Individual Contract Services <input type="checkbox"/> Information Technology Governance Board (ITGB)</p>																														
<p><input checked="" type="checkbox"/> Modification or Amendment</p> <p>Modification Information:</p> <p>PO Start Date: June 14, 2018 PO End Date: June 13, 2019</p> <p>Amount (Increase/Reduction): \$138,400.00</p> <p>MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Contract Specific Goals <input type="checkbox"/> No Stated Goals <input checked="" type="checkbox"/> Waiver Request</p> <p>Risk Management / EDS</p> <p>Insurance Requirements (included) <input type="checkbox"/> Yes <input type="checkbox"/> No EDS Certification of Filing (included) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Contract Type:</p> <p><input type="checkbox"/> Architect Engineering <input type="checkbox"/> Commodity <input type="checkbox"/> Construction <input type="checkbox"/> JOC <input type="checkbox"/> SBI <input checked="" type="checkbox"/> Professional Services <input type="checkbox"/> Revenue Generating <input type="checkbox"/> Vehicle & Heavy Equipment <input type="checkbox"/> Work Service <input type="checkbox"/> Joint Procurement <input type="checkbox"/> Reference Contract</p> <p>Modification/Amendment Type:</p> <p><input checked="" type="checkbox"/> Time Extension <input type="checkbox"/> Scope Change/Price Increase /Additional Line Item(s) <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Requisition Encumbrance Adjustment <input type="checkbox"/> Other (specify): _____</p> <p>Vendor Info:</p> <p>Name: Granicus, Inc Contact: Jessica Yang Address: 707 17th Street, Suite 4000 E-mail: www.granicus.com, Jessica.Yang@granicus.com Phone: 651.379.6229/720.240.9586</p>																														



Quote Number: Q-24429
Quote Prepared On: 6/19/2018
Quote Valid Through: 7/15/2018
Payment Terms: Net 30
Currency: USD

Granicus Contact:
Name: Robin Bessette
Phone: +1 5177121195
Email: robin.bessette@granicus.com

Start Date: 6/14/2018
End Date: 6/13/2019

ANNUAL SUBSCRIPTION FEE

Product Name	Invoice Schedule	Quantity	Annual Total
Legistar	Monthly	1 Each	\$95,006.04
Government Transparency Suite - Includes Encoder/Server Maintenance	Monthly	1 Each	\$18,600.00
Open Platform Suite	Monthly	1 Each	\$0.00
Recurring Captioning Services	Monthly	109 Hours	\$16,393.96
Upgrade to SDI 720p Streaming	Monthly	2 Each	\$6,000.00
Granicus Encoding Appliance Software (GT)	Monthly	2 Each	\$2,400.00
		TOTAL	\$138,400.00

Product Name	Product Description
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. By leveraging Legistar, the client will be able to easily manage the entire legislative process from drafting files, through assignment to various departments, to final approval. Legistar includes: <ul style="list-style-type: none"> • Unlimited user accounts • Unlimited meeting bodies and meeting types • Unlimited data storage and retention • Configuration services for one meeting body/type • One Legistar database • One InSite web portal • Design services for one agenda report template • Design services for one minute's report template
Government Transparency Suite	Government Transparency are the live in-meeting functions. Streaming of an event, pushing of documents, indexing of event, creation of minutes.
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 webpage.
Recurring Captioning Services	Recurring Captioning Services - It is understood that captioning is still an hourly basis. Should Chicago go over the allotted captioning services hours, additional hours will need to be procured.



Procurement Vehicle: Direct
In Support of: Chicago, IL

Product Name	Product Description
Upgrade to SDI 720p Streaming	Upgrade to SDI 720p Streaming (requires Digital encoder and HD feed)
Granicus Encoding Appliance Software (GT)	Granicus Encoding Appliance Software (GT) This includes the LiveManager Software solution where webcasts are started/stopped, agendas amended and indexed, votes and attendance recorded, and minutes created.



DEPARTMENT OF INNOVATION AND TECHNOLOGY
CITY OF CHICAGO

MEMORANDUM

To: Jamie Rhee
Chief Procurement Officer
Department of Procurement Services

Attn: Rich Butler
1st Deputy Procurement Officer
Department of Procurement Services

From: Danielle DuMerer
CIO & Commissioner
Department of Innovation and Technology

Subject: Granicus Req. #225419/PO 34212

Date: June 19, 2018

I have reviewed the Office of the City Clerk's Non-Competitive Review Board (NCRB) application for Granicus, Inc. (PO 19846) to extend the contract for one year and have found that the application is compliant and within the guidelines for the City's technical environment and IT policies. Further, I support the application modernization and replacement approach, which aims to improve and streamline existing business processes in conjunction with the new system implementation to be procured via RFP.

If you have any questions, please contact me at 312-742-1221.

cc: Clerk Anna Valencia, OCC
Kathryn O'Connell, OCC
Natashee Scott, OCC
Eric Vasquez, OCC
Helena Wright, OCC
Charles Watkins, OCC



www.granicus.com

June 22, 2018

The City of Chicago
Helena B. Wright
121 North LaSalle Street
Room 107
Chicago IL 60602

Subject: Granicus Meeting and Agenda Solutions and Market Differentiators

Thank you for your interest in the Granicus Meeting and Agenda Solutions. Granicus offers the industry's leading cloud-based solutions for communications, meeting and agenda management, and digital services.

Granicus provides technology that empowers government organizations to create better lives for the people they serve. By optimizing decision-making processes Granicus strives to help government realize better outcomes and have a greater impact for the citizens they serve.

Key Factors that the City of Chicago may not find elsewhere:

- Granicus Solutions that connect more than 150 million people
- Nearly two decades of government-focused experience
- More than 4,000 public sector organizations that are Granicus clients
- Resources to create a powerful network to enhance government transparency and citizen engagement

The following is an overview of Granicus's market differentiators and why the City of Chicago should select Granicus as its provider of meeting and agenda management.

The Granicus Meeting and Agenda Solutions are a class of integrated software solutions designed to utilize and leverage the rapidly evolving technologies associated with legislative management. Currently, Granicus partners with the City for multiple government technology solutions including Legistar and Government Transparency Suite.

Key Benefits:

- Individual features of the Meeting and Agenda Solutions can be found in other applications, but Granicus's unique architecture offers a comprehensive combination of benefits that are not available through any other solution.
- Granicus is the only company that can provide regular maintenance and periodic updates to these Solutions.

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- The Granicus Support Team is the only team capable and experienced enough with these solutions to provide ongoing technical support through telephone or online communication.
- Granicus Data Centers include:
 - Secure - SSAE-16 Accreditation
 - Reliable - 99.95% Uptime
 - Redundant Backups
 - Detailed Disaster Recovery Plans

Granicus is the sole provider of the following Meeting and Agenda Solutions which operate on a comprehensive cloud hosting system that includes:

- Granicus Open Platform with an integrated API
- Granicus Government Transparency for live and archived webcasting for both online and mobile devices
- Granicus Legislative Management and Meeting Efficiency for agenda management and minutes automation
- Granicus Citizen Participation for open ideation, feedback on agenda items, and full integration with any website
- Along with Granicus's digital services and communications solutions, including the GovDelivery Communications Cloud which is the first and only FedRAMP compliant digital cloud platform, Granicus is uniquely positioned to be the provider of multiple services that meet any agency's needs

Legistar

Granicus Legistar allows organizations to reach new levels of automation with a complete legislative solution that manages decisions and automates the workflow of legislative items from introduction to final passage.

Extensive configurability sets Legistar apart from the rest with unlimited workflow sequences that can be customized to cater to an unlimited number of users, records and managing bodies. Legistar automates legislation drafting and agenda creation with a built-in, customizable workflow that tracks each item throughout the approval process.

Key Functionalities that the City may not be find in one solution:

- Eliminate manual workloads
- Automate agenda workflows
- Track legislation
- Customize approval sequences
- Integrate with Microsoft Word
- Publish to the Web
- Integrate with other Granicus Meeting and Agenda Solutions

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www.granicus.com

Government Transparency Suite

Granicus Government Transparency Suite enables organizations to build a content-rich collection of live and archived public meeting webcasts and records without hassle, enabling agencies to reach a broader audience and further meet modern transparency demands.

Key Functionalities that the City may not be find in one solution:

- Stream live and archive content
- Easily share and complete meeting recap
- HD capabilities
- Reporting for in-depth analysis
- Integrate agendas with video for better indexing and searching
- Index video for keyword searchability
- Availability of Closed captioning services

Granicus is the leader in webcasting solutions solely for government, and was the first to innovate:

- An integrated public record of fully-searchable videos indexed with agenda items
- Citizen Participation which includes open idea generation, eComment on agenda items, and full integration with other websites
- iLegislate, the paperless agenda review and annotation native iPad application; and, an automated agenda and workflow solution solely for government

Awarding the contract to Granicus is the only appropriate action for the City to receive the Granicus Meeting and Agenda Solutions. Failure to award this effort to Granicus will leave the City without access to a streamlined solution that saves time and money by eliminating manual work and automating the entire meeting process. This would have a tremendous negative impact on the City in supporting its mission goals to easily engage more citizens.

Please reach out to Granicus for additional information.

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Scope of Work

Managed Services Overview

Managed Services Software and Services. Subject to the terms and conditions of this Agreement, Granicus will provide the City of Chicago with the Granicus Software Licenses, and Managed Services that comprise the City's Granicus Solution. "Managed Services" shall mean the services provided by Granicus to the City. Unless otherwise specified, all platforms and applications are licensed for unlimited City of Chicago usage, data and users accounts.

1. Managed Services Categories

Maintenance

Corrective and Emergency Maintenance

Defined as any technological activity that is required to correct a failure that has occurred or is in the process of occurring. (A system failure in this sense is defined as any repeatable instance where the system in deployment does not mirror to the system as designed.) Also known as "bug fixing," this activity may consist of repair, restoration, or replacement of any application component. It includes the diagnosis, analysis, troubleshooting and remediation tasks associated with finding and fixing problems, and restoring service when it is degraded or disrupted. Notably, as all technology solutions have bugs, a critical aspect of the analysis includes assessing the severity and criticality of a bug as it relates to the overall system functionality as well as the overall business operations.

Preventative Maintenance

Defined as any technological activity that selectively replaces or overhauls the technology components in order to mitigate or reduce the risk of a future system failure, and to improve the maintainability of a system over time. This may include, but is not limited to:

- Restructuring code to improve maintainability
- Applying security patches to infrastructure and third-party products
- Proactively monitoring and tuning system performance
- Replacing embedded code with configurable parameters
- Creating administrative tools to simplify and externalize system controls
- Conducting or responding to vulnerability scans with remediation changes

Adaptive Maintenance

Defined as any technological activity required to modify the system to cope with changes in the internal or external environment, operational conditions or changing business volumes. It may include but is not limited to:

- Responding to Ordinance or other Regulatory changes
- Responding to changes in business rules, policies or procedures
- Maintaining current releases of third party software
- Adding or modifying interfaces to third party systems

Perfective Maintenance

Defined as any technological activity that implements new or changed user requirements (as validated and agreed to by both parties) which result in functional enhancements to the technology. This may include but is not limited to:

- Functional improvements to improve business processes
- User Experience and Usability changes to improve customer interactions
- Identifying potential issues or trends, and then defining, recommending and implementing actions to address them;
- Reporting changes to improve business planning and decision making

Support

End User Support

End User Support (hereafter “EUS”) encompasses accepting communication of an issue from a system user, then analyzing the symptoms and determining possible or definitive underlying problems, then determining which actions might result in the resolution of the issue, and then working with the end users (or their representatives) to implement the proposed solution until either the issue has been resolved or a determination has been made by the EUS technicians that fundamental changes (see maintenance section above) need to occur so as to bring the application into compliance with client user expectations and requirements.

This work can include various resolution methods such as analyzing physical deployment issues, resolving username and password problems, uninstalling/ reinstalling applications, verification of proper hardware and software set up, and providing clarification on how to correctly use the application so as to meet the user’s goals (i.e. ad hoc training and tips).

EUS must include documenting all identified issues and actions taken, as well as proactively communicating known issues to users.

As part of EUS, Granicus will be required to use a ticketing system to manage all aspects of End User Support, such as receiving tickets, documenting the work history, internally assigning tickets within Granicus’ ranks or where appropriate assigning tickets to other departments/resolvers, and upon resolving the issue, close the ticket out.

System Training

This incorporates all training that would be required for client-side users to be able to effectively use the technologies for defined business purposes. As circumstances require and at the direction of the Office of the City Clerk (hereafter "OCC") system training could include but is not limited to:

- Developing user manuals
- Developing recorded video tutorials, using screen capture technologies.
- Analyzing current user skills/knowledge creating a user training program.
- Maintaining materials related to aforementioned items so that the materials remain updated for all updates/enhancements made to the website.
- Providing ad hoc tutorials on functionality to lead OCC technical staff, so that OCC technical staffers have a continuous and robust understanding of how the technological solution works.

System Documentation

This work could include actual documenting the system according to modeling and documentation standards such as UML and BPMN, or it could involve validating documentation created by City technology workers, or some combination thereof.

Specialized Technical Services

At various times during the application / business lifecycle, there will be specialized functions that Granicus will need to perform related to the technological solution which OCC business users cannot perform on their own, for a variety of reasons. These reasons can include - but are not limited to - the following: application suite does not provide user interface to perform function; users do not have requisite permissions to perform function; users do not have expertise to perform the task; users do not have time to perform the task due to operational/resource constraints.

2. Managed Services: Enumerated Technologies

Software Applications:

- **Legistar and InSite:** Structured data related to legislation (and related entities such as votes, etc.), meetings, bodies and members. Document libraries containing documents related to each of the aforementioned entities. Public facing legislative research portal/webpage. As further outlined in Appendix 1.
 - o Legistar customizations:

- Document Tracking Sheets - Create new legislative records and accompanying barcode-emblazoned tracking sheets.
- Word Templates - custom Word templates for legislation creation.
- Attachment Synchronizer - Customized locally installed PC application to upload documents to the Legislative Management Suite.
- Meeting Manager: Meeting data capture, including (but not limited to) actions, discussion, motions, votes, generation of reports, etc.); Minutes creation software.
- Journal workflow functionality: Creation of the official Journal of Proceedings utilizing data created in the Legistar solution.
- Migration of Legacy Documents
- **iLegislate:** Paperless agenda markup, review, and annotation. As further outlined in Appendix 2
- **Granicus Open Platform.**
 - Unlimited content storage and distribution
 - Open architecture and SDK

Unified Hardware/Software Solutions.

As further outlined in Appendix 3.

- **Live and on-demand streaming.**
- **Performance Accelerator:** Local storage and internal distribution software license; Intelligent Unicast routing.
 - Designed to support high volume internal streaming without straining Internet bandwidth.
 - Viewing requests are intelligently routed to the most logical network location (usually the network core)
 - Ideal when demand exceeds the 50 concurrent internal stream limit of the Granicus Encoding Appliance
 - Ideal when internal distribution is desired for more than two Granicus Encoding Appliances
 - The Performance Accelerator delivers all content via unicast streaming. Each internal viewer receives a single stream directly from the Performance Accelerator
 - When a viewer clicks a link to access a stream, Granicus servers examine the public IP address of the request. Addresses that are identified as internal network viewers are transparently redirected to the Performance Accelerator.

- **Granicus Encoding Appliance:** Video/Audio Encoder Hardware and related encoding software (quantity = 2; primary encoder and auxiliary encoder)
 - Remote systems monitoring and Granicus maintenance updates
 - Supports extraction and display of embedded closed captions to help maintain ADA compliancy
 - H.264 video codec encoding
 - HTML5 and Flash compatible streaming delivery
- **MediaManager:** Pre/post media, agenda, content, etc. management and storage. Closed captioning services.
 - Give citizens convenient access to live and archived streaming through your website
 - Import agendas and index video live
 - Manage and distribute unlimited meetings and events—all completely automated
 - Understand and measure public participation with in-depth video analytics
- **LiveManager:** Live indexing of agenda with video/audio
- **Closed Captioning:** Captioning services provided to the City by Granicus. It is understood that captioning is still an hourly basis, as outlined in the cost overview exhibit. This encompasses any related technologies that make the captions integrate with the overall solution.
- **Legislative Management Suite**
 - Agenda item drafting
 - Electronic approval process
 - Agenda packet generation and publication
 - Organize, store and retrieve documents
 - Continuous legislative workflow
 - Track and search legislative data

Prepared by:

John Gay

Jonathan Friend


Peter Polacek



OFFICE OF THE CITY CLERK
ANNA M. VALENCIA
CITY OF CHICAGO

MEMORANDUM

TO: Jamie Rhee
Chief Procurement Officer
Department of Procurement Services

FROM: Kathryn O'Connell 
Deputy City Clerk
Office of the City Clerk

RE: **MBE/WBE Waiver for Granicus Inc. PO# 34212**

DATE: June 5, 2018

Dear Ms. Rhee

The Office of the City Clerk is transmitting the attached letter that was received from Granicus, Inc. requesting a waiver of the M/WBE requirements under their current contract with the City of Chicago. The attached letter establishes sufficient proof of Granicus's intent to comply with the requirements when possible and reasons why complying with the requirements are not possible for the current contract.

The Office of the City Clerk is in concurrence with the waiver of the M/WBE requirements and is requesting the Department of Procurement Services to grant a M/WBE waiver to Granicus, Inc.

Should you have any questions, please feel free to contact Charles W. Watkins at 312-744-6248.



www.granicus.com

June 4, 2018

City of Chicago

Helena B. Wright
121 N. LaSalle Street
Room 107
Chicago, IL 60602

MINORITY AND WOMEN BUSINESS ENTERPRISE WAIVER

This letter serves as a request for a Minority and Women Business Enterprise (MWBE) waiver for Granicus regarding the renewal of existing agenda management software for the City of Chicago. Granicus has put in a good faith effort to obtain a MWBE subcontractor, and has determined that this is not attainable.

In searching for a certified MWBE on the City of Chicago Certified Firms Directory, found on the following site:

<https://chicago.mwdbe.com/FrontEnd/VendorSearchPublic.asp?TN=chicago>, Granicus found that there were no software companies included on this list that provides the requested services.

Not only did Granicus search the MWBE directory without finding a certified firm that provides electronic agenda creation, web streaming services and meeting efficiency solutions, but this project requires the use of Granicus proprietary software and personnel must be experienced or familiar with the Granicus system to support these solutions. The services would require a Granicus Professional with a minimum of one (1) year of experience.

Please contact us if you have any questions or require additional information.

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CERTIFICATE OF FILING FOR
CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 133105
Certificate Printed on: 08/31/2018

Date of This Filing: 08/31/2018 10:40 AM
Original Filing Date: 08/31/2018 10:40 AM

Disclosing Party: Granicus, LLC
Filed by: Ms. Jessica Yang

Title: Business and Contracts Specialists

Matter: Renewal of Agenda Management
Services

Applicant: Granicus, LLC
Specification #:
Contract #: 34212

The Economic Disclosure Statement referenced above has been electronically filed with the City. Please provide a copy of this Certificate of Filing to your city contact with other required documents pertaining to the Matter. For additional guidance as to when to provide this Certificate and other required documents, please follow instructions provided to you about the Matter or consult with your City contact.

A copy of the EDS may be viewed and printed by visiting <http://webapps1.cityofchicago.org/EDSWeb> and entering the EDS number into the EDS Search. Prior to contract award, the filing is accessible online only to the disclosing party and the City, but is still subject to the Illinois Freedom of Information Act. The filing is visible online to the public after contract award.



CERTIFICATE OF LIABILITY INSURANCE

9/7/2018

DATE (MM/DD/YYYY)

10/17/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

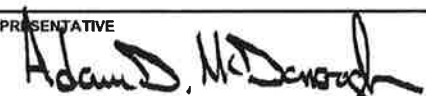
PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Three Embarcadero Center, Suite 600 San Francisco CA 94111 (415) 568-4000	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS:	FAX (A/C, No):
	INSURER(S) AFFORDING COVERAGE	
INSURED 1425205 Granicus, Inc. Granicus, LLC 707 17th Street, Suite 4000 Denver CO 80202-343	INSURER A : National Fire Insurance Co of Hartford	
	INSURER B : The Continental Insurance Company	
	INSURER C : Columbia Casualty Company	
	INSURER D : Westchester Fire Insurance Company	
	INSURER E :	
	INSURER F :	

COVERAGES GRAIN01 **CERTIFICATE NUMBER:** 14965876 **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	Y	N	6043664103	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp \$100 Ded <input checked="" type="checkbox"/> Coll \$1,000 Ded	N	N	6043664084	10/20/2017	10/20/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	N	N	6043664098	10/20/2017	10/20/2018	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	6043364067 (AOS) 6043364070 (CA)	10/20/2017 10/20/2017	10/20/2018 10/20/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability	N	N	596722177 (E&O)	9/7/2017	9/7/2018	\$4,000,000 per claim \$4,000,000 aggregate \$1,000,000
D	Crime			G28160380 002 (crime)	9/7/2017	9/7/2018	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 RE: City of Chicago is an Additional Insured with respect to liability arising out of the operations of the insured and to the extent provided by the policy language or endorsement issued or approved by the insurance carrier.

CERTIFICATE HOLDER 14965876 City of Chicago 121 North LaSalle Street Room 806 Chicago IL 60602	CANCELLATION See Attachment SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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CNA Technology General Liability Extension Endorsement

It is understood and agreed that this endorsement amends the **COMMERCIAL GENERAL LIABILITY COVERAGE PART** as follows. If any other endorsement attached to this policy amends any provision also amended by this endorsement, then that other endorsement controls with respect to such provision, and the changes made by this endorsement with respect to such provision do not apply.

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1. ADDITIONAL INSUREDS

a. **WHO IS AN INSURED** is amended to include as an **Insured** any person or organization described in paragraphs **A.** through **K.** below whom a **Named Insured** is required to add as an additional insured on this **Coverage Part** under a written contract or written agreement, provided such contract or agreement:

(1) is currently in effect or becomes effective during the term of this **Coverage Part**; and

(2) was executed prior to:

(a) the **bodily injury** or **property damage**; or

(b) the offense that caused the **personal and advertising injury**, for which such additional insured seeks coverage.

b. However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

(1) a higher limit of insurance than required by such contract or agreement; or

(2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph **A.** through **K.** below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

b. However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

- (1) a higher limit of insurance than required by such contract or agreement; or
- (2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph A. through K. below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

A. Controlling Interest

Any person or organization with a controlling interest in a Named Insured, but only with respect to such person or organization's liability for bodily injury, property damage or personal and advertising injury arising out of:

1. such person or organization's financial control of a Named Insured; or
2. premises such person or organization owns, maintains or controls while a Named Insured leases or occupies such premises;

provided that the coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

B. Co-owner of Insured Premises

A co-owner of a premises co-owned by a **Named Insured** and covered under this insurance but only with respect to such co-owner's liability for **bodily injury, property damage or personal and advertising injury** as co-owner of such premises.

C. Grantor of Franchise

Any person or organization that has granted a franchise to a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury, property damage or personal and advertising injury** as grantor of a franchise to the **Named Insured**.

D. Lessor of Equipment

Any person or organization from whom a **Named Insured** leases equipment, but only with respect to liability for **bodily injury, property damage or personal and advertising injury** caused, in whole or in part, by the **Named Insured's** maintenance, operation or use of such equipment, provided that the **occurrence** giving rise to such **bodily injury, property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease.

E. Lessor of Land

Any person or organization from whom a **Named Insured** leases land but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such land, provided that the **occurrence** giving rise to such **bodily injury, property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

F. Lessor of Premises

An owner or lessor of premises leased to the **Named Insured**, or such owner or lessor's real estate manager, but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such part of the premises leased to the **Named Insured**, and provided that the **occurrence** giving rise to such **bodily injury or property damage**, or the offense giving rise to such **personal and advertising injury**, takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

G. Mortgagee, Assignee or Receiver

A mortgagee, assignee or receiver of premises but only with respect to such mortgagee, assignee or receiver's liability for **bodily injury, property damage or personal and advertising injury** arising out of the **Named Insured's** ownership, maintenance, or use of a premises by a **Named Insured**.

The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

H. State or Governmental Agency or Subdivision or Political Subdivisions – Permits

A state or governmental agency or subdivision or political subdivision that has issued a permit or authorization but only with respect to such state or governmental agency or subdivision or political subdivision's liability for **bodily injury, property damage or personal and advertising injury** arising out of:

1. the following hazards in connection with premises a **Named Insured** owns, rents, or controls and to which this insurance applies:

- a. the existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoist away openings, sidewalk vaults, street banners, or decorations and similar exposures; or
- b. the construction, erection, or removal of elevators; or
- c. the ownership, maintenance or use of any elevators covered by this insurance; or

2. the permitted or authorized operations performed by a **Named Insured** or on a **Named Insured's** behalf.

The coverage granted by this paragraph does not apply to:

- a. **Bodily injury, property damage or personal and advertising injury** arising out of operations performed for the state or governmental agency or subdivision or political subdivision; or
- b. **Bodily injury or property damage** included within the **products-completed operations hazard**.

With respect to this provision's requirement that additional insured status must be requested under a written contract or agreement, the Insurer will treat as a written contract any governmental permit that requires the **Named Insured** to add the governmental entity as an additional insured.

I. Trade Show Event Lessor

1. With respect to a **Named Insured's** participation in a trade show event as an exhibitor, presenter or displayer, any person or organization whom the **Named Insured** is required to include as an additional insured, but only with respect to such person or organization's liability for **bodily injury, property damage or personal and advertising injury** caused by:

a. the **Named Insured's** acts or omissions; or

b. the acts or omissions of those acting on the **Named Insured's** behalf, in the performance of the **Named Insured's** ongoing operations at the trade show event premises during the trade show event.

2. The coverage granted by this paragraph does not apply to **bodily injury or property damage** included within the **products-completed operations hazard**.

J. Vendor

Any person or organization but only with respect to such person or organization's liability for **bodily injury or property damage** arising out of **your products** which are distributed or sold in the regular course of such person or organization's business, provided that:

1. The coverage granted by this paragraph does not apply to:

a. **bodily injury or property damage** for which such person or organization is obligated to pay **damages** by reason of the assumption of liability in a contract or agreement unless such liability exists in the absence of the contract or agreement;

b. any express warranty unauthorized by the **Named Insured**;

c. any physical or chemical change in any product made intentionally by such person or organization;

d. repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

e. any failure to make any inspections, adjustments, tests or servicing that such person or organization has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;

f. demonstration, installation, servicing or repair operations, except such operations performed at such person or organization's premises in connection with the sale of a product;

g. products which, after distribution or sale by the **Named Insured**, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for such person or organization; or

h. **bodily injury or property damage** arising out of the sole negligence of such person or organization for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:

(1) the exceptions contained in Subparagraphs **d.** or **f.** above; or

(2) such inspections, adjustments, tests or servicing as such person or organization has agreed with the **Named Insured** to make or normally undertakes to make in the usual course of

business, in connection with the distribution or sale of the products.

2. This Paragraph J. does not apply to any insured person or organization, from whom the **Named Insured** has acquired such products, nor to any ingredient, part or container, entering into, accompanying or containing such products.

3. This Paragraph J. also does not apply:

a. to any vendor specifically scheduled as an additional insured by endorsement to this **Coverage Part**;

b. to any of **your products** for which coverage is excluded by endorsement to this **Coverage Part**; nor

c. if **bodily injury** or **property damage** included within the **products-completed operations hazard** is excluded by endorsement to this **Coverage Part**.

K. Other Person Or Organization / Your Work

Any person or organization who is not an additional insured under Paragraphs A. through J. above. Such additional insured is an **Insured** solely for **bodily injury, property damage** or **personal and advertising injury** for which such additional insured is liable because of the **Named Insured's** acts or omissions.

The coverage granted by this paragraph does not apply to any person or organization:

1. who is specifically scheduled as an additional insured on another endorsement to this **Coverage Part**; nor

2. for **bodily injury** or **property damage** included within the **products-completed operations hazard** except to the extent all of the following apply:

a. this **Coverage Part** provides such coverage;

b. the written contract or agreement described in the opening paragraph of this **ADDITIONAL INSUREDS** Provision requires the **Named Insured** to provide the additional insured such coverage; and

c. the **bodily injury** or **property damage** results from **your work** that is the subject of the written contract or agreement, and such work has not been excluded by endorsement to this **Coverage Part**.

2. ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY TO ADDITIONAL INSURED'S INSURANCE

A. The **Other Insurance** Condition in the **COMMERCIAL GENERAL LIABILITY CONDITIONS** Section is amended to add the following paragraph:

If the **Named Insured** has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance. For the purpose of this Provision 2., the additional insured's own insurance means insurance on which the additional insured is a named insured.

B. With respect to persons or organizations that qualify as additional insureds pursuant to paragraph 1.K. of this endorsement, the following sentence is added to the paragraph above:

Otherwise, and notwithstanding anything to the contrary elsewhere in this Condition, the insurance provided to such person or organization is excess of any other insurance available to such person or organization.

3. BODILY INJURY – EXPANDED DEFINITION

Under **DEFINITIONS**, the definition of **bodily injury** is deleted and replaced by the following:

Bodily injury means physical injury, sickness or disease sustained by a person, including death, humiliation, shock, mental anguish or mental injury sustained by that person at any time which results as a consequence of the physical injury, sickness or disease.

4. BROAD KNOWLEDGE OF OCCURRENCE/ NOTICE OF OCCURRENCE

Under **CONDITIONS**, the condition entitled **Duties in The Event of Occurrence, Offense, Claim or Suit** Condition is amended to add the following provisions:

A. BROAD KNOWLEDGE OF OCCURRENCE

The **Named Insured** must give the Insurer or the Insurer's authorized representative notice of an **occurrence**, offense or **claim** only when the **occurrence**, offense or **claim** is known to a natural person **Named Insured**, to a partner, executive officer, manager or member of a **Named Insured**, or to an **employee** designated by any of the above to give such notice.

B. NOTICE OF OCCURRENCE

The **Named Insured's** rights under this **Coverage Part** will not be prejudiced if the **Named Insured** fails to give the Insurer notice of an **occurrence**, offense or **claim** and that failure is solely due to the **Named Insured's** reasonable belief that the **bodily injury** or **property damage** is not covered under this **Coverage Part**. However, the **Named Insured** shall give written notice of such **occurrence**, offense or **claim** to the Insurer as soon as the **Named Insured** is aware that this insurance may apply to such **occurrence**, offense or **claim**.

5. BROAD NAMED INSURED

WHO IS AN INSURED is amended to delete its Paragraph 3. in its entirety and replace it with the following:

3. Pursuant to the limitations described in Paragraph 4. below, any organization in which a **Named Insured** has management control:

a. on the effective date of this **Coverage Part**; or

b. by reason of a **Named Insured** creating or acquiring the organization during the **policy period**, qualifies as a **Named Insured**, provided that there is no other similar liability insurance, whether primary, contributory, excess, contingent or otherwise, which provides coverage to such organization, or which would have provided coverage but for the exhaustion of its limit, and without regard to whether its coverage is broader or narrower than that provided by this insurance.

But this **BROAD NAMED INSURED** provision does not apply to:

(a) any partnership or joint venture; or

(b) any organization for which coverage is excluded by another endorsement attached to this Coverage

Part.

For the purpose of this provision, and of this endorsement's **JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES** provision, management control means:

A. owning interests representing more than 50% of the voting, appointment or designation power for the selection of a majority of the Board of Directors of a corporation, or the members of the management board of a limited liability company; or

B. having the right, pursuant to a written trust agreement, to protect, control the use of, encumber or transfer or sell property held by a trust.

4. With respect to organizations which qualify as **Named Insureds** by virtue of Paragraph 3. above, this insurance does not apply to:

a. **bodily injury** or **property damage** that first occurred prior to the date of management control, or that first occurs after management control ceases; nor

b. **personal or advertising injury** caused by an offense that first occurred prior to the date of management control or that first occurs after management control ceases.

5. The insurance provided by this **Coverage Part** applies to **Named Insureds** when trading under their own names or under such other trading names or doing-business-as names (dba) as any **Named Insured** should choose to employ.

6. ESTATES, LEGAL REPRESENTATIVES, AND SPOUSES

The estates, heirs, legal representatives and **spouses** of any natural person **Insured** shall also be insured under this policy; provided, however, coverage is afforded to such estates, heirs, legal representatives, and **spouses** only for **claims** arising solely out of their capacity or status as such and, in the case of a **spouse**, where such **claim** seeks **damages** from marital community property, jointly held property or property transferred from such natural person **Insured** to such **spouse**. No coverage is provided for any act, error or omission of an estate, heir, legal representative, or **spouse** outside the scope of such person's capacity or status as such, provided however that the **spouse** of a natural person **Named Insured** and the **spouses** of members or partners of joint venture or partnership **Named Insureds** are **Insureds** with respect to such **spouses'** acts, errors or omissions in the conduct of the **Named Insured's** business.

7. EXPECTED OR INTENDED INJURY – EXCEPTION FOR REASONABLE FORCE

Under **COVERAGES, Coverage A – Bodily Injury And Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Expected or Intended Injury** and replace it with the following:
This insurance does not apply to:

Expected or Intended Injury

Bodily injury or **property damage** expected or intended from the standpoint of the **Insured**. This exclusion does not apply to **bodily injury** or **property damage** resulting from the use of reasonable force to protect persons or property.

8. IN REM ACTIONS

A quasi *in rem* action against any vessel owned or operated by or for the **Named Insured**, or chartered by or for the **Named Insured**, will be treated in the same manner as though the action were *in personam* against the **Named Insured**.

9. INCIDENTAL HEALTH CARE MALPRACTICE COVERAGE

Solely with respect to **bodily injury** that arises out of a **health care incident**:

A: Under **COVERAGES, Coverage A – Bodily Injury And Property Damage Liability**, the **Insuring Agreement** is amended to replace Paragraphs 1.b.(1) and 1.b.(2) with the following:

b. This insurance applies to **bodily injury** provided that the professional health care services are incidental to the **Named Insured's** primary business purpose, and only if:

(1) such **bodily injury** is caused by an **occurrence** that takes place in the **coverage territory**.

(2) the **bodily injury** first occurs during the **policy period**. All **bodily injury** arising from an **occurrence** will be deemed to have occurred at the time of the first act, error, or omission that is part of the **occurrence**; and

B. Under **COVERAGES, Coverage A – Bodily Injury And Property Damage Liability**, the paragraph entitled **Exclusions** is amended to:

i. add the following to the **Employers Liability** exclusion:

This exclusion applies only if the **bodily injury** arising from a **health care incident** is covered by other liability insurance available to the **Insured** (or which would have been available but for exhaustion of its limits).

ii. delete the exclusion entitled **Contractual Liability** and replace it with the following:

This insurance does not apply to:

Contractual Liability

the **Insured's** actual or alleged liability under any oral or written contract or agreement, including but not limited to express warranties or guarantees.

iii. add the following additional exclusions.

This insurance does not apply to:

Discrimination

any actual or alleged discrimination, humiliation or harassment, that includes but shall not be limited to **claims** based on an individual's race, creed, color, age, gender, national origin, religion, disability, marital status or sexual orientation.

Dishonesty or Crime

Any actual or alleged dishonest, criminal or malicious act, error or omission.

Medicare/Medicaid Fraud

any actual or alleged violation of law with respect to Medicare, Medicaid, Tricare or any similar federal, state or local governmental program.

Services Excluded by Endorsement

Any **health care incident** for which coverage is excluded by endorsement.

C. DEFINITIONS is amended to:

i. add the following definitions:

Health care incident means an act, error or omission by the **Named Insured's employees or volunteer workers** in the rendering of:

a. **professional health care services** on behalf of the **Named Insured** or

b. Good Samaritan services rendered in an emergency and for which no payment is demanded or received.

Professional health care services means any health care services or the related furnishing of food, beverages, medical supplies or appliances by the following providers in their capacity as such but solely to the extent they are duly licensed as required:

- a. Physician;
- b. Nurse;
- c. Nurse practitioner;
- d. Emergency medical technician;
- e. Paramedic;
- f. Dentist;
- g. Physical therapist;
- h. Psychologist;
- i. Speech therapist;
- j. Other allied health professional; or

Professional health care services does not include any services rendered in connection with human clinical trials or product testing.

ii. delete the definition of **occurrence** and replace it with the following:

Occurrence means a **health care incident**. All acts, errors or omissions that are logically

connected by any common fact, circumstance, situation, transaction, event, advice or decision will be considered to constitute a single **occurrence**;

iii. amend the definition of **Insured** to:

a. add the following:

• the **Named Insured's employees** are **Insureds** with respect to:

(1) **bodily injury** to a **co-employee** while in the course of the **co-employee's** employment by the **Named Insured** or while performing duties related to the conduct of the **Named Insured's** business; and

(2) **bodily injury** to a **volunteer worker** while performing duties related to the conduct of the **Named Insured's** business; when such **bodily injury** arises out of a **health care incident**.

• the **Named Insured's volunteer workers** are **Insureds** with respect to:

(1) **bodily injury** to a **co-volunteer worker** while performing duties related to the conduct of the **Named Insured's** business; and

(2) **bodily injury** to an **employee** while in the course of the **employee's** employment by the **Named Insured** or while performing duties related to the conduct of the **Named Insured's** business;

when such **bodily injury** arises out of a **health care incident**.

b. delete Subparagraphs (a), (b), (c) and (d) of Paragraph 2.a.(1) of **WHO IS AN INSURED**.

c. add the following:

Insured does not include any physician while acting in his or her capacity as such.

D. The **Other Insurance** condition is amended to delete Paragraph b.(1) in its entirety and replace it with the following:

Other Insurance

b. Excess Insurance

(1) To the extent this insurance applies, it is excess over any other insurance, self insurance or risk transfer instrument, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by the **Named Insured** to be excess of this coverage.

10. JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES

WHO IS AN INSURED is amended to delete its last paragraph and replace it with the following:

No person or organization is an **Insured** with respect to:

- the conduct of any current or past partnership or joint venture that is not shown as a **Named Insured** in the Declarations; nor
- the conduct of a current or past limited liability company in which a **Named Insured's** interest does/did not rise to the level of management control;

except that if the **Named Insured** was a joint venturer, partner, or member of such a limited liability company, and such joint venture, partnership or limited liability company terminated prior to or during the **policy period**, then such **Named Insured** is an **Insured** with respect to its interest in such joint venture, partnership or limited liability company but only to the extent that:

- a. any offense giving rise to **personal and advertising injury** occurred prior to such termination date, and the **personal and advertising injury** arising out of such offense, first occurred after such termination date;
- b. the **bodily injury** or **property damage** first occurred after such termination date; and
- c. there is no other valid and collectible insurance purchased specifically to insure the partnership, joint venture or limited liability company.

11. LEGAL LIABILITY – DAMAGE TO PREMISES

A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete the first paragraph immediately following subparagraph (6) of the **Damage to Property** exclusion and replace it with the following:

Paragraphs (1), (3) and (4) of this exclusion do not apply to **property damage** (other than damage by fire) to premises rented to the **Named Insured** or temporarily occupied by the **Named Insured** with the permission of the owner, nor to the contents of premises rented to the **Named Insured** for a period of 7 or fewer consecutive days. A separate limit of insurance applies to Damage To Premises Rented To You as described in **LIMITS OF INSURANCE**.

B. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete its last paragraph and replace it with the following:

Exclusions c. through n: do not apply to damage by fire to premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured** with permission of the owner, nor to damage to the contents of premises rented to a **Named Insured** for a period of 7 or fewer consecutive days.

A separate limit of insurance applies to this coverage as described in the **LIMITS OF INSURANCE** Section.

C. **LIMITS OF INSURANCE** is amended to delete Paragraph 6. (the Damage To Premises Rented To You Limit) and replace it with the following:

6. Subject to Paragraph 5. above, (the Each Occurrence Limit), the Damage To Premises Rented To You Limit is the most the Insurer will pay under **COVERAGE A** for **damages** because of **property damage** to:

- a. any one premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured**

with the permission of the owner; and

b. contents of such premises if the premises is rented to the **Named Insured** for a period of 7 or fewer consecutive days.

The Damage To Premises Rented To You Limit is \$500,000. unless a different Damage to Premises Rented to You Limit is shown in the Declarations.

D. The **Other Insurance** Condition is amended to delete Paragraph **b.(1)(a)(ii)**, and replace it with the following:

(ii) That is property insurance for premises rented to a **Named Insured**, for premises temporarily occupied by the **Named Insured** with the permission of the owner; or for personal property of others in the **Named Insured's** care, custody or control;

E. This Provision 11. does not apply if liability for damage to premises rented to a **Named Insured** is excluded by another endorsement attached to this **Coverage Part**.

12. MEDICAL PAYMENTS

A. **LIMITS OF INSURANCE** is amended to delete Paragraph 7. (the Medical Expense Limit) and replace it with the following:

7. Subject to Paragraph 5. above (the Each Occurrence Limit), the Medical Expense Limit is the most the Insurer will pay under **Coverage C – Medical Payments** for all medical expenses because of **bodily injury** sustained by any one person. The Medical Expense Limit is the greater of:

- (1) \$15,000 unless a different amount is shown here: @@@@; or
- (2) the amount shown in the Declarations for Medical Expense Limit.

B. Under **COVERAGES**, the **Insuring Agreement of Coverage C – Medical Payments** is amended to replace Paragraph 1.a.(3)(b) with the following:

(b) The expenses are incurred and reported to the Insurer within three years of the date of the accident;
and
This Paragraph B. does not apply to medical expenses incurred in the state of Missouri.

13. NON-OWNED AIRCRAFT

Under **COVERAGES**, **Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended as follows:

The exclusion entitled **Aircraft, Auto or Watercraft** is amended to add the following:

This exclusion does not apply to an aircraft not owned by any **Named Insured**, provided that:

1. the pilot in command holds a currently effective certificate issued by the duly constituted authority of the United States of America or Canada, designating that person as a commercial or airline transport pilot;
2. the aircraft is rented with a trained, paid crew to the **Named Insured**; and

3. the aircraft is not being used to carry persons or property for a charge.

14. NON-OWNED WATERCRAFT

Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled

Exclusions is amended to delete subparagraph (2) of the exclusion entitled **Aircraft, Auto or Watercraft**, and replace it with the following.

This exclusion does not apply to:

(2) a watercraft that is not owned by any **Named Insured**, provided the watercraft is:

(a) less than 75 feet long; and

(b) not being used to carry persons or property for a charge.

15. PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION

A. Under **DEFINITIONS**, the definition of **personal and advertising injury** is amended to add the following tort:

• Discrimination or humiliation that results in injury to the feelings or reputation of a natural person.

B. Under **COVERAGES, Coverage B – Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to:

1. delete the Exclusion entitled **Knowing Violation Of Rights Of Another** and replace it with the following:

This insurance does not apply to:

Knowing Violation of Rights of Another

Personal and advertising injury caused by or at the direction of the **Insured** with the knowledge that the act would violate the rights of another and would inflict **personal and advertising injury**. This exclusion shall not apply to discrimination or humiliation that results in injury to the feelings or reputation of a natural person, but only if such discrimination or humiliation is not done intentionally by or at the direction of:

(a) the **Named Insured**; or

(b) any **executive officer**, director, stockholder, partner, member or manager (if the **Named Insured** is a limited liability company) of the **Named Insured**.

2. add the following exclusions:

This insurance does not apply to:

Employment Related Discrimination

Discrimination or humiliation directly or indirectly related to the employment, prospective

employment,
past employment or termination of employment of any person by any **Insured**.
Premises Related Discrimination

discrimination or humiliation arising out of the sale, rental, lease or sub-lease or prospective sale, rental, lease or sub-lease of any room, dwelling or premises by or at the direction of any **Insured**.

Notwithstanding the above, there is no coverage for fines or penalties levied or imposed by a governmental entity because of discrimination.

The coverage provided by this **PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION** Provision does not apply to any person or organization whose status as an **Insured** derives solely from

- Provision 1. **ADDITIONAL INSURED** of this endorsement; or
- attachment of an additional insured endorsement to this **Coverage Part**.

16. PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY

A. Under **COVERAGES, Coverage B –Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Contractual Liability** and replace it with the following:

This insurance does not apply to:

Contractual Liability

Personal and advertising injury for which the **Insured** has assumed liability in a contract or agreement.

This exclusion does not apply to liability for **damages**:

(1) that the **Insured** would have in the absence of the contract or agreement; or

(2) assumed in a contract or agreement that is an **insured contract** provided the offense that caused such **personal or advertising injury** first occurred subsequent to the execution of such **insured contract**. Solely for the purpose of liability assumed in an **insured contract**, reasonable attorney fees and necessary litigation expenses incurred by or for a party other than an **Insured** are deemed to be **damages** because of **personal and advertising injury** provided:

(a) liability to such party for, or for the cost of, that party's defense has also been assumed in such **insured contract**; and

(b) such attorney fees and litigation expenses are for defense of such party against a civil or alternative dispute resolution proceeding in which covered **damages** are alleged.

B. Solely for the purpose of the coverage provided by this paragraph, **DEFINITIONS** is amended to delete the definition of **insured contract** in its entirety, and replace it with the following:

Insured contract means that part of a written contract or written agreement pertaining to the **Named Insured's** business under which the **Named Insured** assumes the tort liability of another party to pay for

personal or advertising injury arising out of the offense of false arrest, detention or imprisonment. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.

C. Solely for the purpose of the coverage provided by this paragraph, the following changes are made to the Section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B**:

1. Paragraph 2.d. is replaced by the following:

d. The allegations in the **suit** and the information the Insurer knows about the offense alleged in such **suit** are such that no conflict appears to exist between the interests of the **Insured** and the interests of the indemnitee;

2. The first unnumbered paragraph beneath Paragraph 2.f.(2)(b) is deleted and replaced by the following:

So long as the above conditions are met, attorneys fees incurred by the Insurer in the defense of that indemnitee, necessary litigation expenses incurred by the Insurer, and necessary litigation expenses incurred by the indemnitee at the Insurer's request will be paid as **defense costs**. Notwithstanding the provisions of Paragraph e.(2) of the Contractual Liability exclusion (as amended by this Endorsement), such payments will not be deemed to be **damages for personal and advertising injury** and will not reduce the limits of insurance.

D. This **PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY** Provision does not apply if **Coverage B –Personal and Advertising Injury Liability** is excluded by another endorsement attached to this **Coverage Part**.

17. PROPERTY DAMAGE – ELEVATORS

A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended such that the **Damage to Your Product** Exclusion and subparagraphs (3), (4) and (6) of the **Damage to Property** Exclusion do not apply to **property damage** that results from the use of elevators.

B. Solely for the purpose of the coverage provided by this **PROPERTY DAMAGE – ELEVATORS** Provision, the **Other Insurance** conditions is amended to add the following paragraph:

This insurance is excess over any of the other insurance, whether primary, excess, contingent or on any other basis that is Property insurance covering property of others damaged from the use of elevators.

18. SUPPLEMENTARY PAYMENTS

The section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B** is amended as follows:

A. Paragraph 1.b. is amended to delete the \$250 limit shown for the cost of bail bonds and replace it with a \$5,000. limit; and

B. Paragraph 1.d. is amended to delete the limit of \$250 shown for daily loss of earnings and replace it with a \$1,000. limit.

19. PROPERTY DAMAGE - PATTERNS MOLDS AND DIES

Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled

Exclusions is amended to delete subparagraphs (3) and (4) of the Exclusion entitled **Damage to Property**, but

only with respect to patterns, molds or dies that are in the care, custody or control of the **Insured**, and only if

such patterns, molds or dies are not being used to perform operations at the time of loss. A limit of insurance of

\$25,000 per **policy period** applies to this **PROPERTY DAMAGE - PATTERNS MOLDS AND DIES** coverage,

and this limit:

A. is included within the General Aggregate Limit as described in **LIMITS OF INSURANCE**; and

B. applies excess over any valid and collectible property insurance available to the **Insured**, including any deductible applicable to such insurance; the **Other Insurance** condition is changed accordingly.

20. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

If the **Named Insured** unintentionally fails to disclose all existing hazards at the inception date of the **Named**

Insured's Coverage Part, the Insurer will not deny coverage under this **Coverage Part** because of such failure.

21. WAIVER OF SUBROGATION - BLANKET

Under **CONDITIONS**, the condition entitled **Transfer Of Rights Of Recovery Against Others To Us** is amended

to add the following:

The Insurer waives any right of recovery the Insurer may have against any person or organization because of

payments the Insurer makes for injury or damage arising out of:

1. the **Named Insured's** ongoing operations; or
2. **your work** included in the **products-completed operations hazard**.

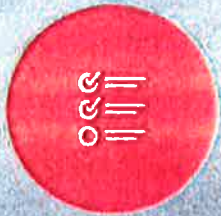
However, this waiver applies only when the **Named Insured** has agreed in writing to waive such rights of recovery in a written contract or written agreement, and only if such contract or agreement:

1. is in effect or becomes effective during the term of this **Coverage Part**; and
2. was executed prior to the **bodily injury, property damage or personal and advertising injury** giving rise to the **claim**.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

Appendix 1



Legislative Management

Comprehensive and automated agenda workflow

Legislative workflows often require a significant commitment from clerical staff. Drafting legislation, getting items approved, compiling information from various departments, and creating an agenda are integral parts of the pre-meeting process, yet can be very time-consuming. Then, there are live and post-meeting processes that staff must follow to ensure an accurate account of a meeting. With so many moving parts, steps can be overlooked or items can be inadvertently dropped. Using a completely automated, round-trip legislative workflow solution can save staff countless hours while helping them maintain legislative accuracy.

Granicus' Legislative Management Suite, powered by Legislar technology, allows government staff to easily manage the entire legislative process from start to finish. From drafting files, through assignment to various departments, to final approval, this suite is an automated solution designed to reduce workloads and create a more efficient method for managing decisions.

Reach new levels of automation with a complete legislative solution

- Eliminate manual workflows. Create and manage items for agendas in one system
- Automate agenda item approvals with electronic approval processes
- Simplify agenda creation—automatically compile files and supporting materials for upcoming meetings.
- Organize, store and retrieve electronic documents.
- Easily track legislation and generate historical reports for staff, citizens and council.

Features List

- Record Motions, Votes and Notes
- Draft files and edit text in Microsoft Word™
- Add supporting documents
- Cross-reference items to agendas and minutes
- Set electronic approval routing
- Review agenda item history
- Automatically assemble and publish agenda packets
- Connect agenda data to the iPad
- Auto-number agenda items
- Create templates for each meeting body
- Record roll call, motions, votes, and discussion
- Automatic item referral routing
- Publish minutes to the web
- Full text search
- Organize, store and retrieve electronic documents
- Unlimited users and records
- Video streaming integration
- Dynamic calendar of past and upcoming meetings
- Search, track and print legislative data
- View district representation, vacancies and more

The Legislative Management Suite helps governments organize, store and easily retrieve electronic documents all in one system. It also maintains all legislative data and tracks each item's path through the entire process. Plus, it allows staff to quickly and easily publish agenda and minutes documents to the Web, helping ensure records availability and promote government transparency.

Simplify the agenda creation process

Create legislative items for meeting agendas

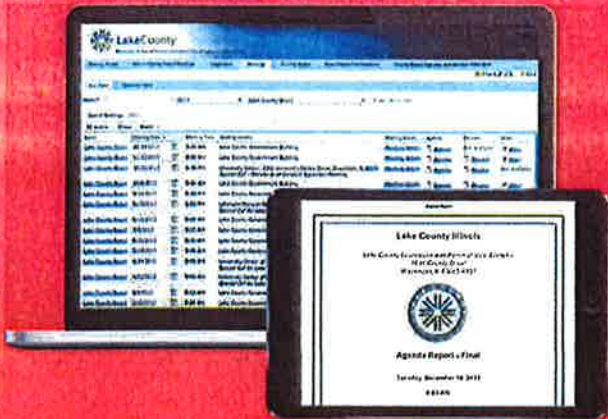
Easily create new files for meeting agendas. By indicating the item type (resolution, ordinance, etc.), meeting body in control of the item, and the item's status, items are automatically placed on the appropriate agenda.

Draft items in a familiar system and add supporting materials

Simply type the file text directly into the system or draft it in the familiar template of Microsoft Word®. Create templates and standard paragraphs for quick drafting. Once the text of an item is complete, add supporting attachments of any file type to substantiate the item. Staff, elected members and even residents can submit agenda items through a form on your website.

Automate agenda item approvals with electronic approval routing

Electronically route agenda items for approvals. Create an automated approval sequence and let the system manage the work. Selected approvers will be notified when the item is ready for their review. Approvers can review all item details, supporting documents, make edits, approve or deny the request through the system or a browser-based form.



Publish a portal to your website for a quick and easy search of legislative data

Keep the public informed - publish agendas to your website

Assemble complete agendas packets for upcoming meetings

Gather and compile legislative data for meeting agendas with the push of a button. Items are automatically placed on agendas and can also be added on the fly. Once the agenda is compiled, print or publish full packets to the Web. With iLegislate, review published agendas and supporting documents, bookmark and take notes on items, all through a native iPad application.

Save time with a continuous legislative workflow

Capture all meeting actions into a draft minutes document for a seamless, roundtrip workflow. Agenda items can be automatically reassigned to the appropriate department based on the actions taken during a meeting, saving staff time and reducing errors.

Offer the public an easy-to-use online legislative portal

Residents can search legislative text, attachments, agendas, minutes, votes and more. Both the public and staff can track legislative history over a given period of time and view a calendar of upcoming and previous meeting details. Citizens can also look-up elected officials, track positions and even apply online.

Organize, store and retrieve documents with ease

Organize and store electronic documents of any file format in one repository. All documents are automatically tagged and indexed with metadata, making search and retrieval easy.

Track legislative items and generate historical reports

Track bills, resolutions or other legislation from inception through approvals and actions taken. Easily search all file history and generate legislative reports.

Appendix 2



iLegislate®

The leading tablet application for paperless agendas on iPad and Android

Granicus' tablet agenda application, iLegislate®, enables governments to review meeting agendas, supporting documents, and archived videos over iPad® or Android tablet. Proven to save staff hours in their pre-meeting workflow while improving efficiencies, government agencies no longer need to spend thousands of dollars annually printing, copying, and binding meeting materials, not to mention the staff costs for collecting, organizing, and distributing these materials. Eliminate these time and material costs by introducing a completely paperless environment for agendas.

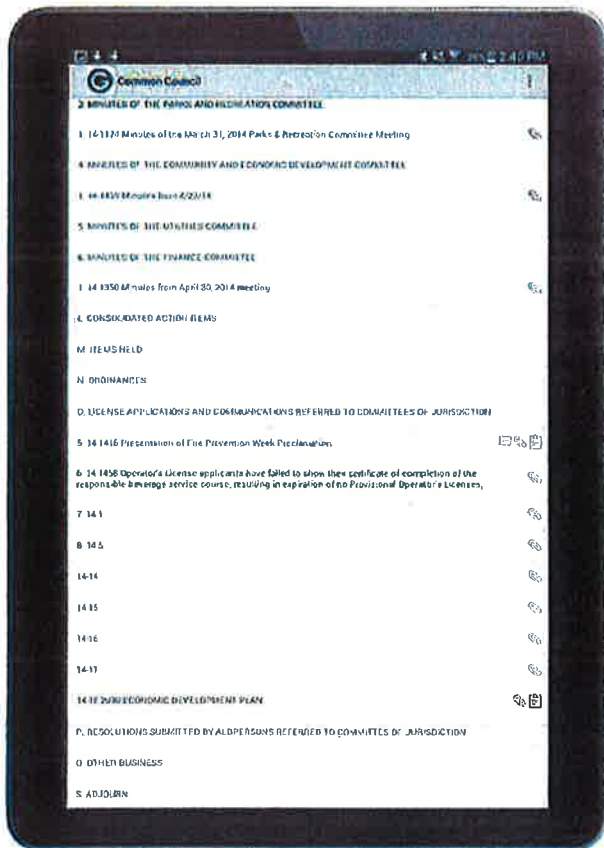
iLegislate seamlessly connects all agenda data to the tablet, automatically updating it with the latest information when online, and available for review when offline. Elected members and staff can review agendas and PDF attachments, and bookmark items of interest, while offline. All these changes are automatically backed up to the Granicus cloud when an internet connection is established.

- 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 and email agenda items
- Review indexed, archived meeting videos
- Public opinion placed at elected officials' fingertips

Benefits & Functionality

Review meeting agendas with supporting documents

Easily review upcoming and previous meeting agendas through a tablet. Read agenda item details, including the suggested action, by simply clicking on the item within the agenda. Download the agenda and review the complete packet without an internet connection.



Stream indexed archived videos

Using H.264 technology, watch archived videos within the iLegislate application. Simply click on the videos tab and choose from the same list of archived videos available through your website including meetings, Public Service Announcements, events and more. Archived videos are indexed, making it easy to jump directly to items of interest.



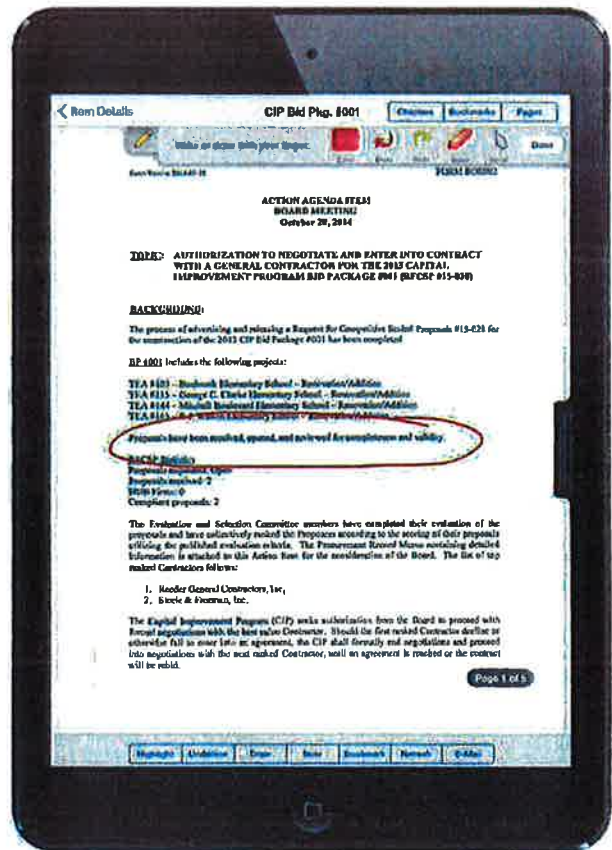
Put public opinion at elected officials' fingertips

More than digital agendas, the integration with the Citizen Participation Suite provides easy access to ideas coming from the community, as well as feedback from the public on specific agenda items. Make community leaders more effective by placing public support percentages and community comments on agenda items, maps of community idea contributors, civic participant demographics, community improvement ideas, and more at their fingertips.

Take notes, annotate, and bookmark specific agenda items*

When reviewing an agenda item's details, users can add personal notes to an item or bookmark it for future review. Users can take typed notes, or mark up agendas and supporting documents with highlighting, drawing, and underlining tools. We've even made note and bookmark review easier by allowing users to see all notes or all bookmarked items at once.

* Available only on the iPad



FEATURE LIST

- Review complete paperless agenda packets
- Take notes on agenda items and supporting documents
- Bookmark items of interest
- View archived meeting videos specific to agenda items
- Review agendas for various meeting bodies
- Automatically backup data to the cloud
- Supports the Granicus API
- Integrates with 3rd party agenda management systems
- Integrates with the Citizen Participation Suite

iPAD ONLY FEATURES

- Email agenda items with annotations
- Review and annotate agendas offline
- Save, delete, and annotate previous agendas

DEPENDENCIES

- Free to any Granicus Platform and Suite users
- Apple iPad or iPad Mini (iOS 7 or greater/iPad G2 or greater)
- Android Device (Version 4.3 and greater)



Appendix 3



Government Transparency

Promote accountability and build public trust

Transparency around public meetings is more important than ever. Citizens want to learn about policy decisions that affect their lives and see how their tax dollars are being spent. But, the burden and expense of managing this information is time consuming for government employees and can be cumbersome for citizens to find at complex government websites. What if you could automate this process and make it incredibly convenient for everyone?

The Government Transparency Suite helps agencies give access to all public meetings and important records online and creates an unprecedented level of openness. Leveraging a powerful media management solution, organizations can easily publish content on their website, link related documents, and provide keyword searching for citizens. Using reports on visitor trends, agencies can quickly gauge interest in the most important issues.

Manage and broadcast government media online

- Give citizens convenient access to live and archived streaming through your website
- Reduce public inquiries with searchable, self-service access online
- Import agendas and index video live to eliminate hours of work
- Manage and distribute unlimited meetings and events—all completely automated
- Reach a broader audience - integrate closed captions with video
- Understand and measure public participation with deep video analytics

Features for Staff

- Live Event Streaming
- Encoding Appliances
- Intelligent Media Routing
- Proactive Systems Monitoring
- Import & Parse Agendas
- Link Relevant Documents
- Index Video Live
- Create Text Transcripts
- Reports & Analytics
- Paperless Agenda for the iPad

Benefits to Citizens

- Closed Captioning
- Advanced Search
- Downloadable Media

Conveniently deliver media online and increase transparency

Increase convenience with access any time, from anywhere

Citizens and staff can watch live streaming broadcasts or play archived videos through your website. Viewers can quickly jump to any topic through index points to review only the information that is important to them.

Maximize public access with a searchable integrated public record

Empower citizens to find what they need through a searchable public record on your website. All meeting audio, video, minutes, and agendas are tightly integrated together. Citizens can subscribe to your agenda or a particular search to get real-time notifications when new content is available.

Ensure ADA compliance with a closed captioning integration

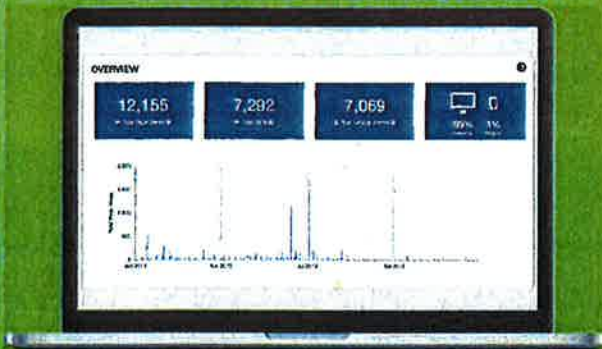
Easily stream meetings with scrolling closed captions. Quickly access and publish a full transcript and even search for any word spoken on video.

Review and annotate paperless meeting materials on the iPad

Staff and elected members can review agendas and supporting documents, as well as bookmark and take notes on items, through a native iPad application.



Deliver rich media and critical documents through your website and mobile devices



Measure viewership to understand trends and growth in audience engagement

Award-winning, proven streaming solution for local, state, and federal agencies

Unparalleled streaming performance and reliability

Reduce the burden on IT staff by leveraging a world-class hosted infrastructure and an on-site media server, backed by a comprehensive maintenance program.

Unlimited bandwidth, unlimited storage, and intelligent routing

Store files redundantly and intelligently route media to avoid network congestion. Our proven streaming solution ensures quality, speed and reliability. Get permanent storage, backups, systems monitoring, and dedicated support.

Simplify media management through automation

Schedule events to broadcast live or record from any video source including cable, camera, VHS, or DVD. Archived files automatically transfer to internal and external distribution networks and are instantly published to the web.

Save hours of time by importing agendas & indexing in real-time

Import agendas and index video live during the meeting. After the meeting, produce a public record with the agenda linked to the video.

Understand viewership with in-depth metrics and reporting

Check out the public engagement level, mobile usage, page visits, visitor location, originating links, and more, instantly on the video analytics page.



Granicus® Encoding Appliance

Hardware as a Service for Government Webcasting

The Granicus Encoding Appliance supports Granicus' current and future software platforms and encoding formats. It has been rigorously tested and certified to work with Granicus technology. Device pre-configurations allow customers to get up and running quickly while maintaining the highest level of service at a low monthly cost.

The Granicus Customer Care team leverages a suite of tools that allow us to proactively monitor, maintain and support the appliance. Full patch management of Granicus software and the operating system eliminates any maintenance burden placed on government IT staff, including contacting multiple vendors for support.

As a fully-managed solution, Granicus will provide customers with all necessary upgrades, repairs or replacements to ensure that the appliance works effectively on the Granicus platform. To help maintain ADA compliance, the Granicus Encoding Appliance supports extraction and display of embedded closed captions.

Optimized Streaming Platform

The Granicus Encoding Appliance is designed and built for our platform and streaming protocols 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.

This appliance is included with the Government Transparency Suite and can be added to the Granicus Open Platform.

Granicus Encoding Appliance

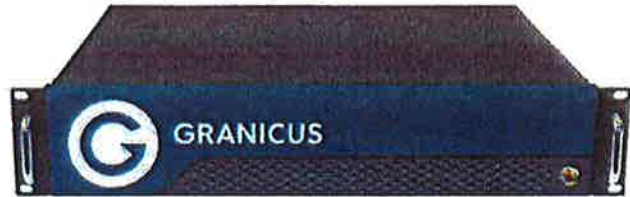
Local distribution & storage

The Encoding Appliance can be configured to support local live and on-demand streaming for up to 50 concurrent users. For organizations that require enterprise-class distribution, Granicus' Performance Accelerator distributes hundreds of simultaneous local streams with minimal network impact.

Each device is equipped with 2 TBs of local storage, or roughly 2,000 hours at standard bit rates. Granicus provides unlimited cloud content storage and retention.

The Granicus Encoding Appliance is lightweight and small enough to fit in any server rack. Encoder noise has been addressed as well. With a sound output less than 40db, the Granicus Encoding Appliance is considerably quieter than standard off the shelf encoding hardware.

Front View



Rear View



Hardware Specifications

Dimensions	<ul style="list-style-type: none"> • 13.9"D x 19"W x 3.5"H • 2U rack mountable chassis 			
Weight	• 25 lbs			
Power	Watts	Idle: 53	Load: 1671	Startup: 102
	Amps	0,441	1,393	0,85
	kVA	0,529	0,167	0,102
	BTU/hr.	181	570	348
Connectivity	• Ethernet: 2 auto-detecting x 1 Gbit ports			
Storage	<ul style="list-style-type: none"> • Up to 2TB capacity • 2000 hours at standard bit rates 			
Hardware Warranty	• Granicus customer lifetime (managed hardware)			
Optional Components	<ul style="list-style-type: none"> • Rail kit * • Tower conversion Kit * 			
Management	• Full remote management, monitoring patching & reporting			

Granicus Encoding Appliance



Adobe Flash Player



Microsoft Silverlight


Audio/Video Specifications

ANALOG ENCODING APPLIANCE	
Video	<ul style="list-style-type: none"> • Composite (BNC x1) • S-Video (Includes BNC to mini-DIN adapter) • Component (BNC x 3) • NTSC & PAL supported
One Channel Switchable Input	
Audio Inputs	<ul style="list-style-type: none"> • Balanced stereo (XLR x 2) • Unbalanced stereo (RCA x 2) • Stereo & mono supported
DIGITAL ENCODING APPLIANCE	
Video	<ul style="list-style-type: none"> • SDI (BNC)
Audio	<ul style="list-style-type: none"> • Embedded audio on channel 1,2,3 or 4

Streaming Specifications

Live Streaming	<ul style="list-style-type: none"> • Static public IP address • Inbound pull over TCP Port 8080 (port changed upon request) • 600 Kbps upstream ** • Unlimited viewers
Encoding Formats	<ul style="list-style-type: none"> • Microsoft® Windows Media® (Silverlight®) • H.264 for Adobe® Flash® Player • H.264 in HTML (IOS and Android devices)
Local Distribution	<ul style="list-style-type: none"> • Live and on-demand (directly from Granicus Encoding Appliance) • 50 maximum concurrent streams

* Additional charges may apply

** Higher bitrates available, requires additional bandwidth



Meeting Services

Hands-free webcasting solutions for public event needs

Granicus Meeting Services provide turnkey solutions for public meeting needs. For over ten years, Granicus has worked with nearly a thousand government agencies to strengthen transparency, participation and efficiency in the public meeting process. 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.

Our hands-free solution provides your audience with the most feature-rich video player, helping you improve citizen engagement and transparency efforts by leveraging the latest technology.

Granicus also offers various services to help streamline the meeting process and free up staff time. From minutes annotation to a full AV production, Granicus is your one partner for all meeting services needs.

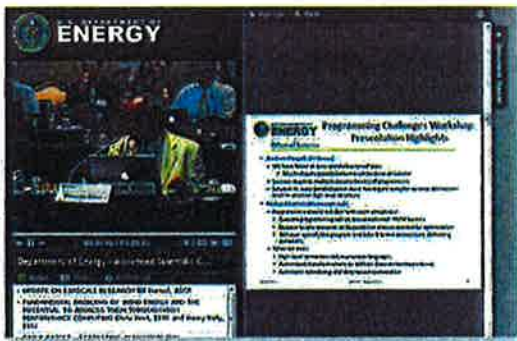
- Live Event Webcasting
- On-Premise Webcast Production
- Closed Captioning
- Minutes Annotation
- Official Transcripts of Proceedings
- Audio and Video Production
- Seamless Website Integration
- Searchable Video Archives
- Integrated Public Record

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 enduser experience.

The Granicus solution includes unlimited media storage and distribution. All webcasts are fully managed by an onsite engineer and supported by our world-class infrastructure



Closed Captioning Services

Support ADA (Americans with Disabilities Act) compliance and offer greater accessibility to meetings with closed captioning. Captions are synchronized to meeting webcasts and can be recorded in real-time or added to an archived event. Closed caption text is searchable, giving audiences the ability to search meeting records by the spoken word.

Audio & Video 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

Minutes Annotation Services

Our team can create and publish meeting minutes following any event. Choose the preferred format—action, summary or verbatim - and we will produce the official record. This service also includes post - meeting video trimming and time-stamping.

Certified Transcription Services

The Granicus Meeting Services team will produce a complete, word-for-word account of a meeting. Transcripts can be attached to archived videos and published online as supporting documentation, furthering your transparency initiatives.



Legistar

Customize the entire legislative and agenda management workflow

Reach new levels of automation with a complete legislative solution that manages decisions and automates the workflow of legislative items from introduction to final passage. Extensive configurability sets Legistar apart from the rest with unlimited workflow sequences that can be customized to cater to an unlimited number of users, records and managing bodies. Legistar automates legislation drafting and agenda creation with a built-in, customizable workflow that tracks each item throughout the approval process.

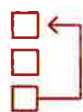
A single piece of legislation can flow through dozens of agendas and drafts

before more than a handful of boards until it's agreed upon, all too often getting lost and rewritten in the process. Easily create new documents for meeting agendas in Legistar or Microsoft Word, then digitally organize them to automatically associate the files to the correct workflow.

The program automates agenda creation and meeting execution with tools to streamline minutes, voting, full reporting and publishing to a citizen-facing web portal for boosted transparency. From drafting files, through assignment to various departments, to final approval, Legistar reduces workloads and creates a more efficient method for managing



Eliminate manual workflows



Automate a customizable legislative workflow



Automate agenda material compilation and approval



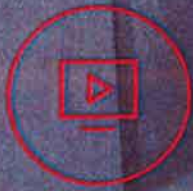
Integration to manage documents with Microsoft Word



Track progress and generate reports



Unlimited workflow sequences, users and records



Granicus Video

A complete video solution for government

Granicus Video enables organizations to build a content-rich library of live and archived public meeting webcasts and records without hassle, enabling agencies to reach a broader audience and further meet modern transparency demands.

With easy-to-use media management tools, agencies can schedule and broadcast live webcasts while simultaneously recording and archiving the live content to unlimited storage. Agendas can be imported prior to each meeting, allowing for video to be indexed in real-time, which eliminates hours of follow up work after an event has ended. After the meeting, publish a full and integrated public record which links the agenda directly to the video.

Empowered citizens can browse published agendas and supporting documents or save time

by performing keyword searches to jump directly to specific topics, making it easier for viewers to find the information they're most interested in. Citizens can also subscribe to agendas or keyword searches to get real-time notifications when new, relevant content becomes available.

Opt in to HD video for an enhanced viewing experience or further enable accessibility and ensure ADA compliance by adding closed-captioning services. Agencies can monitor and analyze public interest through visitor and viewership reports, which break down visitor statistics, including most-popular content, number of views, length of time on site, and more to better understand the viewing audience.



Live event streaming



Archive videos with unlimited storage



Searchable, indexed content



Publish a complete public record



Closed captioning add-on for ADA compliance



Reports to analyze public participation