

## First Amendment to the Granicus Service Agreement between Granicus, LLC and Vicksburg, MS

This First Amendment to the Granicus, LLC Service Agreement is effective on the date this document is signed and entered into by and between Granicus, LLC, a Minnesota Limited Liability Company d/b/a Granicus (hereinafter referred to as "Granicus"), and Vicksburg, MS (hereinafter referred to as "Client"), with reference to the following:

WHEREAS, the Client and Granicus entered into an Agreement effective 01 Aug 2018 (the "Agreement"); and

WHEREAS, in addition to Client's existing solution, Client wishes to add certain products and services as detailed in Q-529314, which is attached as Exhibit A and incorporated herein by reference; and

NOW, THEREFORE, in consideration of the premises, the parties intend that the Agreement be amended as follows:

1. Compensation to be paid to Granicus under the Agreement shall be amended to include the fees detailed in Exhibit A. Exhibit A is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of the Client to provide applicable exemption certificate(s).
2. Except as amended by this First Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.
3. In the event of any inconsistency between the provisions of this First Amendment and the documents comprising the Agreement, the provisions of this First Amendment shall prevail.

IN WITNESS WHEREOF, the parties have caused this First Amendment to be executed by their duly authorized representatives.

### Agreement and Acceptance

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

**Vicksburg, MS**

Signature:

Name:

Title:

Date:

**Granicus**

Signature:

Name:

Title:

Date:

## Exhibit A

### ORDER DETAILS

**Prepared By:** Steve Gilleland  
**Phone:**  
**Email:** steve.gilleland@granicus.com  
**Order #:** Q-529314  
**Prepared On:** 24 Apr 2026  
**Expires On:** 30 Apr 2026

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 45 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Current Subscription End Date:** 31 Jul 2026

## PRICING SUMMARY

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

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Outreach Implementation	Up Front	1 Each	\$2,000.00
Outreach Training (Onboarding) - Virtual	Up Front	1 Each	\$0.00
Data Package Implementation (1x)	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$2,000.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Outreach	Annual	1 Each	\$4,085.00
Enhanced Constituent Data Package	Annual	1 Each	\$619.00
SMS	Annual	1 Each	\$2,750.00
<b>SUBTOTAL:</b>			<b>\$7,454.00</b>

- Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Except for services sold on a volume basis, which must be consumed during the then current billing term.
- Additional volume purchased herein will cover the period of 01 Aug 2025 - 31 Jul 2026 The additional volume and annual fees will be added to Vicksburg, MS's current subscription and will be included in the next renewal period.

## PRODUCT DESCRIPTIONS

Solution	Description
Outreach	<p>Outreach is a powerful communications tool that enables public officials to vastly expand their reach through proactive outreach, while protecting their email deliverability. Using Outreach, users can create two types of audiences: Segments (proactive targeting; not only opted-in individuals) and Newsletter Subscriber Groups (opted-in individuals). Outreach enables multi-channel outreach; email, physical mail printing, call lists, and legislative door-knocking.</p> <p><b>Outreach includes:</b></p> <p><b>Proactive targeting via Outreach's list-builder map tool:</b> Build audiences based on attributes, characteristics, or geographic region. View a map of all contacts; select an area of the map to build an audience of contacts in that region. Or choose from dozens of attributes and Opinions to create targeted audiences. For example, a city council office could notify all individuals who live on a specific city block of an upcoming road closure; or a state representative can create an audience of all women under age 45 to notify them of an upcoming young women's event. When an office has Inbox and Outreach, they can log Opinions and other data based on interactions they have with constituents and then re-target those individuals. For example, a state senator may reach out to everyone who asked them to vote Yes on a bill to update them that the bill was signed into law.</p> <p><b>"Smart" (iterative) audiences:</b> Audiences are "smart" and constantly iterate based on the latest contact information present in your account; e.g. if a new contact is created that fits the criteria of a segment that was created a week ago, the contact will automatically be added to that segment.</p> <p><b>Subscription management:</b> Outreach enables government offices to manage robust newsletter programs, all in one place. Create unlimited newsletter subscriber lists, each of which comes with a dedicated public sign-up page that can be shared. Lists can also be set to private, so users can manage internal lists (e.g. a press list) without making them publicly available.</p> <p><b>Drag-and-drop email builder:</b> Build email campaigns with Outreach's drag-and-drop editor. Add content blocks such as images, videos, and surveys. Drafts auto-save every few seconds, so there's no worry about losing edits. Preview how the email will look on a variety of devices. Send to one or multiple audiences (including both newsletter subscriber lists and proactive-</p>

Solution	Description
	<p>communication audiences). Users can also elect to exclude individuals who have received a recent outreach, include only subscribers, or include only individuals who have proactively reached out to their office via Inbox.</p> <p><b>Analytics:</b> View analytics on open rate, click-through rate, how many people have been reached, the percentage of eligible individuals who have been contacted, list size, and more.</p> <p>Email survey tagging: In email outreach campaigns, users can add surveys and associate each answer with an Opinion tag. When a constituent responds to the survey, their contact will automatically be tagged with that Opinion.</p> <p>Caucus email draft sharing: For state legislatures; caucus communications teams can share outreach email drafts to all the offices in their cohort at once. This enables seamless dissemination of talking points and allows caucus central teams to better support their offices.</p> <p><b>Call lists:</b> Make proactive calls to constituents using Outreach’s call campaign tool. Public officials leverage this tool to make birthday calls, welcome people to the district, or call folks who previously reached out to the office about specific issues.</p> <p><b>Door knocking campaigns:</b> Run legislative door-knocking through Outreach. Users can use Outreach’s map list-builder to select a specific region for door-knocking. Each door-knocking campaign can be assigned to a specific user. Mobile-optimized for a seamless walking experience.</p> <p><b>Physical mail campaigns:</b> Print a physical mail campaign using Outreach. Generate PDFs of ready-to-print letters and envelopes with one or more audiences’ contact names and addresses pre-populated.</p> <p><b>Email deliverability optimization:</b> Outreach takes deliverability seriously. Outreach uses data such as opens and clicks to automatically determine a customer’s active segment, prioritizing that send first and thus putting the customer’s best foot forward. This increases the chance that each email lands in a contact’s inbox.</p> <p><b>Note:</b> Legislative doorknocking and calls can be turned off, for offices where those types of outreach is not permitted by law. Doorknocking and calls may only be used for government purposes, and may never be used for campaign/political purposes.</p> <p>Outreach works great when coupled with Inbox, but is also a standalone</p>

Solution	Description
	<p>product.</p> <p>When Outreach is purchased without Inbox, the number of emails per month or year is pre-set in the purchasing contract. When Outreach is purchased with Inbox, we pre-set the quantity of sends based on population. Customers can purchase additional email sends if they so choose.</p>
Enhanced Constituent Data Package	<p>Data package that will pre-fill a searchable list of constituent profiles in an account based on geographic boundary. A user can search their constituent database to find profiles enriched with hundreds of demographic and geographic data variables. <b>The package includes quarterly data refresh, as well as email addresses and psychographic data.</b></p>
Outreach Implementation	<p>Internal Description: This service package is for the full implementation of Outreach (the Indigov proactive/mass email solution). It includes a 4-week project timeline with a dedicated project manager, kick-off meeting, single template, and basic configuration of user roles. Legacy lists can be uploaded by Users, and instructions on how to do so are covered in the Outreach Training SKUs.</p>
Outreach Training (Onboarding) - Virtual	<p>Live one-to-one and one-to-many training on the products purchased. We typically offer 4-6 hours of live training per customer during their onboarding.</p>
Data Package Implementation (1x)	<p>Non renewable</p>
SMS	<p><b>Renewable-only.</b> Send SMS campaigns via Outreach. Draft SMS campaigns, view a preview of your campaign before sending, and send SMS outreach to opted-in individuals with cell phones.</p> <p><b>Note:</b> Sold in blocks of 50k SMS segments. Outreach SMS campaigns are sent to opted-in individuals only. Requires setup with Plivo, procurement of a sending number, and carrier approval. SMS outreach is only 1-way, not 2-way communication; inbound messages are not rendered.</p>