 **BUYER’S GUIDE**

For Basecamp Statewide Price Agreement #1548

**GovDelivery, dba Granicus**

**DIGITAL SUBSCRIPTION MANAGEMENT SERVICES**

***Version 4.3 dated 5/13/2021***

WHAT SERVICES ARE INCLUDED IN THIS AGREEMENT?

This Price Agreement (Agreement) features digital communication services through Granicus (formerly GovDelivery, Inc.) for Authorized Purchasers. This Agreement is designed to facilitate the procurement of featured services through Purchase Orders (PO’s). These services include:

**Digital Subscription Management Service (DSMS)**

This service provides the delivery of email-based subscription communications.

**Transaction Messaging Service (TMS)**

This service delivers shortened versions of e-mail communications through text messages to wireless devices.

Help desk support and service usage reports are included as associated services with these solutions.

AUTHORIZED PURCHASERS

Authorized Purchasers eligible to use this Agreement include:

**OREGON STATE AGENCIES**. Oregon state agencies, departments, offices, divisions, boards, and commission; and any the following institutions of higher education in the State of Oregon: state universities, regional universities, state college, community colleges, and technical colleges.

**ORCPP MEMBERS**. Members of the Oregon Cooperative Purchasing Program (“ORCPP”), whose members include but are not limited to: cities, counties, school districts, special districts, Qualified Rehabilitation Facilities (“QRF’s”), qualifying non-profits that are in contract with state and local governments, United States governmental agencies, and American Indian tribes or agencies.

PRICING INFORMATION

**Digital Subscription Management Service (DSMS)**

Pricing for this service is broken down into tiers for State Agencies and categories for all other Authorized Purchasers. State Agencies fall under one of three tiers (per Exhibit 3 Section A), based on size.

Pricing for all other Authorized Purchasers (ORCPP Members) is determined by the number of potential users, based on quarterly website traffic (per Exhibit 3 Section B). For ORCPP members, a feature of the latest Agreement is a **new lower pricing tier** for ORCPP members with less website traffic.

**Transaction Messaging Service (TMS)**

Pricing for this service is standardized for all Authorized Purchasers and is broken down into tiers based on expected volumes of annual transactions. Transactions that exceed established volumes will incur overage charges (per Exhibit 3 Section D).

Basecamp developed an easy-to-use Price Matrix for Authorized Purchasers that’s accessible through this link:

[DSMS Price Matrix](https://www.oregon.gov/das/Procurement/Documents/PriceMatrixDSMS.xlsx)

MAKING A PURCHASE

Authorized Purchasers can procure the services featured in this Agreement through PO’s. **PO’s must include the following** **mandatory language**:

THIS PURCHASE IS PLACED AGAINST STATE OF OREGON SOLICITATION # 102-1052-11 AND PRICE AGREEMENT #1548. THE CONTRACT TERMS AND CONDITIONS AND SPECIAL CONTRACT TERMS AND CONDITIONS (T’S & C’S) CONTAINED IN THE PRICE AGREEMENT APPLY TO THIS PURCHASE AND TAKE PRECEDENCE OVER ALL OTHER CONFLICTING T’S AND C’S, EXPRESS OR IMPLIED.

DAS Procurement Services has prepared a Purchase Order template for the convenience of Authorized Purchasers that’s accessible through this link:

[Purchase Order Template](https://www.oregon.gov/das/Procurement/Documents/DSMS_POTemplate.docx)

DOJ REVIEW (APPLICABLE TO STATE AGENCIES)

Purchase orders issued in conformance with the provisions of this Price Agreement #1548 are exempt from further legal sufficiency review and approval pursuant to OAR 137‐045‐050(15). However, state agencies may request legal review or contact DOJ with questions at any time.

FOR MORE INFORMATION

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| **GRANICUS CONTACT INFORMATION:**  Kelda Stetson, Granicus Representative  Phone: (415) 465-6592  Email: Kelda.Stetson[@granicus.com](mailto:allan.ting@granicus.com) | | |
| Feel free to reach out to the Basecamp team anytime. | | |
| **CONTRACT ADMINISTRATOR**  DAS PS – Debbie Davis,  State Procurement Analyst  Phone: (971) 707-1100  Email: debbie.m.davis@oregon.gov |  | **VENDOR MANAGER**  DAS EIS – Maggy Espitia,  Strategic Sourcing Specialist  Phone: (971) 719-6734 428-1168  Email: maggy.espitia@oregon.gov |

ABOUT THE BASECAMP PROGRAM

The agreement with Granicus is offered through the Basecamp Program. The Basecamp Program was established to provide greater access while improving the quality and delivery of information technology (IT) solutions across the state. The program provides enhanced vendor management and procurement services, including: strategic sourcing, procuring with diverse teams, supporting technology alignment, monitoring contractor compliance, improving stakeholder-contractor relationships, and working directly with Authorized Purchasers.

**Purchasing Transparency:**

The Basecamp program maintains a catalog about master agreements that can be used by Authorized Purchasers to make data-driven decisions including: vendor performance, who is using the master agreements, rates being paid, solutions purchased, market related trends, and contacts to learn more.

To see what is available on the Basecamp IT Catalog visit: <https://www.oregon.gov/basecamp/Pages/IT-Catalog.aspx>

**Improvement Requests:**

Basecamp’s vendor managers work with Authorized Purchasers to provide an additional layer of support with managing vendor relationships, including issue resolution. If you would like assistance, we invite you to contact us. Filling out an improvement request will initiate this process: <https://www.oregon.gov/basecamp/Pages/Vendor-Management.aspx>

**Feedback:**

To help ensure these master agreements meet the needs of Authorized Purchasers, Basecamp occasionally will seek feedback from Authorized Purchasers regarding experiences working with the master agreements and contractors. The information provided is critical to the successful use of these master agreements across the State. Authorized Purchasers’ contributions are the foundation of our performance management and aides in improving vendor engagements and procurement decisions.

The Vendor Management program sends a quarterly customer satisfaction survey to a sample of Authorized Purchasers. This survey is designed to be completed in approximately 5 minutes.

**Knowledge Center:**

Basecamp has developed a resource repository for lessons learned, helpful project documents and kickoff event recordings for authorized purchasers and project teams.  Learn more by following the link below to the Knowledge Center User Guide.

<https://www.oregon.gov/basecamp/Documents/Knowledge_Center_User_Guide.pdf>