



Empowering Modern Digital Government

South Dakota Council on Developmental Disabilities

Development of a Website for the Council as a
Hub for Disability Information

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Commercial – In Confidence

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Cover Letter

Dear Selection Committee Members,

Thank you for the opportunity to submit a proposal for the development of a website for the Council as a hub for disability information. Based on our conversations and the thoroughness of your RFP, we feel our comprehensive offering will enable you to transform your web presence.

We understand that the overall goal is to serve people with intellectual and developmental disabilities and their families by providing improved access to services and to bring awareness to resources available to them. This new web presence will enable you to share resources and information through multiple media formats while enabling your content creators and Web Administrators to maintain ADA and WCAG compliance.

Granicus is uniquely positioned to help you serve, engage, and reach customers, visitors, and businesses in the State. Here is how we can help you:

- **Serve.** Like most government organizations, you are looking to bring more services online. We'll help you transform your website into a service hub designed to meet the needs of your visitors. We'll start by identifying the top tasks users perform on your website – like researching the life course framework – and make it easy for visitors to find and benefit from that information.
- **Engage.** Connect with your citizens in a whole new way. With Granicus govAccess you can gather input on important issues, conduct polls, and aggregate and analyze data to inform public policy.
- **Reach.** Extend the reach of your website with Granicus govDelivery. Send targeted campaigns to our network of more than 220M subscribers nationally.
- **Protect.** Keep critical data safe by working with a vendor serving federal agencies that require the highest levels of security. At a time when ransomware attacks are growing in local government, you can never be too careful. We are here to help!
- **Mobilize.** With nearly 50 percent of traffic to local government websites coming from a mobile device, responsive design is no longer enough. Granicus offers the tools to truly optimize the mobile experience for your users.

We see tremendous potential for your website and would welcome the opportunity to help you achieve it. I look forward to talking with you soon about what's next for the South Dakota Council on Developmental Disabilities.

Respectfully submitted,



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Statement of Understanding of Project

Granicus understands that the South Dakota Council on Developmental Disabilities has an objective to share resources and information through multiple media formats in a highly accessible environment and is seeking to update its website and email tools to further these important goals.

Granicus has partnered with over 800 government agencies to design, develop, and host their websites. We only do business with governmental entities which uniquely positions us to improve and update our products and services based on the public sector's needs. Everything we do contributes to our mission to help YOU create a superior digital customer experience via a modern website that acts as the front door for the Council. You will also have the support of our team of human-centered design experts to define and deliver on your goals.

For this project, we will focus on creating a website for the Council as a hub for disability information. The first step will be to conduct a focus group to identify the needs, preferences, and expectations of people with disabilities to tailor this website to those who will need to research and obtain that essential information. This will require an early focus on section 508 standards and WCAG guidelines to produce the most helpful and compliant website possible.

Our next step will be to obtain the content and pages that you would intend to share. This helps us organize the website in a pleasurable way for you and your users. Once the content is defined, we will proceed with the design, development, and migration of that content into the new website. During this process, we will have several ongoing meetings with your team to make sure we are proceeding and creating the website as requested.

When you are satisfied with the design and look of the site, we will prepare for launch by doing accessibility checks, user acceptance testing, and migrating/finalizing your content. After launch, you will move from the development team to the support team for future assistance.

While we are working with you on creating your ideal website, we will simultaneously create and develop your govDelivery Engagement Cloud mass communications platform for additional outreach, messaging, and overall information delivery to your subscriber base.

Challenges in implementing this project may arise related to creative decision making, so it is critical that we have an engaged, enthusiastic, and driven team at the South Dakota Council on Developmental Disabilities work with us closely and candidly to achieve our milestones in a timely manner.

We are confident that our services will not only meet but exceed your expectations for this project and that the result will be an incredible hub of information for your users to obtain and use while offering industry-leading mass communication options.

3. Scope of Work

1. **Develop and launch an accessible, easily searchable website for the South Dakota Council on Developmental Disabilities.**

We can develop and launch an accessible, easily searchable website for the South Dakota Council on Developmental Disabilities. Our solution includes a built-in functionality to manage SEO and page metadata, ensuring that the website is easily searchable. The website will be mobile-responsive, adapting automatically for optimized browsing and navigation on smartphone browsers. We will launch your site with an enhanced mobile homepage, providing an "app-like" experience and navigation. We also offer drag-and-drop customization of any page or template mobile view, allowing for content reordering or hiding/showing content as needed.

As we work exclusively with government clients, we ensure that all our clients maintain ADA Section 508 compliance. We continually update our CMS to comply with requirements, confirming successful navigation using screen readers, and implementing ADA-compliant design. All images can be maintained with metadata text (e.g., alt, description, long description). We have partnered with Siteimprove for pre-GoLive site scanning to confirm Level AA error (Federal) compliance for content. We also offer services that can rectify any discovered WCAG 2.1 Content Violations. Our CMS includes a unique native integration with Siteimprove, if you choose to partner with this third-party service. We launch the site with ADA compliance while adhering to WCAG 2.1 standards. This year we are also updating our solutions to WCAG 2.2 AA compliance by the time the new website is launched.

We also offer training with ADA compliance and usability. These services include Design & Test Website for WCAG 2.1, Develop an Accessibility Statement, Train-the-trainer, Manually Test Top 5 Tasks, and Reformat Up to 250 Pages. We also offer a built-in tool to accomplish these goals.

2. **Develop a content management tool for the website.**

Granicus has included govAccess Content Management System in the proposed solution which is a purpose-built CMS for government agencies. Product development of govAccess focuses on government users and their constituents exclusively.

3. **Ensure access by people with all types of disabilities. Website must meet accessibility standards such as WCAG2**

The new website will be WCAG 2.2 AA compliant.

4. **Develop a platform for agencies and organizations to submit information and resources to be included on the website.**

The Granicus platform allows agencies and organizations to submit information and resources that should be included on the website via configurable online forms and out of the box submission capabilities tied to specific content types (such as events).

5. Develop a listserv or other communication option.

The proposed Granicus platform solution includes an email communications tool capable of sending bulk emails to one or more groups of subscribers. Signing up on the website for notifications is easy and accessible. Communicating with your email subscribers requires no previous technical experience and content can even be automatically generated if that content is already available on the website.

6. Provide training and technical assistance to the Council staff or others who will continue to update and build resources on website.

Granicus will conduct training for State-identified staff that will cover the essential concepts and standard navigation of the solution and tasks. South Dakota Council on Developmental Disabilities will utilize a train-the-trainer approach for end-user training. Scheduling of all training sessions shall be coordinated with and approved by South Dakota Council on Developmental Disabilities. Granicus will authorize South Dakota Council on Developmental Disabilities to record training sessions for internal use and to reproduce any of the training materials such as training guides, screenshots, in part or whole, for its own purposes.

Granicus also provides comprehensive, unlimited technical support including:

- **On-Demand Videos** - Step-by-step tutorial videos provide a quick overview of features and tools. These videos are particularly helpful for supplementing training, bringing new staff up to speed, or providing refresher.
- **Live Chat** - Initiate a chat from anywhere in the CMS.
- **Online Reference Material** - Documentation is available throughout the application to help guide users through self-paced learning.
- **Phone Support** - The Granicus Support team can assist with any issues users encounter via phone during live support hours.
- **Customer Success Consultant** - You will be assigned a Customer Success Consultant who will provide regular updates and annual reviews that will examine the UX of the site and provide a document-recommended action plan to keep the website at its best.

7. Provide on-going web hosting and technical assistance.

The proposed annual licensing and maintenance plan includes hosting the website in the Granicus Cloud powered by Microsoft Azure infrastructure which also covers Distributed Denial of Service (DDoS) mitigation techniques, guaranteed up-time of more than 99.9%, a content delivery network (CDN), redundant ISP providers, back-up power and redundant generators in addition to state-of-the-art firewall protection. Security and network teams maintain FedRAMP authorization standards, data fail-overs, virtualized environments, F5 load balancers, 90-minute recovery time objective (RTO), and 15-minute recovery point objectives (RPO).

3.1 Hosting and Data Access Requirements

- **The Offeror will describe the process by which the State can access data housed within the proposed solution for ingestion into a state data repository, encompassing available methodologies (e.g., flat file, API), data formatting,**

frequency of updates, and any inherent constraints. Additionally, provide a high-level architecture diagram, as part of the Solution Diagram, elucidating the proposed solution's data provision mechanism.

TheState can download/export component data in CSV, XLS, or PDF formats at any time. APIs are also available for certain content such as pages and forms. Documentation is available upon request.

3.2 Single Sign-On Requirements

- **As part of the State's Identity and Access Management (IAM) strategy, the proposed solution will need to integrate with the State of South Dakota's standard identity management service single sign-on (SSO) which enables custom control of how citizens and state employees sign up, sign in, and manage their profiles. The SSO supports the industry standard OAuth 2.0 protocol. This identity management will handle password recovery and multi-factor authentication (MFA). MFA is required for all application Administrators and may be required for other users. Microsoft's official documentation on the identity provider the State has implemented can be found at: 1) <https://docs.microsoft.com/en-us/azure/active-directory-b2c/> and <https://docs.microsoft.com/en-us/azure/active-directory-b2c/integrate-with-app-code-samples-for-public/citizens> (Azure B2C), 2) <https://learn.microsoft.com/en-us/azure/active-directory/architecture/auth-oauth2> and <https://learn.microsoft.com/en-us/azure/active-directory/develop/v2-protocols-oidc> for state employees, businesses, partners, providers, etc. (EntraID, formally Azure Active Directory).**

Granicus govAccess CMS supports Microsoft Active Directory integration through LDAP using Granicus proprietary web service, Azure AD with SAML (SSO) and Active Directory Federation Services (SSO).

3.3 Onboarding/Provisioning Users

- **The offeror must describe how new users are onboarded/provisioned in the system using an external identity provider and provide an Identity/SSO/Login Design Document.**

When using Active Directory integration for authentication the user provisioning is based on Active Directory groups. If a user is added to the access group, the account will be able to sign in to the govAccess CMS. When a user is removed from the group access to the govAccess CMS is removed. Specific govAccess CMS permissions and roles are configured within the CMS by administrative users.

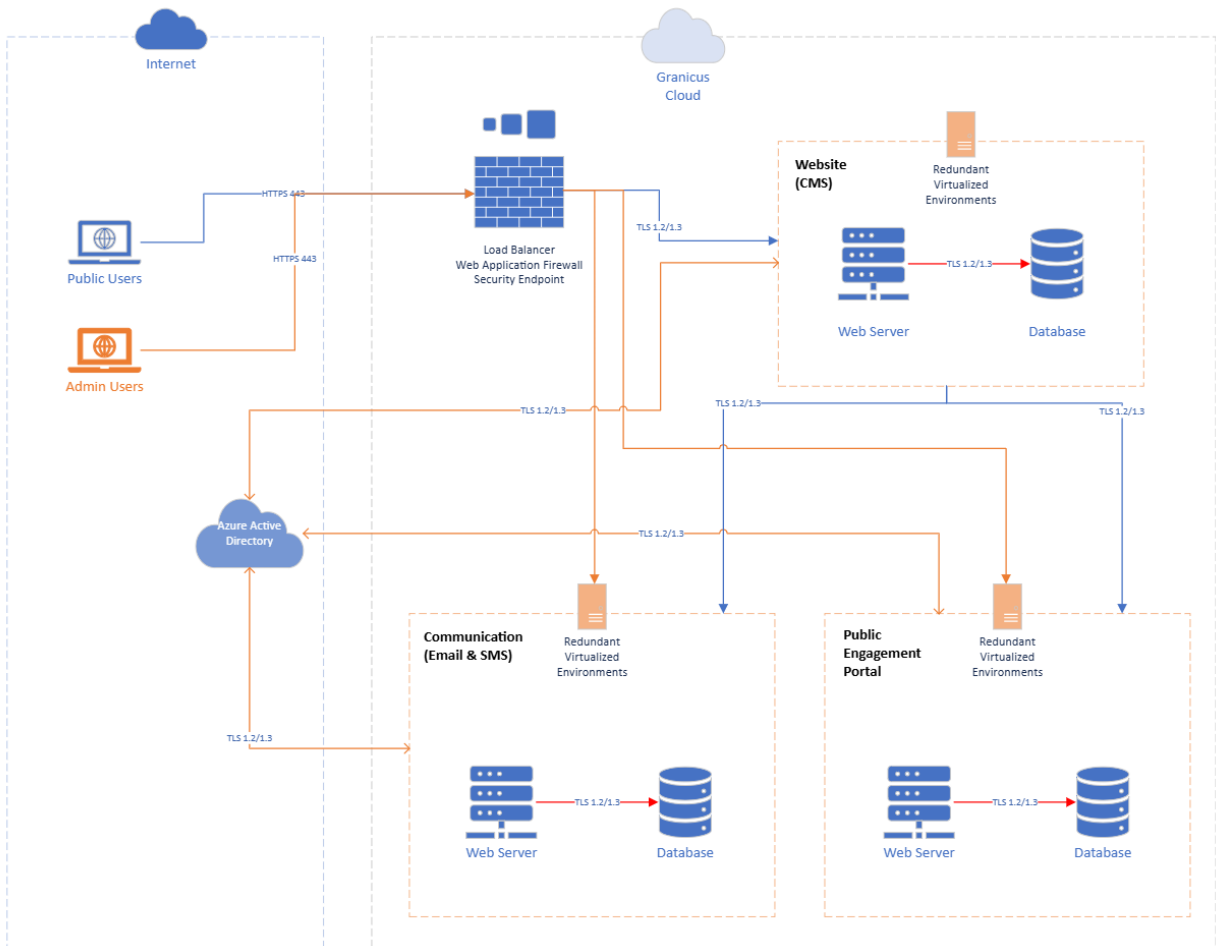
3.4 Solution Diagram

- **The offeror must provide a solution diagram providing specific details of how the entire solution will meet the requirements of the RFP. This will include integration with the State’s infrastructure, existing systems that will integrate with the proposed solution, how data would flow between systems, the technology stack of the solution including any dependencies, and include, but not be limited to, user onboarding/provision and SSO.**

Please see attached diagram. More details can be provided upon execution of a Non-Disclosure Agreement.



South Dakota Council on Developmental Disabilities solution diagram



Main Objectives/Priorities

- Create improved access to services and the awareness of resources for People with intellectual and developmental disabilities (IDD) and their families
- Share resources and information through multiple media formats

Addressing Council's Goals

Council's Goals	Common Pitfalls/Mistakes
<p>Improve the User Experience</p>	<p>User experience (UX) is not enough. Many communities fall into the trap of department-centric web design that optimize disjointed user experiences rather than a holistic customer experience (CX).</p>
<p>Improve Access to Resources and share them through multiple media formats</p>	<p>A cookie-cutter approach to citizen services. Your community's needs are unique and not easily comparable even to those of communities of the same size. Many communities inadvertently bury the services most important to their citizens by simply porting over their existing content. We will utilize analysis of your current website to help determine what some of the most common tasks/information users are looking for and ensure that they are readily accessible to your audience and in a language and form that they can easily understand.</p>
<p>Improve Accessibility</p>	<p>A set-it-and-forget-it approach to accessibility. Accessibility standards are changing constantly and today's most accessible website design may no longer protect you from legal action tomorrow. Given the needs of the communities you support, Accessibility will be paramount. Every site we build is created with Accessibility and compliance in mind from the outset.</p>

Deliverables

Deliverables

We have outlined the five project phases in the **Project Plan** section of the proposal. That section outlines our implementation approach which is divided into five phases and includes the deliverables for each phase as well as the Council's responsibilities during each phase.

Addressing the Council's Requirements

We have also included a completed Appendix B as part of our response.

8.1.1 Specialized Expertise, Capabilities, And Technical Competence

We have outlined our specialized expertise in the **Corporate Qualifications, Relevant Project Experience**, and **Staffing** sections of our response. We only work with government agencies are designed our CMS from the ground up for this very purpose. We also have a large client base to draw experience from.

8.1.2 Resources Available to Perform the Work

We will have adequate resources to perform the work. We currently have over 2,000 employees, and in the instance that a resource leaves we will appoint a qualified replacement and may hire someone to backfill the position if necessary; regardless we will ensure that your account is covered throughout the process if it occurs.

8.1.3 Record of past performance

We have provided detailed examples of similar implementations to those of the Council in the **Relevant Project Experience** section. If selected, the assigned Program Manager will develop a detailed scope of work and schedule of deliverables and monitor the project throughout the process to ensure that we are meeting your objectives. Please keep in mind that the responsiveness of the Council team may affect timelines, as that is outside of our control.

8.1.4 Availability to the project locale;

We do not foresee a need to do any of the work on-site; however, your Project Team will be available remotely to meet and discuss the project.

8.1.5 Familiarity with the Project Locale;

Granicus Enterprise Sales Account Executive Matt Russell has been speaking with the South Dakota Council for Developmental Disabilities about this project since September of 2023. During our conversations together, we've closely identified the need to have tools that follow ADA and WCAG compliance in addition to being user-friendly for individuals who are not tech-savvy. During multiple conversations, demonstrations of our tools, and multiple commission meetings it was deemed that the Granicus govAccess web management CMS hit both of those marks appropriately and is the desired path forward.

8.1.6 Proposed Project Management Techniques

Project Management

The Council will be assigned a Project Manager that is experienced in deploying our CMS and other solutions. They will conduct regular project check-ins, schedule Granicus resources in line with your project plan, and be your primary point of contact for all project-related matters.

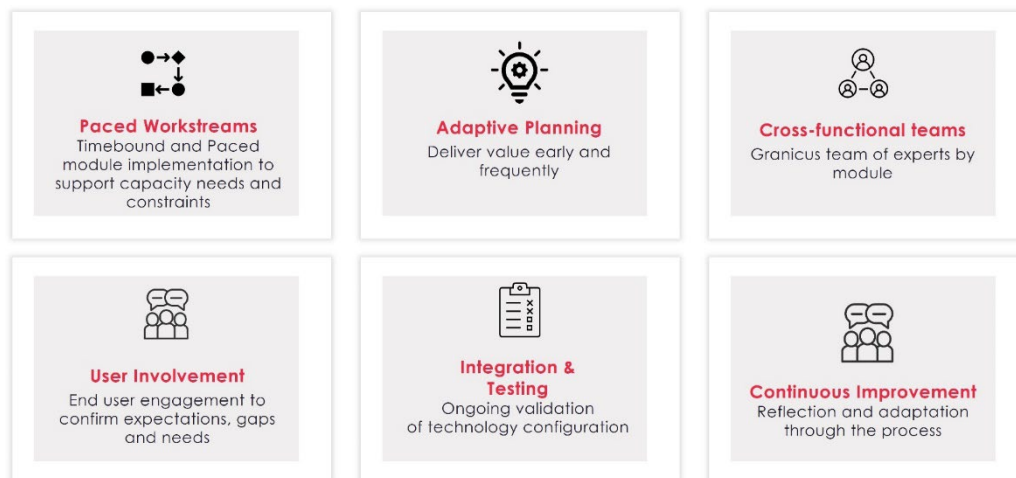
Your **Program Manager** will meet with the Council on an agreed-upon schedule. They alongside the Project Manager will provide updates and outline next steps to ensure that the project stays on schedule and that any issues are properly communicated and addressed.

Agile Methodology for Project Management

Granicus uses an agile methodology for implementation, rather than a “waterfall” approach, for several reasons:

- Paced workstreams that make sure we support your capacity needs and constraints
- Adaptive planning to make sure we are delivering value early and frequently in the process. We work with you to move things around so we can make sure we prioritize the things that matter most to you in the implementation process
- Cross-functional teams at Granicus to deliver the best implementation by feature. Our experts have in-depth knowledge of their area of expertise so we can optimize the technology and services to fit your needs
- Leading with user involvement and making sure we have user engagement to confirm expectations, gaps, and needs (focus groups, surveys, and interviews)
- Ongoing validation of the configuration to ensure we are delivering the product you want
- Continuously improving and adapting each phase throughout the process
- The ability to plan and schedule additional stakeholder involvement well in advance

The Agile Method at Granicus



We continually test, adapt, and improve with an agile method for implementation.

8.1.7 Ability and Proven History in Handling Special Project Constraints

Granicus Development is not a "one-size-fits-all" solution. Every project we work on will have unique needs, constraints, timelines, and milestones to hit. We treat each project with care and attention.

One recent instance of our ability to adapt is our project with [Manchester, CT](#). This is a similar style project where the town needed to change their current city website into an informational hub.

Some of the special constraints and challenges included having a population more geared towards print media, a lack of well-versed/seasoned communication personnel, and the town having a variety of accessibility needs.

Granicus has been able to hit all the marks that were requested of the project and Manchester's website has boasted a well-tracked increase of viewership and engagement with their community as a result.

The link above will take you directly to the full story of our project with Manchester, and it will also take you to our robust case study portal where you can find a compelling history of successful projects with Granicus, which will highlight our ability to handle challenging constraints.

8.2 Experience and Reliability of The Offeror's Organization

We have outlined our experience above as well as in the **Corporate Qualifications** and **Relevant Project Experience** sections of our response.

8.3 Qualifications of Personnel

We have outlined the qualifications of key personnel that would manage the account (and the personnel assigned to it) in the **Staffing** section of our response. It only includes a few key personnel, but we would be happy to provide more information and qualifications of the people that would be assigned to the account if necessary. We do this because we cannot begin gathering or allocating resources for this project until we have been identified as a finalist as this would be cost-prohibitive for us and therefore our clients.

Addressing the Council's Minimum Requirements

- **The project funds must be used for the above stated purpose only.**

If awarded the business, we will use the project funds for the above stated purposes.

- **Include a budget for year 1 (development of the website) and 2-3 years (continued maintenance and updates as needed).**

We have included a Cost Proposal that includes a budget for year 1 and includes the pricing for two additional years (i.e., years 2 and 3) if you choose to renew.

- **Use plain language to explain your proposal – technical terms should be explained in language everyone can understand. The Council includes people with intellectual and developmental disabilities (IDD), parents of children and adults with IDD, and others who may not have a background in technology.**

We have used plain language to explain our proposal and have limited our use of jargon as much as possible. Please let us know if you have any questions about our proposal.

- **Include timelines for completion of milestones throughout the process.**

Our process is extremely reliable, the Project Manager will manage a timeline with you that works for both Granicus and South Dakota Council on Developmental Disabilities with predefined milestones and target dates. We have included a general timeline as well, estimating that **the project should take approximately 9-12 months to complete after work has begun.**

- **Address all questions in the attachment from the Bureau of Information and Telecommunications related to interacting with state government. These pages will be part of the contract for services once the Council has chosen a recipient.**

Our contracts team has reviewed **Exhibit A Bureau of Information and Telecommunications Required IT Contract Terms**, and we have provided any exceptions to the terms outlined therein as an attachment (**Granicus Exceptions Letter for SDCDD**).

- **Conform to the Section 508 standards set by the US Access Board when designing or developing the website and the Web Content Accessibility Guidelines (WCAG).**

Yes, we conform to the Section 508 standards set by the US Access Board when designing and developing the website and the Web Content Accessibility Guidelines (WCAG). We continually update our CMS to comply with these requirements, confirming successful navigation using screen readers, and implementing ADA-compliant design. We also ensure that all images can be maintained with metadata text (e.g., alt, description, long description). We have partnered with Siteimprove for pre-Go Live site scanning to confirm Level AA error (Federal) compliance for content. We have services available that can rectify any discovered WCAG 2.1 Content Violations. Our CMS includes a unique native integration with Siteimprove if you choose to partner with this third-party service. We have additional user-based ADA compliance tools which we can demonstrate and offer with the project launch (e.g., UserWay). The CMS makes every attempt to force user content to comply with WCAG 2.1 standards and provides all the tools for ADA AA so the content conforms to the standards. We launch the site with ADA compliance while adhering to WCAG 2.1 standards. The system is built to accommodate a very modular and nuanced structure allowing for coding changes as standards change down the road to keep the system compliant with a very low level of effort.

- **With Council staff, conduct a focus group to identify the needs, preferences, and expectations of people with disabilities.**

Granicus' primary objective is to develop a website that makes it easy for people to get things done online. In order to achieve this mission, our process begins with an extensive focus on customer experience (CX), which gives us an understanding of your unique community and what they're looking to do on your website.

Comprehensive Analysis

We'll compile data in a variety of ways, including:

- **Heatmap Analysis:** Heat maps help us gain an understanding of how people are interacting with your content. The information gathered is helpful to us as we determine how to organize content and information to best attract users to your site.
- **Web Analytics:** We leverage data from Google Analytics to understand the most frequently visited pages, top referring sources, bounce rates, etc. This data supplements our heatmap analysis to inform recommendations for your website.
- **Community Survey:** A survey of your community will help us understand what kinds of tasks residents are most frequently looking to complete on the site. Having anecdotal feedback helps ensure we're on the right track.
- **Stakeholder Survey:** We also survey your internal stakeholders to gather information on the current goals and tasks of your website from an internal point of view.
- **Recorded User Testing:** Users will be recorded as they attempt to complete tasks on your website. This method has consistently uncovered valuable insight into how a website can be confusing to those who don't use it every day.

Site Usability Report

Based on the results of our research, our NN/g Certified User Experience Specialist will compile a custom Usability Report, summarizing findings and recommendations. This document should be shared internally to provide alignment for key project decisions.

- **Prior to deployment, test and validate design and development solutions with people with disabilities and assistive technology users.**

Every new website will go through rigorous testing to comply with accessibility standards using both automated tools like Siteimprove and screen readers like JAWS. We also offer services where Granicus' partners will test the new site's top five tasks and deliver a report with remediation recommendations.

- **Make the website compatible with common or frequently used assistive technology, to the greatest extent practical.**

Yes, we make every effort to make the site compatible with frequently used assistive technology to ensure every visitor, no matter their abilities, can get the resources they desire without friction or frustration.

- **Continuously monitor accessibility after deployment as part of ongoing maintenance and validate any updates to ensure they will not negatively impact accessibility.**

The CMS makes every attempt to force user content to comply with WCAG 2.1 standards and provides all the tools for ADA/AA so the content conforms to the standards. We launch the site with ADA compliance while adhering to WCAG 2.1 standards. We can also integrate with such tools as Siteimprove to help maintain that initial compliance and keep the content under close watch for issues that

could arise later. The system is built to accommodate a very modular and nuanced structure allowing for coding changes as standards change down the road to keep the system in compliance with a very low level of effort.

- **Include a method for evaluating the accessibility and reach of the website.**

Google Analytics can be added to the site to evaluate the reach of the website. After implementation, if you allow us access to your Google Analytics, our Customer Success Consultants will help you evaluate the results over time to maximize the platform. The website will also be designed with accessibility in mind, and we will evaluate the accessibility before launch. Best practices are always available from Granicus to help guide updates to ensure that people of all abilities can fully utilize the site after launch. We've also seen other clients find great success with the help of third-party tools, such as UserWay or SiteImprove, to evaluate the accessibility of the website over time to help ensure that you maintain compliance with all applicable laws.

Non-Standard Software and/or Hardware

We are not proposing any non-standard software or hardware. We would deploy our CMS solution as a Software-as-a-Service product. It requires no hardware outside of a computer with a modern browser.

Project Plan

Project Development Approach

Over the last 20-plus years, Granicus has created hundreds of award-winning local government websites. We'll bring this expertise to your project, while also working to meet and exceed your unique goals. Here are a few things you can expect from your partnership with Granicus.

Your Goals

The Granicus Difference

Create improved access to services and promote self-service.



Granicus believes your website should truly serve your users, making it easy to find relevant information and complete common tasks, like finding the services and information that apply to them. Our data-driven approach will help us identify top services and tasks so we can optimize the online customer journey and simplify the User Experience for your audience.

A user-centric design, release early, iterate often.



With our public beta site offering we can launch early, gather feedback, and iterate to ensure we deliver a website that truly meets the needs of your audience.

Data-driven approach to the website redesign.



Our process takes the guesswork out of your website redesign by basing key project decisions on the data we collect about your website, not on opinions. As a result, your website will be designed with your users and their experience top of mind. This will help ensure that your audience can quickly locate the information/tasks they are looking for without navigating through portions of the site that may not be relevant to their current needs.

Addressing the Council's Objectives

- **Develop and launch an accessible, easily searchable website for the Council as a hub for disability information.**

With our native Site Search visitors can easily sort and filter search results by date, content type, department, title, and relevance in addition to Boolean parameters such as AND/OR. Predictive search, search synonyms, real-time indexing, and knowledge cards are all included at no additional cost. Our search engine has built-in customization features including configuring for synonyms (e.g., trash -> rubbish, garbage, recycling). Options to add keywords and metadata to CMS

content can strengthen and customize the search results. This ensures your content is easily searchable and allows the site to serve as a hub for disability information.

- **Ensure access by people with all types of disabilities - accessibility features such as ease of use for screen readers, “Recite Me” or another app to read the web pages, changes to font size and colors, languages, and more may be needed.**

We only work with government clients, over 6,000 special district, local, state, and federal clients across all products. All clients have to maintain ADA/Section 508 compliance. We continually update our CMS to comply with requirements, confirming successful navigation using screen readers, and implementing ADA-compliant design. All images can be maintained with metadata text (e.g., alt, description, long description). We have also partnered with Siteimprove for pre-Go Live site scanning to confirm Level AA error (Federal) compliance for content. We have services available that can rectify any discovered WCAG 2.1 Content Violations. Our CMS includes a unique native integration with SiteImprove if you choose to partner with this third-party service.

We have additional user-based ADA compliance tools which we can demonstrate and offer with the project launch (e.g., UserWay). The CMS makes every attempt to force user content to comply with WCAG 2.1 standards and provides all the tools for ADA/AA so the content conforms to the standards. We launch the site with ADA compliance while adhering to WCAG 2.1 standards. We can also integrate with such tools as Siteimprove to help maintain that initial compliance and keep the content under close watch for issues that could arise later. The system is built to accommodate a very modular and nuanced structure allowing for coding changes as standards change down the road to keep the system compliant with a very low level of effort.

Granicus offers additional training with ADA compliance and usability. These services include at an additional cost.

- **Design & Test Website for WCAG 2.1** – Every new website will go through rigorous testing to comply with accessibility standards using both automated tools like Siteimprove and screen readers like JAWS.
 - **Develop an Accessibility Statement** – Communicating a dedication to accessibility is important for a modern digital government and an accessibility statement should be visible in every site footer.
 - **Train-the-trainer** – Learn the most important WCAG 2.1 standards, why they are important, and how to create content that conforms with these guidelines using the govAccess CMS and supporting features.
 - **Manually Test Top 5 Tasks** – Choose one impairment (e.g., vision, hearing, motor skills, or cognitive) and our' partners will test the new site's top five tasks and deliver a report with remediation recommendations.
 - **Reformat Up to 250 Pages** – Ensure an accessible content migration effort; Granicus will reformat the top pages ranked by site traffic to conform with WCAG guidelines.
- **Develop a platform for agencies and organizations to submit information and resources to be included on the site.**

Through the Form creation function in the CMS, a content suggestion form can be created for supporting organizations and community resources to submit information and resources to be included in the site.

- **Develop a list serv or other communication option.**

The built-in system has channel publishing which allows emails to be sent to subscribers, posts and content to be shared via social media, etc. We also have a larger communication system for text and email to manage more complex communication, lists, and cross subscriptions with federal and overlapping jurisdictions. A govDelivery subscription is required to access these additional features.

- **Provide training and technical assistance to Council staff or others who will continue to update and build the resources on the “Disability Hub”.**

Granicus will conduct training for South Dakota Council on Developmental Disabilities-identified staff that covers the essential concepts and standard navigation of the solution and tasks related to your processes. South Dakota Council on Developmental Disabilities will utilize a train-the-trainer approach for end-user training. Scheduling of all training sessions shall be coordinated with and approved by South Dakota Council on Developmental Disabilities. Granicus will authorize South Dakota Council on Developmental Disabilities to record training sessions for internal use and to reproduce any training materials such as training guides, screenshots (in part or whole, for its own purposes), etc.

Granicus also provides comprehensive, unlimited technical support including:

- **On-Demand Videos** – Step-by-step tutorial videos provide a quick overview of features and tools. These videos are particularly helpful for supplementing training, bringing new staff up to speed, or providing a refresher.
- **Live Chat** – Initiate a chat from anywhere in the CMS.
- **Online Reference Material** - Documentation is available throughout the application to help guide users through self-paced learning.
- **Phone Support** - The Granicus Support team can assist with any issues users encounter via phone during live support hours.
- **Customer Success Consultant** - South Dakota Council on Developmental Disabilities will be assigned a Customer Success Consultant who will provide regular updates to Council and annual reviews that will examine the UX of the site and provide a recommended action plan to keep the South Dakota Council on Developmental Disabilities website at its best.

- **Provide ongoing web hosting and technical assistance.**

Yes, the proposed annual licensing and maintenance plan includes hosting the website in a Tier III data center and includes comprehensive, unlimited technical support. This support includes on-demand videos, live chat, online reference material, phone support, and a Customer Success Consultant.

Implementation Approach and Timeline

Phase 1: Research

Granicus' primary objective is to develop a website that makes it easy for people to get things done online. To achieve this mission, our process begins with an extensive focus on customer experience (CX), which gives us an understanding of the people you serve and what they're looking to do on your website.

Comprehensive Analysis

We'll compile data in a variety of ways, including:

- **Heatmap Analysis:** Heat maps help us gain an understanding of how people are interacting with your content. The information gathered is helpful to us as we determine how to organize content and information to best attract users to your site and help them find relevant services and information quickly and easily.
- **Web Analytics:** We leverage data from Google Analytics to understand the most frequently visited pages, top referring sources, bounce rates, etc. This data supplements our heatmap analysis to inform recommendations for your website.
- **Community Survey:** A survey of your community will help us understand what kinds of tasks residents are most frequently looking to complete on the site. Having anecdotal feedback helps ensure we're on the right track.
- **Stakeholder Survey:** We also survey your internal stakeholders to gather information on the current goals and tasks of your website from an internal point of view.
- **Recorded User Testing:** Users will be recorded as they attempt to complete tasks on your website. This method has consistently uncovered valuable insight into how a website can be confusing to those who don't use it every day.

Site Usability Report

Based on the results of our research, our NN/g Certified User Experience Specialist will compile a custom Usability Report, summarizing findings and recommendations. This document should be shared internally to provide alignment for key project decisions.

1 | Research

Goal

Conduct analysis to understand how your website is used.

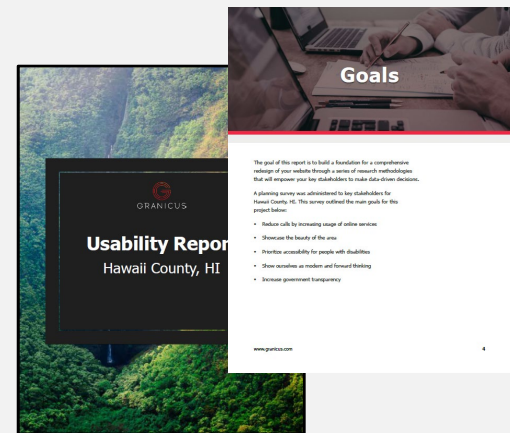
Deliverables

- Site Usability Report
- Custom Wireframe

Toolkits

- Project Kick-off Kit

Site Usability Report



Phase 2: Design

Our design phase is highly collaborative to ensure the unique identity of your organization is reflected in the site's look and feel while maintaining usability. We balance aesthetics with usability, mobility, and accessibility principles to ensure the final product is beautiful without compromising functionality.

Web Design Implementation

- Design Meeting and Mood Board:** You'll begin the process by meeting with our graphic design team for a brainstorming session. During this time, we'll review your survey results and ask your team questions to better understand your desired aesthetic. The information will be compiled into a digital mood board that will summarize the overall style and direction for the design.
- Mobile-First Design Methodology:** We think about mobile from the onset of the design process. We work with you to determine which common tasks, and key content should be easily available for mobile users. The result will be a fully responsive design that can easily be modified by staff as priorities change.
- Accessibility and Usability Check:** Our entire design team is versed in the latest WCAG 2.0 Accessibility requirements for color use and contrast on websites and will ensure your design adheres with the level of compliance you seek. Our designers also work hand-in-hand with our NN/g certified User Experience Specialist to ensure the final design adheres to usability best practices to help ensure that the Council's audience can use and navigate the site with ease.
- Revisions and Finalization:** Using our advanced design collaboration software, you will be able to easily make comments and provide direction for your design revisions. We provide unlimited revisions and won't stop until your team is completely satisfied with the look and feel. The phase will complete with your sign-off on the final composition.

2 | Design

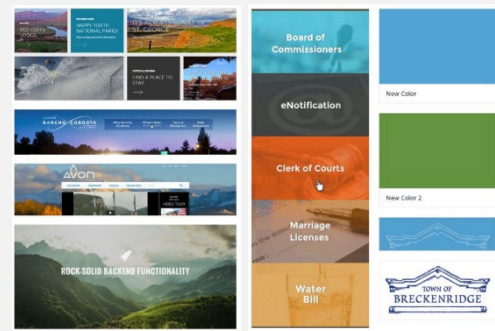
Goal

Develop a site that reflects your community, brand and delivers superior customer experience.

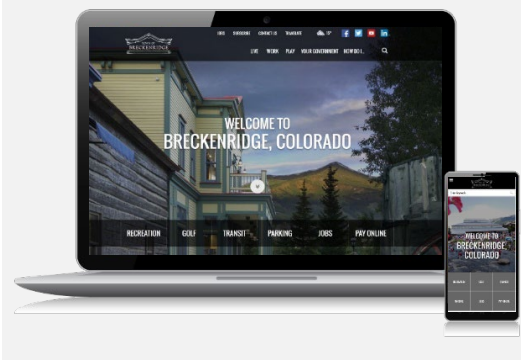
Deliverables

- Mood Board
- Graphic Design Comp
- Mobile Comp
- Style Guide

Mood Board



Graphic Design Comps



Phase 3: Site Development

The site development phase has two major components: the actual technical programming of the website and finalization of content that will be added to your site. While our development team is busy, our content strategy experts will work with your staff to finalize the sitemap and migrate and refine content.

Content Preparation and Migration

No one knows the Council like the people in your organization, which is why at this phase we recommend active involvement from anyone who will be contributing to your website now and in the future. To ensure this process runs as smoothly as possible, your Granicus Project Manager will set your team lead up for success with all the tools needed to ensure your project stays on track.

- **Sitemap Consultation:** At this stage we will finalize the site map, consulting with you to make sure all navigation is organized and labeled in an effective manner to accomplish your goals.
- **Work Plan:** To help your team lead communicate project goals, deliverables, and deadlines, we provide a Work Plan Template. This template includes a project introduction, breakdown of individual project-related tasks, and timeline for completion.
- **Communication Cadence:** Communication templates and a recommended cadence around tasks and deadlines, meetings and agendas are also provided. These tools not only ensure a smoother project, they will help your team lead establish credibility.
- **Content Migration:** We'll help begin the process of populating your new website with content by migrating 50 pages. Once the migration is complete, you'll be given access to the development website in order to review and refine the information.

3 | Site Development

Goal

Refine the site's content and implement the CMS.

Deliverables

- Sitemap Recommendations
- Migrated Content
- Program Website

Toolkits & Templates

- Work Plan Template
- Pre-Launch Preparation
- Content Migration Guide
- "How Do I..." Menu Guide

Great Content Should Enable a Customer Mission

"The writing for the web training was critical for helping our staff think about our customer and what they're trying to accomplish in every decision we make about content."

Abbot Chambers

City Librarian + Director of Comms
City of Sausalito

Phase 4: Launch

After extensive quality assurance testing, our developers will hand over the website to your team in a staging environment. This major milestone typically brings excitement and anxiety – with extensive activity and coordination needed across the organization before your site is ready to launch. To help, Granicus has perfected the process to ensure everything on your site functions as expected and internal signoff is complete before your site goes live.

Go Live Preparation

- **Granicus Quality Assurance Testing** - The Granicus team will conduct testing to identify broken links, accessibility violations and general issues. Any issues will be flagged for your team to check before the site goes live.
- **CMS Training** – While our team is conducting final QA testing, our trainers will work with you to teach the Council about the new tools they will be able to leverage in the CMS. All users will go through Basic CMS Training, to fully prepare them to review, add and edit content. Your super users will gain a deeper understanding of specific departmental functionality and how to set up roles, permissions, and workflow/approval cycles.
- **Staging Site** – Our technical team will transfer your new site to a production environment in Microsoft's Azure data centers.
- **User Acceptance Testing (UAT)** - While our team has already conducted a quality assurance process against the approved design specifications and Granicus migrated content, you have the opportunity to conduct your own review during the User Acceptance Testing process.
- **Launch Planning Meeting** – Prior to your go-live date we will conduct a launch planning meeting to prepare you and the Granicus team for pre- and post-launch configuration activities that can only occur once the site has gone live (Granicus Search & SSL set up, for example).
- **Final Signoff** - Once User Acceptance Testing has been completed and all stakeholders are comfortable, we'll flip the switch, and your new site will make its debut.

4 | Launch

Goal

Transfer to production environment, provide training, and bring the new site live to the public.

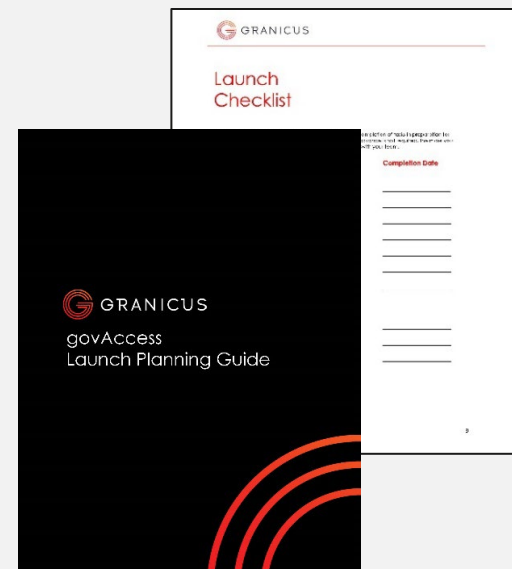
Deliverables

- Staging Site
- CMS Training
- UAT Kickoff Meeting

Toolkits

- User Setup Guide
- UAT Guide
- Launch Planning Guide

Launch Planning Guide



Phase 5: Post Launch

Unlimited Technical Support: Granicus provides comprehensive, unlimited technical support including:

- **On Demand Videos** – Step-by-step tutorial videos provide a quick overview of features and tools. These videos are particularly helpful for supplementing training, bringing new staff up to speed or providing refresher.
- **Live Chat** – Initiate a chat from anywhere in the CMS.

Dedicated Client Success Manager: In addition to technical support, you will also be assigned a dedicated Client Success Manager who will help you get the most out of your website for as long as you maintain a subscription.

Annual Health Check: Your Client Success Manager will proactively reach out twice a year to perform a website health check and ensure you are getting the most out of your Granicus experience.

Ongoing Training: Bring new staff members up to speed and stay current on the latest government website trends through free live training sessions and educational webinars. These sessions focus on CMS functionality, client best practices and general trends from the industry, such as transparency, accessibility, and content strategy. Anyone from your organization that is interested may attend at no cost.

Regional Events and National Summit: Granicus offers several free in-person events throughout the year, bringing our clients together to collaborate and share best practices. Each event features educational sessions designed to help get the most out of your website. We are at our best when we're listening to our clients and these events provide a unique opportunity to learn and develop together.

5

Post Launch

Goal

Ensure your team is effectively supported and your website evolves as needed to maintain a superior digital customer experience.

Deliverables

- Ongoing Technical Support
- Guaranteed 99.9% uptime
- Annual CX consultation and recommendations



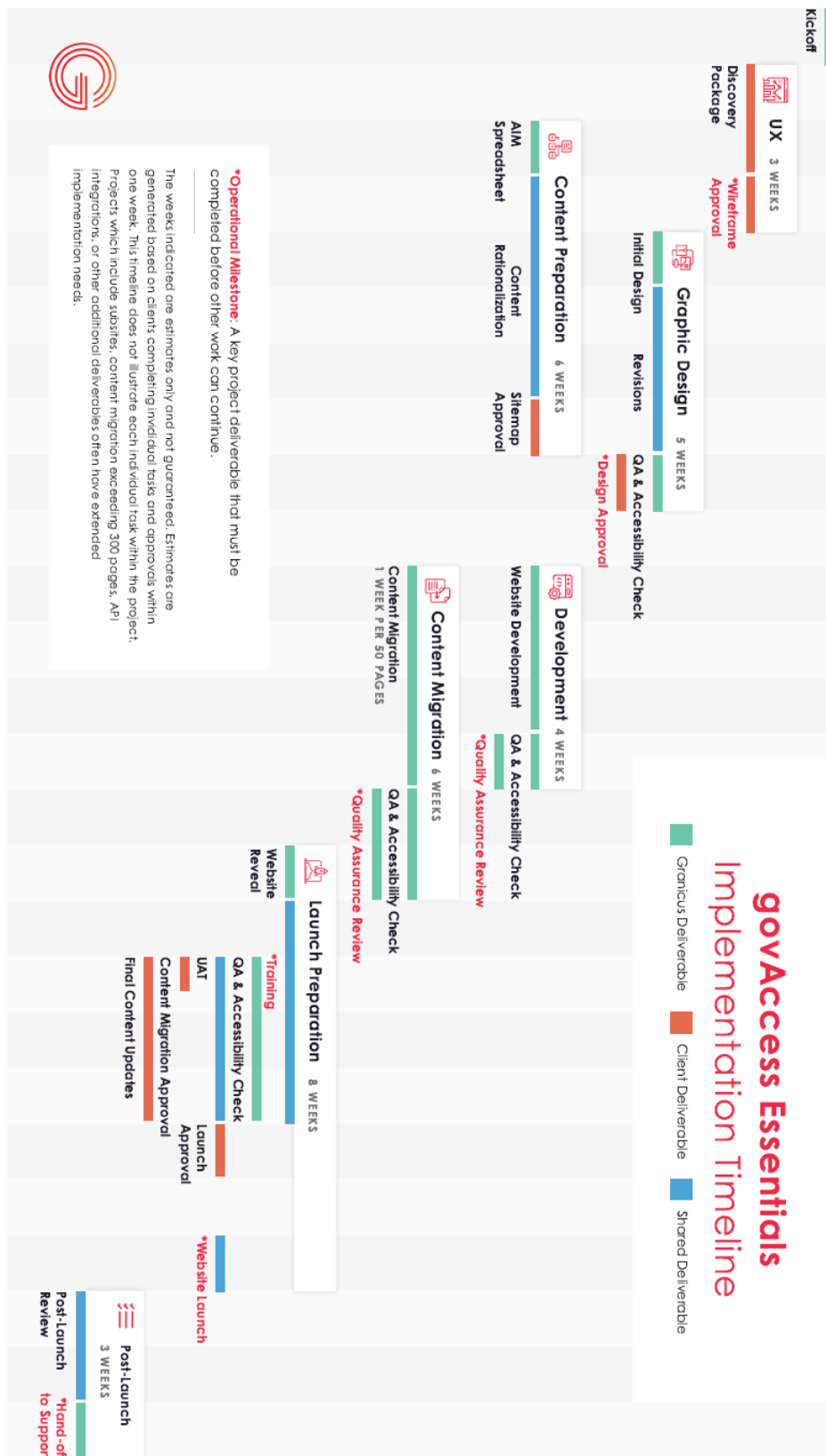
Guaranteed Redesign

Guaranteed redesign after your contract term.

Adapt your website to meet changing needs with our ongoing support, flexible CMS and a guaranteed redesign with no further out-of-pocket expense.

Project Schedule

We have also included this schedule as a separate attachment for legibility.



Your Role/Council Responsibilities

The best outcomes come with collaboration – after all, no one knows your community like you do! While we will do as much of the heavy lifting as possible, to drive the optimal level of collaboration, we will need a few things from you along the way including:

1 Research	<ul style="list-style-type: none">• Identify web team• Complete stakeholder survey – this helps us understand your goals, expectations, audience needs, etc.• Provide access to Google analytics• Sign-off on wireframe
2 Design	<ul style="list-style-type: none">• Share any existing brand guidelines• Gather any photos + logos + video to be used in your website design• Sign-off on mood board + design comps + style guide• Supply list of all third-party apps used with website• Sign-off on sitemap
3 Site Development	<ul style="list-style-type: none">• Collaborate with your PM to map current pages to new site map/identify redirects• Team attends writing for the web/accessibility training• Edit existing content / create content for new pages (we offer additional content writing + editing services)
4 Launch	<ul style="list-style-type: none">• Team attends CMS training• Conduct User Acceptance Testing (UAT)• Create marketing plan for website launch – we offer an optional website launch promo service if interested• Final sign-off prior to go live
5 Post -Launch	<ul style="list-style-type: none">• Setup metrics dashboard and measure results – top pages, traffic sources, etc. – optimize overtime• Keep your content fresh• Reach out to our support team with questions anytime• Meet with your success manager for a formal annual health check

Identifying Your Website Team

While the Granicus team will guide the process, we will depend on the dedication of staff and resources by the Council to achieve the best result. Based on our experience, we recommend assigning staff into the following roles:



Project Manager

You should assign a dedicated Project Manager, who will serve as the main point of contact to interface with Granicus throughout the development of your website. This person will work closely with your Granicus Project Manager at each stage and should be empowered to make final decisions on behalf of the Council.



Core Project Team (3-5 people)

To help guide decisions, you should form a core project team. This group will work closely with your designated Project Manager in helping to gather input from your staff and guiding key decisions through the course of the project. Commonly this team includes staff from the following departments:

- Communications
- Administration
- IT



Steering Committee (varies)

To help build buy-in across your organization, we recommend forming a steering committee. This larger team should include representatives from across all your departments. They will be included in larger surveys and potentially provide input at key decision points. Gathering this group early helps engage the organization in the development, gaining buy-in for the project and providing alignment for decisions.

System Diagram (If not a separate document)

We have included a system diagram as an attachment for legibility.

Security and Vendor Questions

We have included our responses to the State's Security and Vendor questions as a separate attachment (Appendix B Security and Vendor Questions v3.0 - Granicus Response.docx)

Response to the State's Contract Terms

We have included our exceptions and redlines to the State's contract terms as an attachment.

Corporate Qualifications

A. What year was your parent company (if applicable) established?

N/A

B. What is the business of your parent company?

N/A.

C. What is the total number of employees in the parent company?

N/A.

D. What are the total revenues of your parent company?

N/A.

E. How many employees of your parent company have the skill set to support this effort?

N/A.

F. How many of those employees are accessible to your organization for active support?

Our support organization is separate from the personnel who would service the account otherwise (whether that be the team that implements the solution or assists with design). Initial support during implementation would be handled by the Project Team. Once the solution is implemented most Support will be provided by our Support Team, and you will also be appointed a Customer Success Consultant who will check in regularly to ensure you are getting the most out of our products. We have outlined support hours and detailed response times in the attached Service Level Agreement.

G. What year was your company established?

Granicus was founded in 1999.

H. Has your company ever done business under a different name and if so, what was the name?

While there are several legal Granicus entities, we have always done business under the name Granicus. Some of our products were acquired through acquisitions and may have operated under their original company's name.

I. How many employees does your company have?

Granicus has over 2,000 employees.

J. How many employees in your company are involved in this type of project?

We have quite a few employees in both Implementation Management and Design. You will be assigned a team to manage both and will receive support from our Support Team.

K. How many of those employees are involved in on-site project work?

There is rarely a need for on-site project work. Most of the meetings and work will be managed remotely.

L. What percent of your parent company's revenue (if applicable), is produced by your company?

N/A.

M. Corporate resources available to perform the work, including any specialized services, within the specified time limits for the project

We have more than adequate resources to perform the work, and we are always hiring as we grow and to backfill any positions that may have been vacated.

N. Availability to the project locale

The team is available to assist the team in South Dakota. There are no geographic restrictions that would prevent them from being able to work on the project.

O. Familiarity with the project locale

P. Has your company ever done business with other governmental agencies? If so, please provide references.

Yes. Granicus has worked exclusively with government agencies since our founding in 1999.

Q. Has your company ever done business with the State of South Dakota? If so, please provide references.

Yes. Granicus powers the external facing website and the internal secure intranet for the South Dakota Department of Corrections

South Dakota Department of Corrections (DOC)

Description:

The South Dakota Department of Corrections had a challenge in that they needed to get both their external and internal sites up to compliance and usability standards. They hired Granicus to help them with their facelift and transition.

Address: 3200 East highway 34 Pierre, SD 57501

Contact: Bridget Coppersmith Juvenile Justice Specialist

Phone: 605.773.3478

Email: Bridget.coppersmith@state.sd.us

Website: <https://www.doc.sd.gov/>

Go-Live Date: 1/13/2025 -Website, 9/23/2024 - Intranet

R. Has your company ever done projects that are like or similar to this project? If so, how many clients are using your solution? Please provide a list of four or more locations of the same approximant nature as the State where your application is in use along with contact names and numbers for those sites. The State of South Dakota has a consolidated IT system. Either any references given should be from states with a consolidated IT system, to be acceptable or the reference should be a detailed explanation on how you will modify your work plan for a consolidated environment that you are unfamiliar with.

Granicus is currently providing CMS and web hosting services to over 800 clients.

Description:

The State of Kansas currently has 32 state agencies utilizing our platform and has a centralized IT group within Kansas OITS that helps to manage 26 of those agency websites. The goal of partnering with Granicus was to remove the hurdles of

multiple different website management CMS tools and standardize use so that the Office of IT Services, OTIS, could help to manage websites by understanding a universal back-end toolset. This created a cost savings consolidation and an enormous increase in efficiency for the state.

Address: 2800 SW Topeka Blvd, Topeka, KS 66611

Contact: Matt Ludwick, Web Services Manager

Phone: 785.213.6196

Email: matt.ludwick@ks.gov

Websites:

<https://www.ag.ks.gov/home>

<https://www.pharmacy.ks.gov/>

<https://www.governor.ks.gov/>

<https://www.ebit.ks.gov/home>

Go-Live Date: variable across 2023/2024

- S. Provide the reports of third-party security scans done at the end of the four projects you provided in your proposal response. If there are no audits of these projects then provide, unedited and un-redacted results of such security testing/scanning from third-party companies or tools that has been run within the past 90 days. The State will sign a non-disclosure agreement, as needed, and redaction of these scan reports can be done within the limits of the State's open records law.**

These reports are considered confidential and not shared outside the organization. We perform dynamic application testing upon go-live and monthly using Acunetix and Tenable Nessus tools.

- T. What is your Company's web site?**

www.granicus.com

Relevant Project Experience

Provide details about four recent projects that the offeror was awarded and then managed through to completion. Project examples should include sufficient detail so the agency fully understands the goal of the project; the dates (from start to finish) of the project; the offeror's scope of work for the project; the responsibilities of the offeror and subcontractors in the project; the complexity of the offeror's involvement in the project; deliverables provided by the offeror; the methodologies employed by the offeror; level and type of project management responsibilities of the offeror; changes that were made and request for changes that differed from the onset of the project; how changes to the project goals, offeror's scope of work, and deliverables were addressed or completed; price and cost data; quality of the work and the total of what the offeror accomplished in the project.

A. Client/Company Name

B. Client Company Address, including City, State and Zip Code

C. Client/Company Contact(s)

Name

Title

Telephone Number

E-mail address

Fax Number

D. Project Start Date

E. Project Completion Date

F. Project Description and Goals

G. Offeror's Role in Project

H. Offeror's responsibilities

I. Offeror's Accomplishments

J. Description of How Project Was Managed

K. Description of Price and Cost Data from Project

L. Description of special project constraints, if applicable

M. Description of your ability and proven history in handling special project constraints

N. Description of All Changes to the Original Plan or Contract That Were Requested

O. Description of All Changes to the Original Plan or Contract That Offeror Completed

P. Description of How Change Requests Were Addressed or Completed by Offeror

Q. Was Project Completed in a Timeframe That Was According to the Original Plan or Contract? (If "No", provide explanation)

R. Was Project Completed Within Original Proposed Budget? (If "No" provide explanation)

S. Was there any Litigation or Adverse Contract Action regarding Contract Performance? (If "Yes" provide explanation)

T. Feedback on Offeror's Work by Company/Client

U. Offeror's Statement of Permission for the Department to Contact the Client/Company and for the Client's/Company's Contract(s) to Release Information to the Department

Kansas (Multiple Sites)

<https://www.dol.ks.gov/>

<https://www.ag.ks.gov/home>

<https://www.pharmacy.ks.gov/>

<https://www.governor.ks.gov/>

<https://www.ebit.ks.gov/home>

A. Client/Company Name: The State of Kansas – Managed by Office of IT Services (OITS)

B. Client Company Address, including City, State and Zip Code: 2800 SW Topeka Blvd, Topeka, KS 66611

C. Client/Company Contacts(s):

Matt Ludwick
Web Services Manager
785-213-6196
matt.ludwick@ks.gov

Fax Number : n/a

D. Project Start Date: Multiple start dates across 2023 beginning in March

E. Project Completion Date: Multiple completion dates across 2024

F. Project Description and Goals

The State of Kansas partnered with Granicus to utilize our govAccess platform for the creation of 26 different state agency website projects. A centralized IT group within Kansas OITS helps manage those agency websites. The goal of partnering with Granicus was to remove the hurdles of multiple different website management CMS tools and standardize use so that the Office of IT Services, OTIS, could help to manage websites by understanding a universal back-end toolset. This created a cost savings consolidation and an enormous increase in efficiency for the state. This reference should be viewed as 26 different references in one.

G. Offeror's Role in Project: We were the provider and implementor of the Granicus govAccess CMS platform.

H. Offeror's responsibilities: Design, Build, Research, Training, Hosting and Implementation of Website and its CMS management tool.

I. Offeror's Accomplishments: Multiple website projects worked on simultaneously and the majority of sites were launched within a year of their individual kick-off times.

J. Description of How Project Was Managed: Project Manager assigned from Granicus, weekly cadence calls with the client.

K. Description of Price and Cost Data from Project: \$686,604 in one-time build and implementation fees; \$891,365 in subscription fees across 4 years (\$222,841 / year is the average)

L. Description of special project constraints, if applicable: none

M. Description of your ability and proven history in handling special project constraints: n/a

N. Description of All Changes to the Original Plan or Contract That Were Requested: none

O. Description of All Changes to the Original Plan or Contract That Offeror Completed: none

P. Description of How Change Requests Were Addressed or Completed by Offeror: n/a

Q. Was Project Completed in a Timeframe That Was According to the Original Plan or Contract? (If "No", provide explanation): While the majority of the 26 individual website projects were completed within one year of their kickoff, some took longer due to client turnover, committee hold ups on decision points, challenges in obtaining proper media and content for the website and other creative components. Granicus was often put in a position to wait for deliverables from the client. When clients were expedient with requested deliverables, websites were completed on time or well under.

R. Was Project Completed Within Original Proposed Budget? (If "No" provide explanation): Yes

S. Was there any Litigation or Adverse Contract Action regarding Contract Performance? (If "Yes" provide explanation): no

T. Feedback on Offeror's Work by Company/Client: you may reach out to our example

U. Offeror's Statement of Permission for the Department to Contact the Client/Company and for the Client's/Company's Contract(s) to Release Information to the Department: approved

South Dakota Department of Corrections

<https://www.doc.sd.gov/>

A. Client/Company Name: South Dakota Department of Corrections

B. Client Company Address, including City, State and Zip Code: 3200 East highway 34
Pierre, SD 57501

C. Client/Company Contacts(s)

Bridget Coppersmith
Juvenile Justice Specialist
605.773.3478
bridget.coppersmith@state.sd.us

Fax Number: n/a

D. Project Start Date: 9/15/2023

E. Project Completion Date: 1/13/25 - Website, 9/23/2024 - Intranet

F. Project Description and Goals

The South Dakota Department of Corrections had a challenge in that they needed to get both their external and internal sites up to compliance and usability standards. They hired Granicus to help them with their facelift and transition.

G. Offeror's Role in Project: We were the provider and implementor of the Granicus govAccess CMS platform.

H. Offeror's responsibilities: Design, Build, Research, Training, Hosting and Implementation of Website and its CMS management tool.

I. Offeror's Accomplishments: Two projects, both Intranet and website were able to go live in less than a year's worth of development exceeding expectations on timeline.

J. Description of How Project Was Managed: Granicus Experience Group consultant was hired to conduct an Information Architecture assessment to give suggestions to better organize the website, its layout and functionality. A Project Manager was then assigned from Granicus to build. Weekly cadence calls were had with the client.

K. Description of Price and Cost Data from Project: \$79,300 – One-time Build and Implementation fees; \$225,184 in subscription fees across 5 years (\$45k/ year is the average)

L. Description of special project constraints, if applicable: none

M. Description of your ability and proven history in handling special project constraints: n/a

N. Description of All Changes to the Original Plan or Contract That Were Requested: none

O. Description of All Changes to the Original Plan or Contract That Offeror Completed: none

P. Description of How Change Requests Were Addressed or Completed by Offeror: n/a

Q. Was Project Completed in a Timeframe That Was According to the Original Plan or Contact? (If "No", provide explanation): yes


R. Was Project Completed Within Original Proposed Budget? (If "No" provide explanation): yes

S. Was there any Litigation or Adverse Contract Action regarding Contract Performance? (If "Yes" provide explanation): no

T. Feedback on Offeror's Work by Company/Client: you may reach out to our example

U. Offeror's Statement of Permission for the Department to Contact the Client/Company and for the Client's/Company's Contract(s) to Release Information to the Department: approved


Reminder, KDOL offices and the contact center will be closed, Monday, May 27, for Memorial Day. There may be a delay in Unemployment Insurance payments.



[KDOL Careers](#) [Translate](#)
 [Q](#)

Employers
Unemployment
Workers Compensation
Industrial Safety & Health
Labor Relations
Labor Market Information

- [Report Fraud](#)
- [Weekly Certifications \(Weekly Claims\)](#)
- [Wage Claims](#)
- [Free Safety Consultations](#)
- [About KDOL](#)
- [Contact Us](#)




Learn about the Shared Work Program
 Employers of all sizes have an alternative to layoffs: the Shared Work Program from the Kansas Department of Labor.

[Learn More](#)

April 2024

2.8%
Unemployment Rate

1,463,000
Total Nonfarm Jobs



Kansas Labor Market Statistics

The April 2024 Kansas Labor Market Report, including statewide and sub state data, is now available.

The May 2024 Kansas Labor report will be released on Friday, June 21.

[Learn More](#)


News
Spotlight

Kansas Amusement Ride Safety Information Reminders
 The Kansas Department of Labor (KDOL) Industrial Safety and Health Division wants to remind Kansans how they can continue safely enjoying their favorite


Governor Kelly Signs Workers Compensation Reform Bill
 "This legislation is a win for our workforce, our businesses, and organized labor," Governor Laura Kelly said.

[More News](#)


Featured




Reports



Job Services




Additional Resources



Kansas Labor Information Center (KLIC)

Employers
Unemployment
Workers Compensation
Industrial Safety & Health
Labor Relations
Labor Market Information

Kansas Department of Labor | 401 SW Topeka Blvd, Topeka, KS 66603 | [Privacy and Security](#) | [Intranet](#)
 Design By GRANICUS - Connecting People & Government



Oklahoma City, OK


<https://www.okc.gov/>

[Contact Us](#) | [Prepare OKC](#) | [News](#) | [Social Media](#) | [Careers](#)

Residents
Business
Recreation
Government
Departments
Visitors
I Want to...

Search The City of Oklahoma City


Text Size
Translate
📧




MAPS 3 RIBBON CUTTING

HEALTH & WELLNESS CENTER


MAY 22 • 2 PM • 13660 S WESTERN AVE.




My OKC Utilities
 Water, sewer, trash and recycling self-service and bill pay.




Report It
 Report non-emergency code violations to the Action Center.




Pay Your Ticket
 Pay or find information about traffic, parking and other tickets.



Adopt or Find a Pet
 Find out how and where to adopt a pet or search for found pets.



EMBARK
 Find public transportation options or locate public parking.



MAPS 4
 Find news and information about MAPS 4.

EVENTS

MAY

25

Paseo Market Festival
 May 25, 2024
 10:00 AM

MEETINGS

NEWS


- 1

City Council confirms members of the Community Public Safety Advisory Board

During the Feb. 13 City Council meeting, Oklahoma City Mayor David Holt appointed and the City Council confirmed eight of nine people to serve on the newly formed Community Public Safety Advisory Board. The board is a permanent, independent committee that reviews the complaint investigative process.
- 2

OKC City Council to consider arena development agreement on Tuesday

On Tuesday, May 21, the Oklahoma City Council will consider approving a development agreement for the City's new arena. The agreement will be made between the City and PBC Sports and Entertainment, LLC (PBCS&E), owners of the Oklahoma City Thunder and the Oklahoma City Blue.
- 3



OKC Parks

OKC spraygrounds, family aquatic centers set to open Memorial Day weekend

It's that time of year again when area school-aged children trade their textbooks for bathing suits and head out to their local pools for summer fun. OKC Parks officially opens its 16 spraygrounds, two family aquatic centers and community pool on Saturday, May 25.

More Events >

More News >

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Site Map





OFFICIAL WEBSITE OF THE CITY OF OKLAHOMA CITY

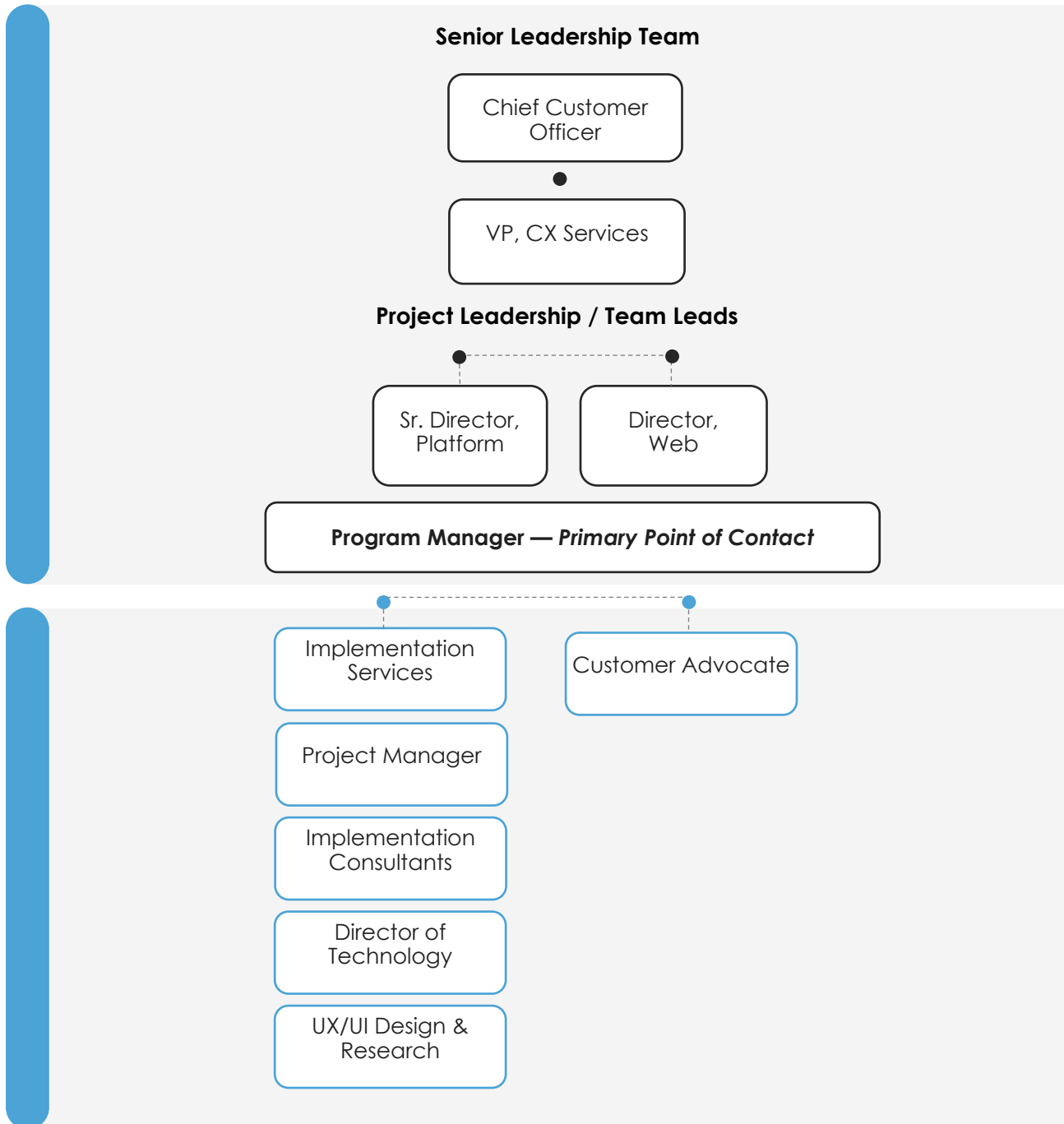
References

Kansas Department of Labor	
Description	Kansas Department of Labor needed to update their website and looked to do so with a system that could replace their outdated manual technology with an easily updatable drag-and-drop interface for simple user interaction. Granicus provided them with the right tools for the job and implementation got them up and running in 79 days.
Address	401 SW Topeka Blvd Topeka, KS 66603
Contact	Jessica Porter Social Media and Web Coordinator
Phone	785.438.9159
Email	Jessica.porter@ks.gov
Website	https://www.dol.ks.gov/
Go-Live Date	12/30/2024

South Dakota Department of Corrections (DOC)	
Description	The South Dakota Department of Corrections had a challenge in that they needed to get both their external and internal sites up to standards. They hired Granicus to help them with their facelift and transition. This site is not publicly live yet.
Address	3200 East highway 34 Pierre, SD 57501
Contact	Bridget Coppersmith Juvenile Justice Specialist
Phone	605.773.3478
Email	Bridget.coppersmith@state.sd.us
Website	Not currently live, in implementation
Go-Live Date	Pending

Team Organization

Your **Program Manager** will be the primary point of contact, and they will be the one gathering the team and resources to see your website project through to launch.



Staffing

An essential component of Granicus' qualification for this project is our team. Granicus enjoys the contributions of long-term, dedicated staff who guide the development of each and every project. Their expertise will ensure the success of the website development.

Key Team Members



Trevor Wolter, Senior Project Implementation Manager

Trevor's technical expertise coupled with extensive experience as a project manager enables him to guide the development of each website Granicus produces. He oversees our staff of project managers and implementation processes, creates necessary documentation and provides support to your Project Manager during the development.

Years of Experience: 19

Joined Granicus Team: 2005

Reference Projects:

- Weston, FL (www.westonfl.org/)
- Colleyville, TX (www.colleyville.com/)
- Tempe, AZ (www.tempe.gov/)



Uriz Goldman, Director of Web Implementation

Since joining Granicus in 2005, Uriz has guided the development of hundreds of local government websites. As a Certified User Experience Consultant, he is passionate about creating more intuitive customer experiences for our clients and will oversee the comprehensive User Experience Analysis for your website.

Years of Experience: 26

Joined Granicus Team: 2005

Education:

- Bachelor of Science, Management Information Systems
- NN/g UX Certified

Reference Projects:

- Amarillo, TX (<http://amarillo.gov/>)
- Sarasota, FL (www.sarasotafl.gov)
- Wilmington, NC (www.wilmingtonnc.gov)



Taleah Codrington, Manager of UX Design

Taleah Codrington is a multi-disciplinary designer & UX design manager for govAccess. She has over 16 years of experience in visual design, product design, and brand identity. Within the last 4 years, Taleah's focus has shifted to include research and user experience to improve web accessibility and site usability. As a superior verbal and written communicator, she's successfully built & sustained superb

client relationships from design inception to design approval. This two-time Pinnacle award winner & Member's Choice winner has a phenomenal track record of developing projects with intent, identifying problems, and providing stellar solutions.

Years of Experience: 16

Joined Granicus Team: 2016

Education:

- Bachelor of Arts, Media Arts and Animation

Reference Projects:

- West Hollywood, CA (<https://www.weho.org/>)
- La Quinta, CA (<https://www.laquintaca.gov/> and <https://econdev.laquintaca.gov/home-econdev>)
- Suwanee, GA (<https://www.suwanee.com/>)
- El Segundo, CA (<https://www.elsegundobusiness.com/>)



Brian Pope, Technical Trainer

Brian is an experienced educator who leads technical training on our content management system. He will equip you to get the most out of Granicus govAccess, both through the initial training included in your project and ongoing live training webinars.

Years of Experience: 12

Joined Granicus Team: 2016

Education:

Bachelor of Arts, Education and Spanish

Costs

We have included our Detailed Cost Proposal as a separate attachment.

Company Overview

Granicus has been designing and implementing SaaS solutions for our government partners since our founding in 1999. We provide technology and services that empowers government organizations to create seamless digital experiences for the people they serve. Offering the industry's leading cloud-based solutions for communications, content management, meeting and agenda management, and digital services to more than 6,000 public sector organizations, Granicus helps turn government missions into quantifiable realities.

Designed by industry experts and informed by in-depth research, govAccess websites deliver an unequalled balance of efficiency, design, and accessibility that modern governments need. The govAccess solution not only provides rich, easy-to-manage CMS tooling, it's also purpose-built for government. Our Granicus design experts are with you every step of the way to remove guesswork, get results, and ultimately create positive, engaging experiences for residents & visitors.

Contact Information

Matt Russell
Enterprise Account Executive
309.242.1997
Matt.Russell@granicus.com

Vital Company Information

Legal Name: Granicus, LLC (DBA Granicus)
Company Website: www.graincus.com
FEIN: 41-1941088

Office Locations

Washington D.C.

1152 15th Street NW, Suite 800
Washington, DC 20005
800.314.0147

Denver (HQ)

1999 Broadway, Suite 3600
Denver, CO 80202
800.314.0147

Saint Paul (Contracts and Payment)

408 St. Peter St, Suite 600
Saint Paul, MN 55102
800.314.0147

United Kingdom

The Beehive, City Place,
Gatwick, RH6 0PA
+44 (0) 800.032.7764

Focus on Client Satisfaction

Simply saying we're dedicated to client satisfaction isn't enough. It's our relentless focus, and one that we measure. In fact, across all of our client implementations over the past three years, our average client satisfaction rating is 9 on a 10-point scale.

At Granicus, anything less than the best for our clients is unacceptable.

- **Executives** – Our leadership team guides the entire company to do what is best for our clients. Each week the leadership team reviews client satisfaction survey results and discusses any proactive actions that need to be taken. Our leadership team also brings years of experience across government, software, design, and technology industries to the table.
- **Certified Experts** – Our certified experts are passionate about helping you deliver a superior digital customer experience, which is why we are constantly learning new and better ways of doing things. Many of our team members hold the following certifications: NN/g certified User Experience Specialist, Web Graphic Design certified, WebAIM WCAG 2.0 educated, Network and CCNA certified.
- **Project Managers and Customer Support** – Our Project Managers and customer support team are fanatical about your success and will go above and beyond to support you.

Awards and Accolades

- 9 out of 10 Project Satisfaction
- Over 250 Award-Winning Sites
- Recognized by as one of the GovTech 100 for 9 consecutive years running

CMS Features

The govAccess Content Management System

Our content management system, Granicus govAccess, is designed to help you deliver a superior digital customer experience to the communities you serve.

So, how do we deliver on this promise?

- **Ease of Use & Administrative Control** – Lock down user permissions while providing drag-and-drop simplicity to users where help is never more than a click away.
- **Mobile Management** – Offer a better experience to residents by analyzing mobile traffic before customizing the display on different screen sizes.
- **Digital Service Delivery**– Move more services online, go completely paperless, and ensure your community can easily find everything that you have to offer.
- **Interior Page Design** – Think past the homepage and create a plan for how you will optimize the complete end-to-end customer journey with flexible technology.
- **Federal-grade Security** – Follow the same hosting and security best practices as The White House, Social Security Administration, and Census Bureau.
- **Continuous Innovation**– Enjoy monthly release updates and help shape the product by joining our customer council, Labs, for prototypes, beta access and more.

Granicus technology serves more than 6,000 agencies across United States, Canada, and United Kingdom.

If you desire something not listed, then there is a very good chance we either still offer it or the requested functionality is on our near-term roadmap. Go ahead and connect with us; we are happy to answer any questions.

200+ Council Members



"I love working with Granicus because the CMS always evolves to meet the changing dynamics of local government. They never settle and always strive to deliver the best technology in the market."

Anthony Wilson,
Public Information Officer
City of San Angelo, Texas



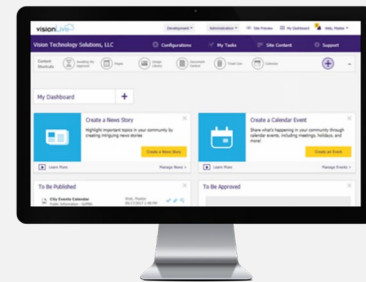
Easy Authoring and Administrative Control

At Granicus, we understand the complexities of managing the many departments and content editors contributing to your website. To give you time back in your day, we have simplified the experience for the typical user, while offering governance and administrative tools to ensure a consistent experience for website visitors.

Granicus govAccess is a CMS built for government. With our solution you will have everything you need to manage content, including, but not limited to:

- **Live Chat & Embedded Training** – Connect with our technical support team or teach yourself with self-service curriculums and training videos.
- **Wizard Interface** – Walk through a guided content creation process with helpful tips along the way in a single, intuitive workflow.
- **Drag-and-drop Simplicity** – Add content or customize your experience within seconds by configuring settings or leveraging inline editing mode.
- **Personal Dashboards** – Tailor your workspace with dashboard blocks including content quick-adds, content approvals, reporting, analytics, and more.
- **Social Media Management** – Promote new content through multiple social accounts, customize and preview posts, and schedule a social campaign with a cadence of publish dates across channels.
- **Multichannel Publishing** – Promote custom content directly to Facebook, Twitter, email messages, and the website with a single click of a button.
- **Subsite Management** – Consolidate sites into one single CMS instance to share user permissions, leverage common assets, and improve content transparency.

Did you know?



60% of CMS users login less than twice per month.

With Granicus govAccess, the casual user can easily update the website with fresh content and visuals, while the power user can monitor, manage, analyze, and optimize the website over time.

Content Delivery Network (CDN) by Akamai

Millions of people visit a govAccess website each day and expectations of these site visitors continue to rise. A website redesign is the first step to deliver new rich, interactive content responsive on any device to meet this rising needs.

Be careful when choosing a website partner as this approach also runs the risk of delivering a heavier site, which can slow performance and ultimately hinder the user experience. In fact, 53% of people abandon a site that takes more than three seconds to load.

Granicus partners with Akamai to deliver a CDN comprised of the world's largest and most sophisticated network which includes more than 200,000 servers across 130 countries.

Our content delivery network (CDN) delivers the following benefits:

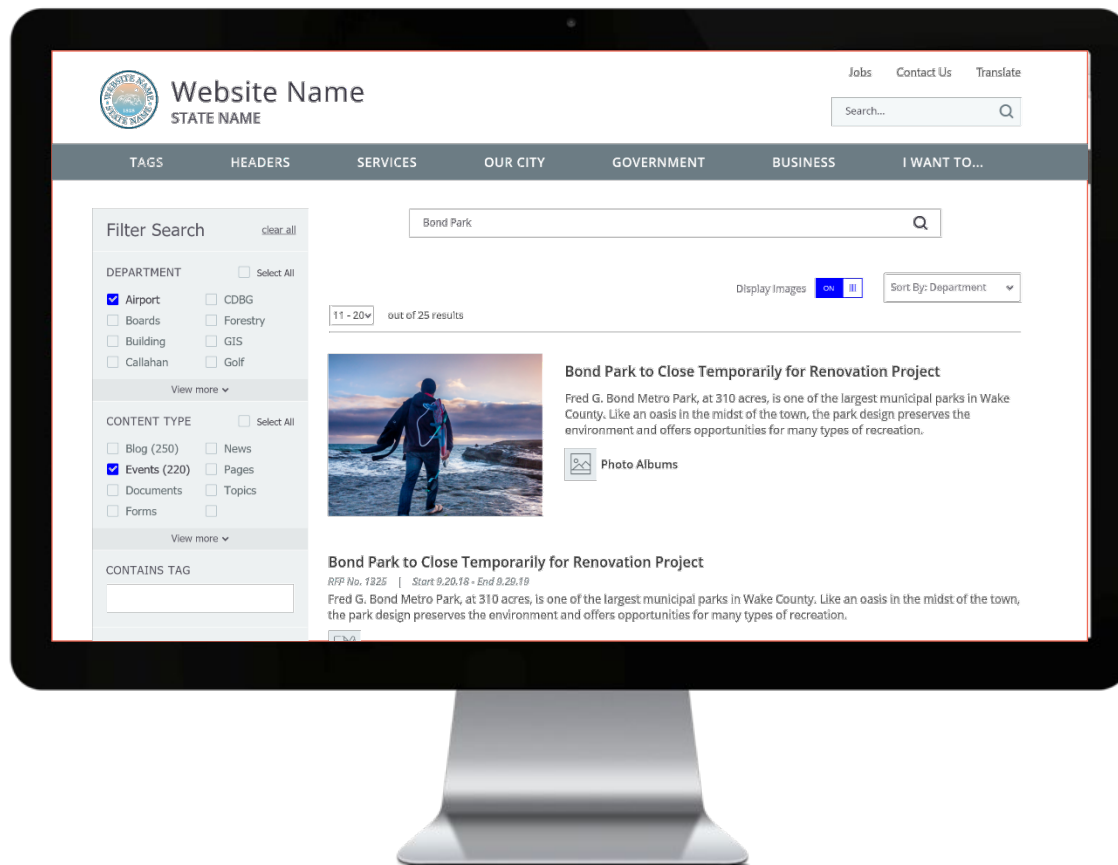
- **Instant Scalability for Traffic Spikes** A global network of more than 200,000 servers helps your site immediately scale resources to meet unexpected traffic peaks.
- **100% Availability** A self-healing and highly resilient platform with Site Failover powered by the Akamai CDN keeps your site available to the public – even if the primary data center servers go down.
- **Faster Page Load Times** Dynamic caching, TCP optimization, and HTTP/2 support combine with SureRoute technology to find the optimal network route to improve your site performance.
- **Increased Security with SSL** All govAccess websites configured with the CDN come standard with SSL protection to deliver secure content and help prevent data theft free of charge.

Did you know?

53% of people abandon a site that takes more than three seconds to load.



Intelligent Site Search Built of Government



Included New Features

- **Predictive Intelligence to Save Time** - Autocomplete displays suggested results as visitors type a query to preview upcoming search results to eliminate duplicate attempts with different terms
- **Knowledge Cards to Increase Usability** - Search results associated with a specific content type are uniquely designed to enhance the user experience and delight the site visitor
- **Smart Filters to Refine & Isolate Results** - Faceted search allows site visitors can quickly locate content based on specific attributes like content type, meta data, or Boolean (i.e., true/false) logic
- **Real-time Indexing for Immediate Updates** - Push all published content via API to the central search repository so visitors can instantly find up-to-date content regardless of time of day
- **Synonyms to Increase Search Relevancy** - Link similar terms together such as trash, waste, rubbish, and garbage to ensure site visitors find the right content regardless of vernacular

Mobile Management for a Modern World

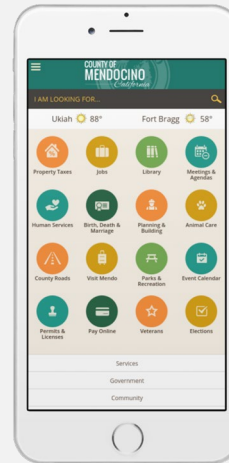
Mobile responsive design is no longer a luxury; it is a requirement.

With Granicus, you'll benefit from progressive mobile web design and a CMS solution that ensures your focus on creating a mobile-first experiences does not stop at your launch date. Granicus govAccess delivers all the necessary tools required for an increasingly mobile world.

- **Responsive Design** – Deliver responsive websites across any device at any time out-of-the-box. This means it will look great on a desktop monitor, a tablet such as an iPad, or any number of mobile devices – small or large.
- **Analytics and Reports** – Review data supplied by Google right on your personalized dashboard. Track most visited mobile pages to better understand where you can begin to start optimizing mobile content.
- **Mobile Designer** – Optimize content for site visitors visiting from a mobile device; reorder or hide specific content for complete control over the experience.
- **App-like Mobile Homepages** – Include an app-like experience in your project at no additional cost to you. Streamline the resident experience on mobile devices with our intuitive app-like mobile-specific homepages.

Did you know?

Approximately 49% of traffic to a government **website** comes from a mobile device!



Top tasks change by device type.

More complex tasks like applying for a building permit are done on a desktop, whereas looking up quick info about parks and rec or paying a parking ticket are more often done from a mobile device.

Digital Service Delivery for Every Audience

Visitors to your website are most often looking to accomplish a specific task or to learn about important information/services.

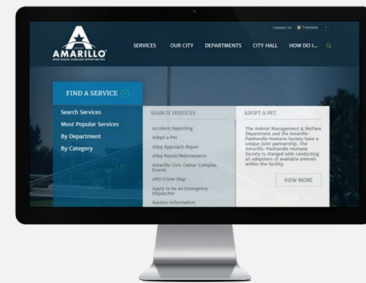
A Granicus website helps you inform, serve, and engage residents while personalizing content to meet the unique needs of your audience.

- **Service Finder** – Stop fighting over homepage real estate. You can now organize *all* available services and streamline the experience for your residents.
- **Geo Finders** – Associate content geo-spatial information such as a resident's home address.
- **Specialty Homepages** – Swap the main homepage in seconds to an alternative homepage to address emergencies or other important events.
- **Form Transactions** – Go paperless by offering 100% digital forms fully integrated with digital signatures and multiple payment gateways.
- **Form Library** – Share best practice forms from more than 6,000 government clients ranging from small cities to larger Federal agencies.
- **Data Visualizations** – Bring transparency to the forefront by showcasing demographic information or financial reports through animated banner displays.
- **Video + Image Background** – Delight site visitors by showcasing your community with beautiful imagery and engaging videos; switch modes with ease.

Example Sites

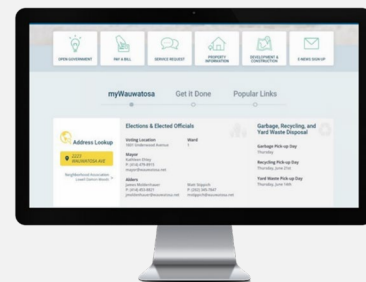
Service Finder

www.Amarillo.gov



Geo Finder

www.Wauwatosa.net



Video + Image Background

www.WeHo.org



Serve Residents Beyond the Homepage

Did you know that 65% of your website traffic lands directly on an interior page. This is why it is so important to consider the full customer journey.

At Granicus, we deliver modern designs, intuitive tools, and third-party integrations to help you achieve your organization's mission and achieve a bigger impact all from one comprehensive CMS.

- **20+ Components** – Enjoy our extensive library of flexible components such as News, Calendar, Image Library, Document Central and more. These components allow you to put a custom touch on any interior page.
- **75+ Modules** – Leverage the page designer and many dynamic modules with setting configurations to address unlimited use cases.
- **Mega Menu Designer** – Organize static content for site visitors to easily locate pages or display dynamic content such as events and information on resources.
- **Flexible Search** – Promote pages, create search synonyms, categorize content, and integrate results across multiple products like Laserfiche and Granicus.
- **Department Branding** – Stand out from other departments and maintain your department identity to serve your unique audience.
- **Third-Party and Pre-built Integrations** – Extend your CMS with integrations like Siteimprove, PageFreezer, Facebook, Twitter, Google Analytics, and more.
- **Event Registration & Facility Reservation** – Collect more revenue by managing online registrations and reservations with integrated online payments.

Did you know?

65% of your website traffic lands directly on an interior page.

Things to Consider

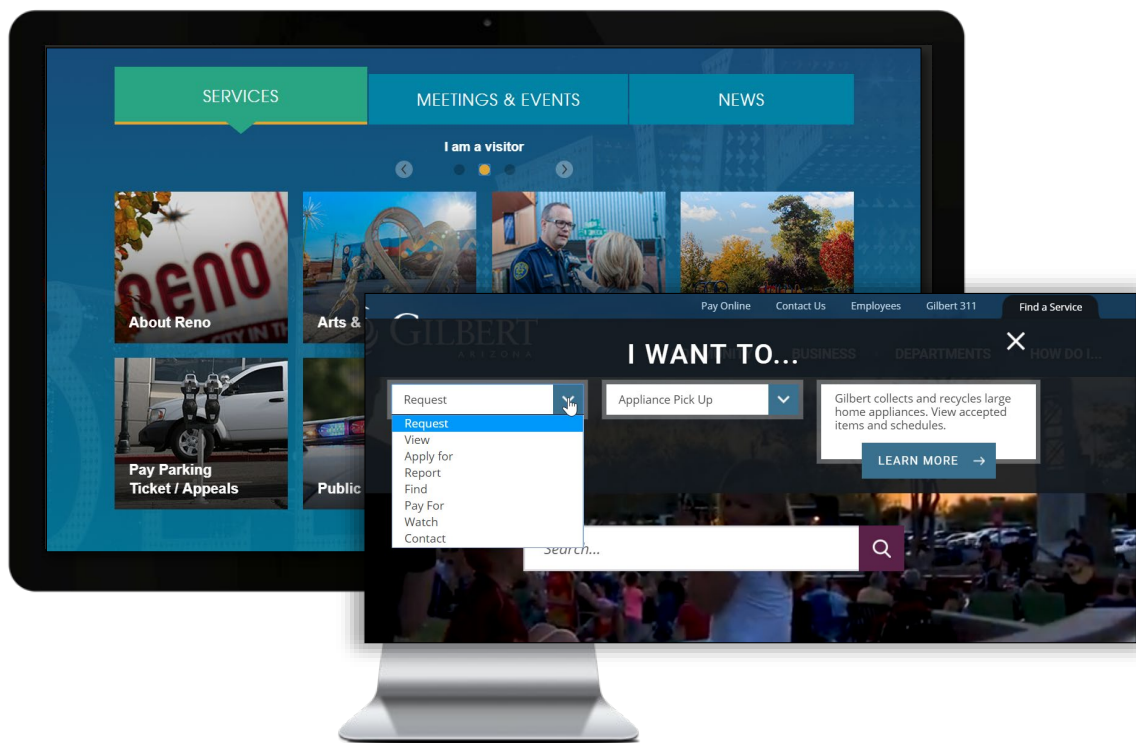
What makes a great journey?
Content strategy best practices state the following necessities

1. Logically grouped content
2. Clear call-to-actions
3. Mobile responsiveness
4. Applied Information architecture

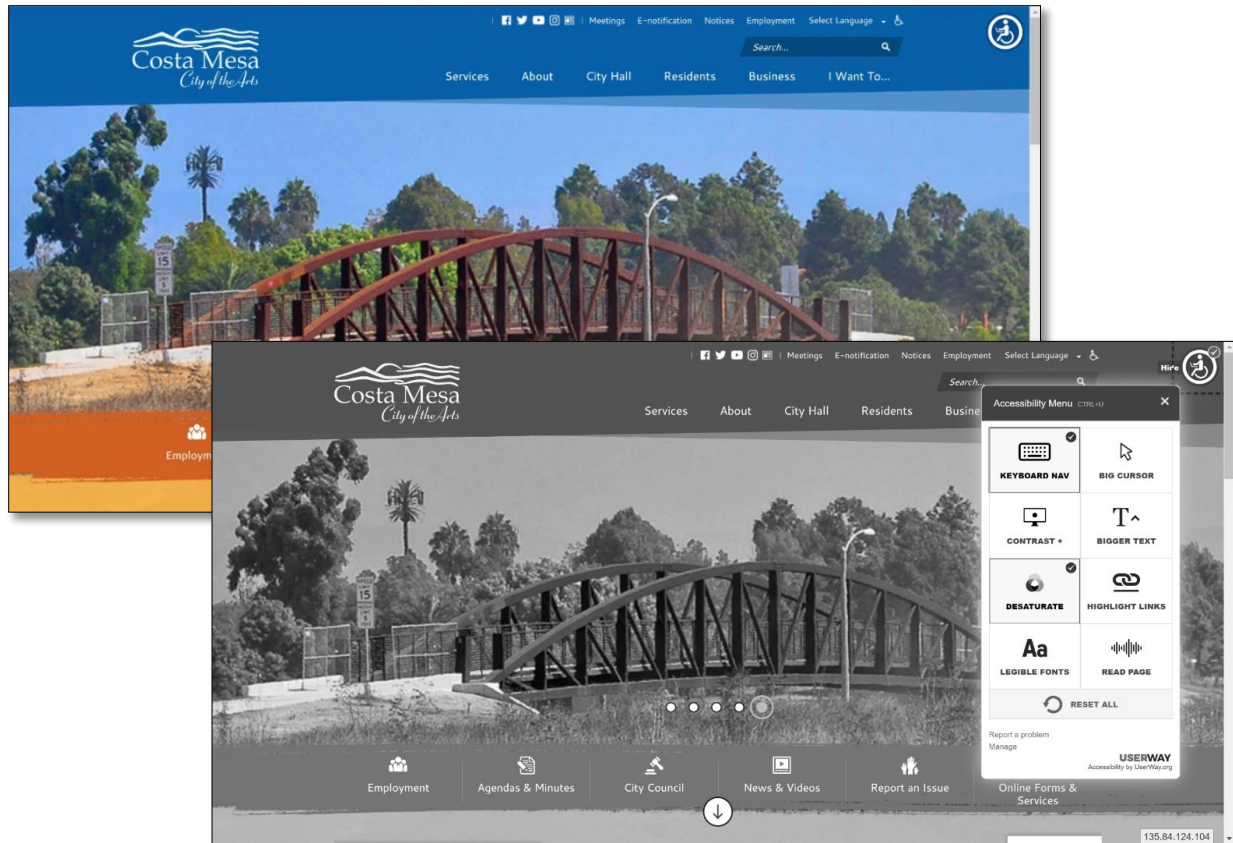
Better Connect Your Users to Government Services

Choice of various “Service Finders” include:

- **Persona-driven** – Organize services by common personas such as residents, visitors, or the businesses/departments that serve them to quickly deliver information to your community.
- **Dynamic Filter** – Organize services by department, category, or frequency, support search functions as well. This option works great for larger organizations.
- **Dynamic Filter w/Overlay** – Ensure services are easily findable from any page. This style exists as part of your main navigation, so services are never more than one-click away.
- **“I Want to ...”** – Organize services in plain language and guide your site visitors step-by-step through the relevant service discovery process. This option works great for smaller organizations with fewer online services.
- **“I Want to ...” w/Overlay** - Ensure services are easily findable from any page. This style exists as part of your main navigation, so services are never more than one-click away.



UserWay Integration to Improve Accessibility



Included Features

- **Desaturation (see above)** – Site visitors coming to your site may have a visual impairment. Great government websites offer an easy way to view pages in grayscale.
- **Contrast View and Highlighted Links** – Similar to saturation effects, other visitors may have varying visual impairments which are influenced and corrected with multiple contrasting views.
- **Built-in Screen Reader** – The average reading level is 8th grade. Other site visitors might not read at all. You can improve accessibility by including a default screen reader on your site.
- **Legible Fonts** – Stylistic designs may win awards, but they exclude some of the people you serve. Government sites are required to allow a way for automatically changing this font-style.
- **Enlarged Cursor and Text** – Increase the size of both the mouse cursor and possible actions on your site.

Proposed Technology – Feature List

Granicus has served government clients for more than 20 years, developing our CMS to meet the unique needs of these agencies. Decentralized authorship across many different departments leads to ranges in skill levels and requirements around approvals. Our government CMS solution delivers everything you need and more.

Embedded Training & Support

- Quick links (button designer)
- Inline (live) editing
- Live chat support
- LMS curriculum & help articles
- Tool tips and instructional text
- Video training materials
- WYSIWYG or HTML editing
- Wizard interfaces
- Custom dashboards
- Custom quick links
- “My Favorite” pages
- User account settings

Webmaster Tools

- Mega menu designer
- Mobile editor (Mobile Designer)
- Custom Content
- Custom Fields
- Google Analytics dashboard blocks
- Page layout designer

Integrations

- Active Directory LDAP*
- Active Directory Federation Services*
- Granicus “Agenda Management”
- Granicus “Communications Cloud”
- Import / export functionality
- Laserfiche
- Maps (multiple)
- Open APIs and custom programming
- PageFreezer
- Payment Gateways (multiple)
- Siteimprove

Digital Asset Management

- Image Library (centralized)
- Image rotation and cropping
- Image Meta Tagging
- Document Central (centralized)
- Document meta tagging
- “In-Use” logic
- Analytics and reporting

Administrative Management

- Approval Cycle and workflows
- Audit trail history
- CAPTCHA security
- Two-factor authentication
- Centralized Subsite Management
- Content permissions and security roles
- Content Review
- Content Scheduling
- Content Versioning (CMS Archives)
- Emergency alert banner
- External Archives (via PageFreezer)
- Extranet (Password protected content)
- Awaiting Approval Reports
- Expiring Content Reports
- “My Tasks” management
- Page template controls
- Accessibility (WCAG 2.1/ADA) tools

Reports & Analytics

- Administrative analytics
- Asset inventory report
- Broken link reporting
- Dashboard blocks
- Edited content reporting
- Expiring & expired content reports
- Global site analytics
- Page performance analytics

Tools to Deliver a Superior Digital Customer Experience

Citizen expectations are rising, and you are expected to do more with less. Our government CMS provides an easy-to-use system with all the functionality necessary to better inform, serve, engage, and personalize the experience for your community.

Information-based

- Calendar Event & Registrations
- Business (Resources) Directory
- Facility directory & reservations
- Frequently asked questions (FAQs)
- Meetings management
- News stories
- Photo gallery (albums)
- Site search (Granicus Search)
- Site search (Google CSE)
- Site search (Cludo)
- Site search (Swifttype)
- Staff directory

Service-oriented

- Digital signatures (legally binding)*
- Form builder
- Form calculations
- Form conditional logic (If-this-then-that)
- Form email notifications
- Form finder
- Form template library
- Form security settings
- Online payments
- RFP, RFQ, Bid management
- Service requests (CRM / 311)
- Service directory
- Service finder*

Engagement-related

- Activity registration
- Audio & Video Embed
- Blogging*
- Community topics*
- Email campaigns
- Event Registration
- Emergency alert banner
- eNotifications
- Facility Reservations
- Job post and application manager
- LinkedIn, Nextdoor, and Instagram
- Online Polls
- RSS feeds
- SMS (500 subscribers)
- Surveys
- Social media share links
- Social media management
- Streaming Video
- YouTube or Vimeo channels

Personalization

- Resident dashboard (My Dashboard)
- Email and SMS subscriptions
- Email and SMS digests
- Geo Finder*
- Service request alerts
- Specialty homepage

Project Experience

References


Kansas Department of Labor	
Description	Kansas Department of Labor needed to update their website and looked to do so with a system that could replace their outdated manual technology with an easily updatable drag-and-drop interface for simple user interaction. Granicus provided them with the right tools for the job and implementation got them up and running in 79 days.
Address	401 SW Topeka Blvd Topeka, KS 66603
Contact	Jessica Porter Social Media and Web Coordinator
Phone	785.438.9159
Email	Jessica.porter@ks.gov
Website	https://www.dol.ks.gov/
Go-Live Date	12/30/2024

South Dakota Department of Corrections (DOC)	
Description	The South Dakota Department of Corrections had a challenge in that they needed to get both their external and internal sites up to standards. They hired Granicus to help them with their facelift and transition. This site is not publicly live yet.
Address	3200 East highway 34 Pierre, SD 57501
Contact	Bridget Coppersmith Juvenile Justice Specialist
Phone	605.773.3478
Email	Bridget.coppersmith@state.sd.us
Website	Not currently live, in implementation
Go-Live Date	Pending

Kansas Department of Labor

<https://www.dol.ks.gov/>

Reminder, KDOL offices and the contact center will be closed, Monday, May 27, for Memorial Day. There may be a delay in Unemployment Insurance payments.



[KDOL Careers](#) [Translate](#)
 [Q](#)

Employers
Unemployment
Workers Compensation
Industrial Safety & Health
Labor Relations
Labor Market Information

- Report Fraud
- Weekly Certifications (Weekly Claims)
- Wage Claims
- Free Safety Consultations
- About KDOL
- Contact Us



Learn about the Shared Work Program
 Employers of all sizes have an alternative to layoffs: the Shared Work Program from the Kansas Department of Labor

[Learn More](#)

April 2024

2.8%
Unemployment Rate

1,463,000
Total Nonfarm Jobs



Kansas Labor Market Statistics

The April 2024 Kansas Labor Market Report, including statewide and sub state data, is now available.

The May 2024 Kansas Labor report will be released on Friday, June 21.

[Learn More](#)

News
Spotlight

Kansas Amusement Ride Safety Information Reminders
 The Kansas Department of Labor (KDOL) Industrial Safety and Health Division wants to remind Kansans how they can continue safely enjoying their favorite

Governor Kelly Signs Workers Compensation Reform Bill
 "This legislation is a win for our workforce, our businesses, and organized labor," Governor Laura Kelly said.

[More News](#)

Featured



Reports



Job Services



Additional Resources



Kansas Labor Information Center (KLIC)

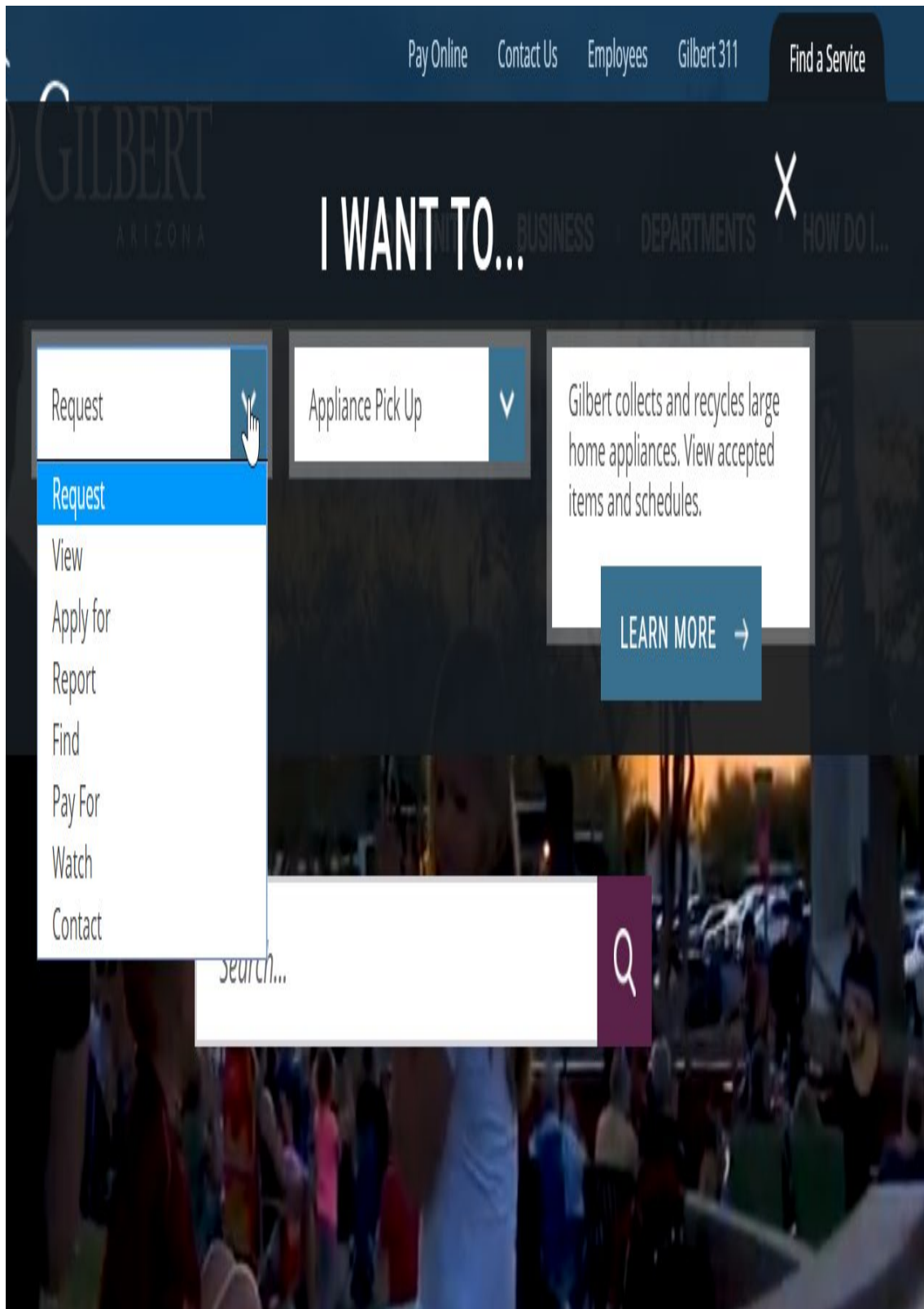
Employers
Unemployment
Workers Compensation
Industrial Safety & Health
Labor Relations
Labor Market Information

 Kansas Department of Labor | 401 SW Topeka Blvd, Topeka, KS 66603 | [Privacy and Security](#) | [Intranet](#)
 Design By GRANICUS - Connecting People & Government



Oklahoma City, OK

<https://www.okc.gov/>



License and Warranty Information

The govAccess content management system by Granicus supports unlimited, enterprise use by the Council. There are no restrictions to the number of content records (e.g., News, Calendar Events, Pages, Forms, Facilities, etc.), users/seats, community form submissions, modified versions, and more.

All rights, title, and interests to the website design and govAccess™ will remain with Granicus. However, under your customer agreement, Granicus will grant you a license that will enable the Council to reproduce or modify for its own use the website design forever. Further, Granicus will grant a subscription-based license to govAccess™, and the Council will be free to use govAccess™ as long as the Council remains a govAccess™ subscriber with a valid customer contract. The Council owns all information and content, such as logos and images.

Warranty

All unmodified programming code developed by Granicus is warranted to be free of any material errors or bugs so long as the Council maintains a Granicus govAccess Subscription.

Hosting and Security Information

The proposed annual licensing and maintenance plan includes hosting the website in a Tier III data center which also covers Distributed Denial of Service (DDoS) mitigation techniques, guaranteed up-time of more than 99.9%, a content delivery network (CDN), redundant ISP providers, back-up power and redundant generators in addition to state-of-the-art firewall protection. Security and network teams data failovers, virtualized environments, F5 load balancers, 90-minute recovery time objective (RTO) and 30-minute recovery point objectives (RPO).

Our hosted GovDelivery Communications Cloud product maintains FedRAMP authorization with a database of 185M subscribers leveraged by existing client accounts including Department of Defense, FEMA, SSA, and IRS.

Support Overview

Our support team includes dedicated personnel to handle web, email, and phone support. Clients also have access to the Granicus Support Portal for self-training and issue submission.

Scheduled Maintenance

Scheduled maintenance will take place between 1:00 am – 4:00 am ET every Monday.

How to Contact Granicus

The Customer Care staff at Granicus may be contacted by the customer via Internet, email, or telephone.

Online (recommended) support.granicus.com

Email support@granicus.com

Phone (for urgent issues) 800.314.0147

Support Hours

Regular Hours 8:00 AM – 10:00 PM Eastern Monday-Friday

Urgent After-Hours Support is also available 24/7 800.314.0147

System Status

Granicus System Status: status.granicusops.com

How We Rank and Handle Cases

PRIORITY 1: EMERGENCY

Target Initial Response: within 1 hour

Severe application problem that causes productivity to cease for a large number of staff or complete loss of service to either website or intranet (application-related site outage).

Examples:

- Web server is running but application is non-functional
- SQL-server errors not related to hardware
- Page watch is not working as expected

PRIORITY 2: URGENT

Target Initial Response: within 4 business hours

Application/service is available, but in a degraded mode. A workaround is possible, or a brief loss of service is acceptable. Impacts only a small group or causes work to cease for an individual.

Examples:

- Site is operational, but search, calendar, or other modular functionality is non-operational or impaired
- Application is operational but bulletin sending is disrupted

PRIORITY 3: MEDIUM

Target Initial Response: within 1 business day

Moderate business impact; issues have affected productivity. A workaround may exist, or the problem is for a non-business-critical task.

Examples:

- File attachments won't upload
- Text is not rendering correctly
- Bulletins are sending but sending not as quickly as expected or with higher than usual bounce rates

Note: The initial response represents the ideal target time for assignment of the case to a Customer Support Engineer and the initial acknowledgement of the issue. The resolution time will depend on the severity and complexity of the issue and the nature of the resolution required.

Case Handling Flow Chart

