



# Empowering Modern Digital Government

---

## South Dakota Council on Developmental Disabilities

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

**Matt Russell**  
Enterprise Account Executive  
309.242.1997  
[Matt.Russell@granicus.com](mailto:Matt.Russell@granicus.com)

**Granicus**  
1999 Broadway, Suite 3600  
Denver, CO 80202  
[www.granicus.com](http://www.granicus.com)  
Date: June 1, 2024

Commercial – In Confidence

# Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>Cover Letter</b> .....	<b>3</b>
<b>Executive Summary</b> .....	<b>4</b>
<b>Project Vision</b> .....	<b>5</b>
Objective.....	5
Council Goals.....	5
<b>Company Overview</b> .....	<b>6</b>
Contact Information.....	6
Vital Company Information.....	6
Office Locations.....	6
<b>Focus on Client Satisfaction</b> .....	<b>7</b>
Awards and Accolades.....	7
<b>Purpose</b> .....	<b>8</b>
<b>Minimum Requirements</b> .....	<b>11</b>
<b>Project Development Approach</b> .....	<b>14</b>
Your Goals.....	14
<b>Implementation Approach and Timeline</b> .....	<b>15</b>
Phase 1: Research.....	15
Phase 2: Design.....	16
Phase 3: Site Development.....	17
Phase 4: Launch.....	18
Phase 5: Post Launch.....	19
Your Role/Council Responsibilities.....	20
<b>CMS Features</b> .....	<b>21</b>
The govAccess Content Management System.....	21
UserWay Integration to Improve Accessibility.....	29
<b>Proposed Technology – Feature List</b> .....	<b>30</b>
Tools to Deliver a Superior Digital Customer Experience.....	31
<b>Project Experience</b> .....	<b>32</b>
References.....	34
<b>Key Project Team Members</b> .....	<b>35</b>
Key Team Members.....	35
Identifying Your Website Team.....	37
<b>Cost Proposal</b> .....	<b>38</b>
<b>License and Warranty Information</b> .....	<b>45</b>
Warranty.....	45
<b>Hosting and Security Information</b> .....	<b>46</b>
<b>Support Overview</b> .....	<b>47</b>
How We Rank and Handle Cases.....	47
Case Handling Flow Chart.....	49

## 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 the ability 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,



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

## Executive Summary

Granicus understands that the South Dakota Council on Developmental Disabilities has an objective to share resources and information through multiple media formats and is seeking to update its website to further that important goal.

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 sectors 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 the important information that they require. 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 like 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 design, development, and the 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.

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.

# Project Vision

## Objective

- 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

## Council Goals

## Common Pitfalls

<b>Improve the User Experience</b>	<b>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).</b>
<b>Improve Access to Resources and share them through multiple media formats</b>	<b>A cookie-cutter approach to citizen services.</b> 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.
<b>Improve Accessibility</b>	<b>A set-it-and-forget-it approach to accessibility.</b> 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.

## 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](http://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

## Purpose

- **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-GoLive 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.

## 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-GoLive 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.

# 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 applies 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.

# 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.

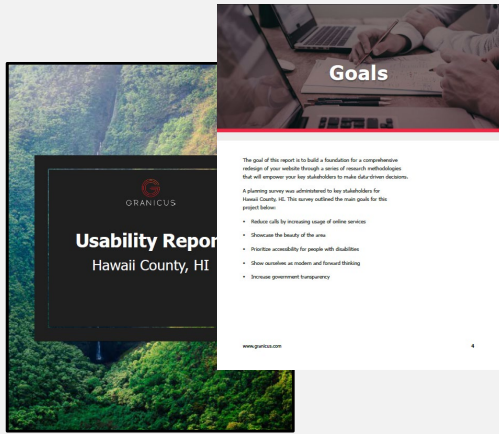
**Deliverables**

- 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

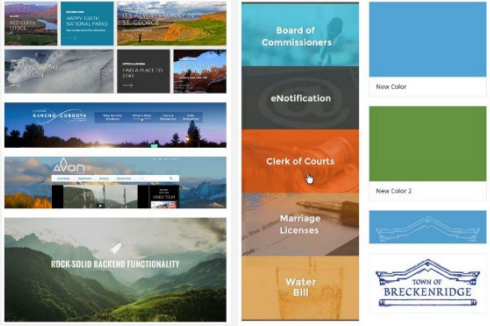
### Goal

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

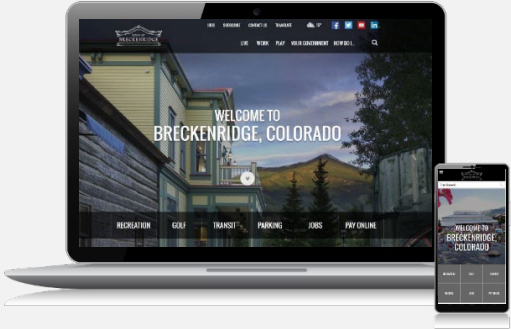
### Deliverables

- 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.

## 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:

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

## 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 service.

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*



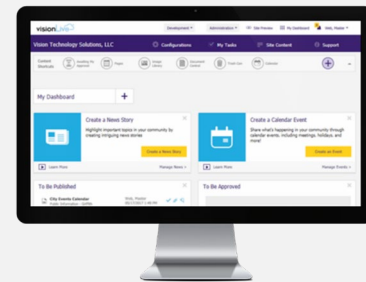
## Easy Authoring and Administrative Control

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:

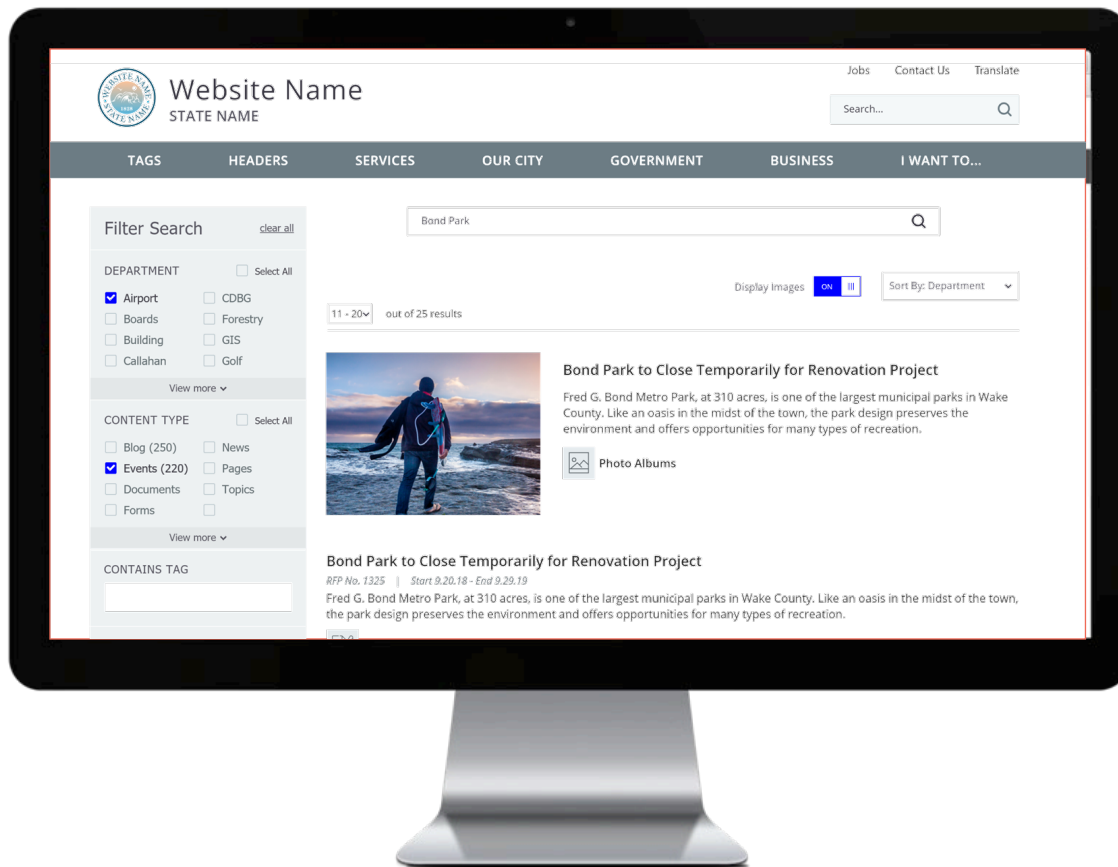
- **Instant Scalability for Traffic Spikes** A global network of more than 200,000 servers helps your site immediately scale resources to meet unexpected traffic peaks.
- **100% Availability** A self-healing and highly resilient platform with Site Failover powered by the Akamai CDN keeps your site available 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

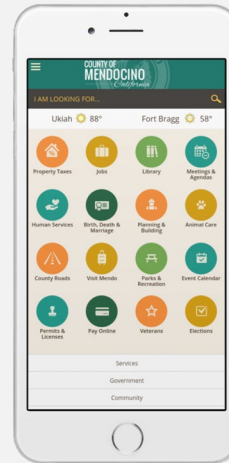
Mobile responsive design is no longer a luxury; it is a requirement.

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.

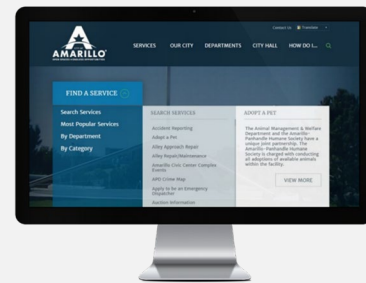
A Granicus website helps you inform, serve, and engage residents while personalizing content to meet the unique needs of your audience.

- **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

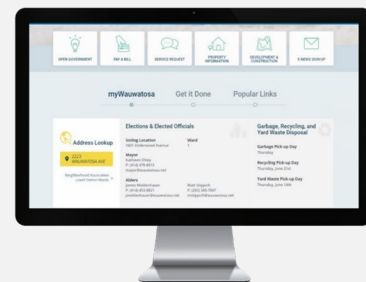
#### Service Finder

[www.Amarillo.gov](http://www.Amarillo.gov)



#### Geo Finder

[www.Wauwatosa.net](http://www.Wauwatosa.net)



#### Video + Image Background

[www.WeHo.org](http://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

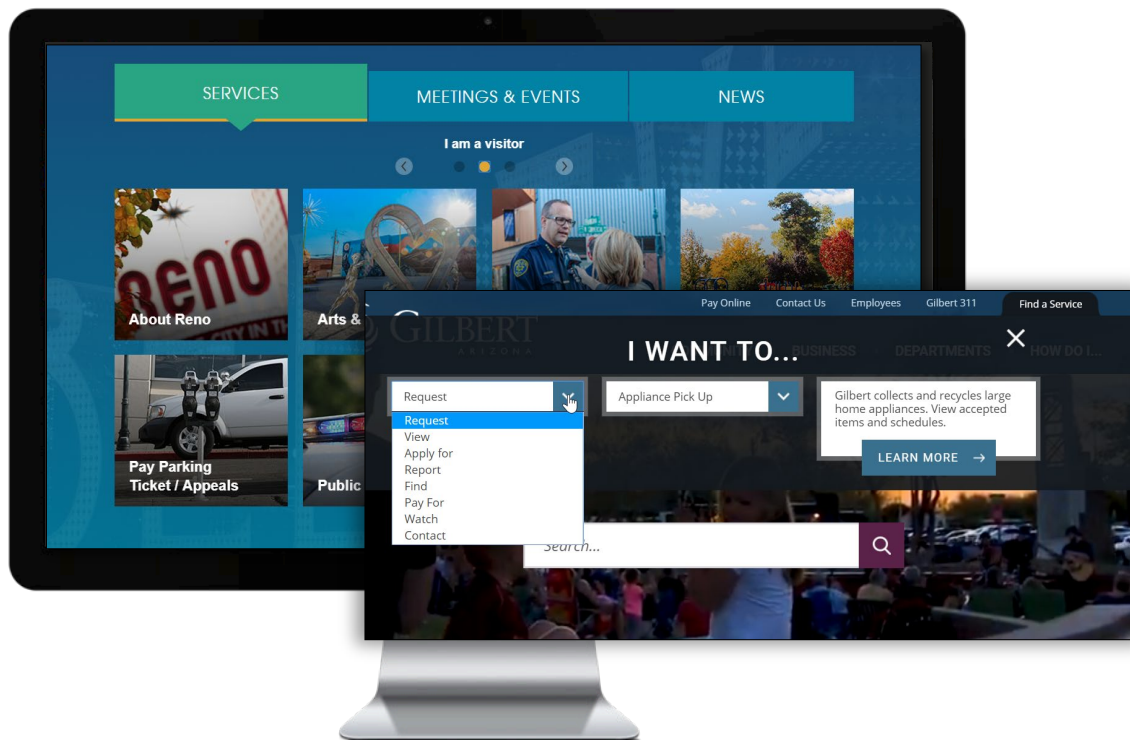
What makes a great journey?  
Content strategy best practices state the following necessities

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

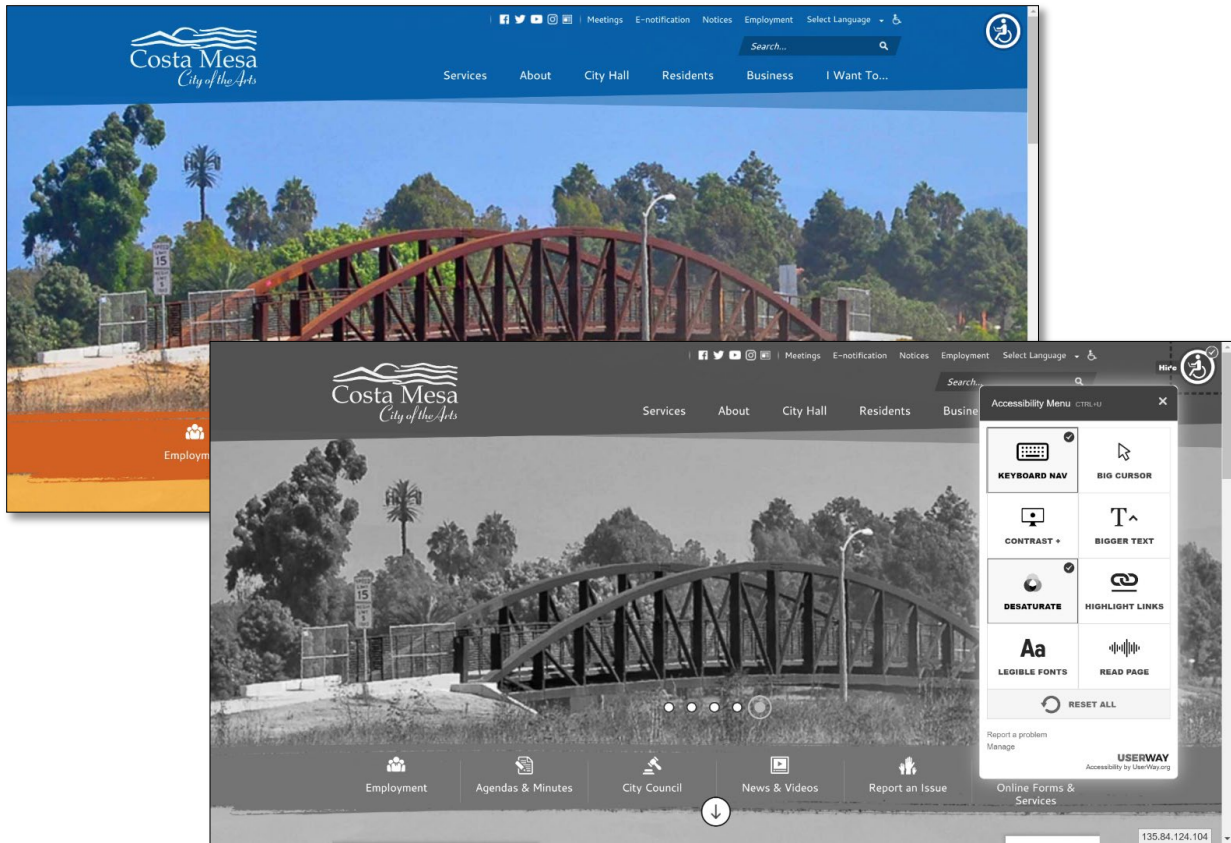
## Better Connect Your Users to Government Services

### 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 (seen 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 8<sup>th</sup> 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 text on the screen to make it easier to see content 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

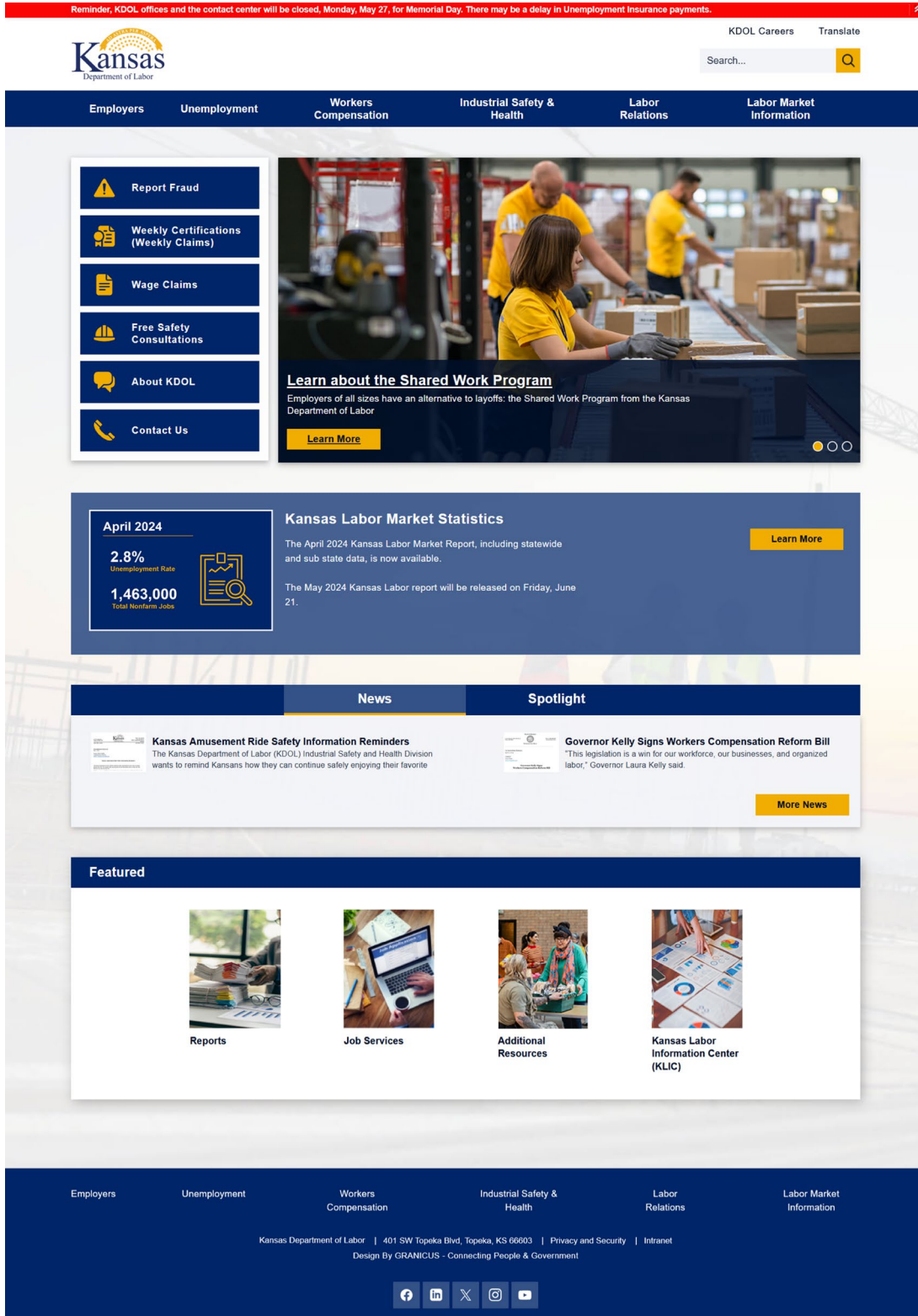
### Personalization

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

# Project Experience


## 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

Search... 

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. [Learn More](#)  
 The May 2024 Kansas Labor report will be released on Friday, June 21.

**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 >

Home

Work for OKC

Action Center

Contact Us

Mayor

City Council

Prepare OKC

Utility Bill Pay


Pay a Ticket

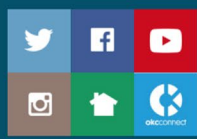
Municipal Code

News

Public Meetings

Site Map





OFFICIAL WEBSITE OF THE CITY OF OKLAHOMA CITY

## References

Kansas Department of Labor	
<b>Description</b>	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.
<b>Address</b>	401 SW Topeka Blvd Topeka, KS 66603
<b>Contact</b>	Jessica Porter Social Media and Web Coordinator
<b>Phone</b>	785.438.9159
<b>Email</b>	<a href="mailto:Jessica.porter@ks.gov">Jessica.porter@ks.gov</a>
<b>Website</b>	<a href="https://www.dol.ks.gov/">https://www.dol.ks.gov/</a>
<b>Go-Live Date</b>	12/30/2024

South Dakota Department of Corrections (DOC)	
<b>Description</b>	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.
<b>Address</b>	3200 East highway 34 Pierre, SD 57501
<b>Contact</b>	Bridget Coppersmith Juvenile Justice Specialist
<b>Phone</b>	605.773.3478
<b>Email</b>	<a href="mailto:Bridget.coppersmith@state.sd.us">Bridget.coppersmith@state.sd.us</a>
<b>Website</b>	Not currently live, in implementation
<b>Go-Live Date</b>	Pending

## Key Project Team Members

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/](http://www.westonfl.org/))
- Colleyville, TX ([www.colleyville.com/](http://www.colleyville.com/))
- Tempe, AZ ([www.tempe.gov/](http://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](http://www.sarasotafl.gov))
- Wilmington, NC ([www.wilmingtonnc.gov](http://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

## 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 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.

## WHAT CUSTOMERS ARE SAYING

### Above and Beyond

*"The Granicus Team went above and beyond. They were as invested in the website as we were, and we truly appreciated that!"*



**Anthony Wilson**  
 City of San Angelo, TX



## Cost Proposal

We have provided a detailed Cost Proposal on the following pages.

## Granicus Proposal for South Dakota Council on Developmental Disabilities

### ORDER DETAILS

**Prepared By:** Matthew Russell  
**Phone:**  
**Email:** matt.russell@granicus.com  
**Order #:** Q-349939  
**Prepared On:** 09 May 2024  
**Expires On:** 29 Jun 2024

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

## PRICING SUMMARY

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

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
govAccess – Website Design and Implementation – Pioneer	Milestones - 40/20/20/20	1 Each	\$9,300.00
<b>SUBTOTAL:</b>			<b>\$9,300.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core (Subject to Discount)	Annual	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$0.00</b>



**FUTURE YEAR PRICING**

Solution(s)	Period of Performance	
	Year 2	Year 3
govAccess - Maintenance, Hosting, & Licensing Fee - Core	\$23,700.00	\$23,700.00
<b>SUBTOTAL:</b>	<b>\$23,700.00</b>	<b>\$23,700.00</b>

## PRODUCT DESCRIPTIONS

Solution	Description
govAccess – Website Design and Implementation – Pioneer	<p>govAccess Website Design and Implementation - Pioneer provides a citizen focused website and includes:</p> <ul style="list-style-type: none"> <li>• One (1) homepage wireframe from Granicus' design library</li> <li>• Fully responsive design</li> <li>• One enhanced custom mobile homepage</li> <li>• Video background or standard rotating Image carousel (switchable at any time)</li> <li>• Programming/CMS implementation</li> <li>• Migrate up to 50 webpages</li> <li>• One (1) day of remote web-based training</li> </ul>
govAccess - Maintenance, Hosting, & Licensing Fee - Core	<p>The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Ongoing software updates</li> <li>• Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)</li> <li>• Access to training webinars and on-demand video library</li> <li>• Access to best practice webinars and resources</li> <li>• Annual health check with research-based recommendations for website optimization</li> <li>• DDoS mitigation</li> <li>• Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>

## TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-349939 dated 09 May 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of South Dakota Council on Developmental Disabilities to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- The initial subscription term includes all the subscription years noted in quote Q-349939 dated 09 May 2024 and must be awarded to receive the first year free promotion. The Agreement and subscription term begins upon date of document signature or award.
- The first year's Annual Fee(s) listed as "Subject to Discount" is listed at no cost to the Client to allow time for design and implementation. In order to receive the first year pricing, Client's award must include all of the One-Time Fees, Annual Fees for New Subscriptions, and Remaining Period(s) outlined in this quote. The Agreement, Order Term, and Annual Fees begin upon the date of document signature or award. Subsequent Annual Fees for Remaining Period(s) will be due on each annual anniversary of the Agreement. Upon the Agreement's first anniversary, Client will be responsible for paying the Annual Fees listed for Year 2.
- Billing Frequency Notes (Milestones - 40/20/20/20): An initial payment equal to 40% of the total; A payment equal to 20% of the total upon Granicus' delivery of the draft homepage design concepts to the client; A payment equal to 20% of the total upon implementation of the main website into the VCMS on a Granicus-hosted development server; and A payment equal to 20% of the total upon completion; provided, however that the client has completed training. If the client has not completed training, then Granicus shall invoice the client at the earlier of: completion of training or 21 days after completion.

## BILLING INFORMATION

<b>Billing Contact:</b>		<b>Purchase Order Required?</b>	<input type="checkbox"/> - No <input type="checkbox"/> - Yes
<b>Billing Address:</b>		<b>PO Number:</b> <i>If PO required</i>	
<b>Billing Email:</b>		<b>Billing Phone:</b>	

**If submitting a Purchase Order, please include the following language:**

*The pricing, terms, and conditions of quote Q-349939 dated 09 May 2024 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.*

## AGREEMENT AND ACCEPTANCE

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

South Dakota Council on Developmental Disabilities	
<b>Signature:</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Date:</b>	

## 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 fail-overs, 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](https://support.granicus.com)

**Email** [support@granicus.com](mailto: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](https://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

