



**TO:** Citizens Advisory Board  
**From:** Roger Navarro, IT Director, Lorraine Anders, Public Information Officer  
**DATE:** May 14, 2026  
**RE:** Website Redesign Project Statement of Work

As requested in the recent Citizens Advisory Board Meeting, the Statement of Work for the Web site redesign, is being shared with the group. We will update the Citizens Advisory Board at the appropriate milestones as we progress. The expected end to end duration of the project is a 12 – 18 months with interim delivery points of resident visible changes occurring during that cycle. These delivery points will become clearer as the project progresses.

**Background:**

The City's website is a critical public-facing service that residents, businesses, and visitors rely on for accurate information, online services, and timely updates. To better meet community expectations and align with current government website best practices (including meeting critical ADA requirements), the City is undertaking a FY2026 budgeted project to modernize the website's underlying technology and restructure the site's content to improve usability, accessibility, and findability.

Project planning and vendor RFI documentation incorporated input from the Citizen's Advisory Board to ensure the redesigned site is organized around how our customers look for information and complete common tasks. In parallel, City staff representing the different departments reviewed design demos using a guide to evaluate which vendor fills the requirements best.

Two vendors that specialize in government websites - both current City vendors with extensive municipal experience and available on government contracts - provided options and scoped approaches for this effort. Both proposals were within the City Website Redesign project budget. Representatives from City departments reviewed the vendor-provided options, attended demos, evaluated alignment with City needs, and scored the solutions accordingly. Based on this review, and in alignment with staff recommendation, we recommend proceeding with Granicus scope of work so the project may remain on schedule for FY2026 and deliver an improved, citizen-centered experience on an ADA-compliant platform.

# Statement of Work

Prepared for: Venice, FL

Product Name: Service Cloud +

Granicus Web

April 20, 2026

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# Introduction

Granicus ("Contractor") has prepared the following SOW for Venice, Florida ("Agency"), to provide details on the implementation of the purchased solution. This SOW's intent is to outline the package of services that is included in the solution's onboarding and configuration, as well as the timeline for implementation and training ("Services").

This SOW is effective on the date the agreement has been signed by all parties.

This Statement of Work defines the scope, deliverables, timelines, and responsibilities for the Government Experience Cloud implementation. It serves as a detailed agreement between Granicus and the City, outlining the specific tasks, milestones, and expectations for both parties throughout the project lifecycle. This document is intended to ensure a shared understanding of requirements, establish clear communication, and provide a framework for delivering the project on time, within budget, and to agreed-upon standards.

Granicus recognizes that ADA compliance is a critical priority for the City, particularly in alignment with the January 2027 deadline. The scope of work has been thoughtfully structured to support this objective, incorporating accessibility best practices across design, development, and Granicus-migrated content.

Achieving and maintaining ADA compliance will require a strong, collaborative partnership between Granicus and the City. While Granicus will provide the tools, framework, and guidance to support compliance, timely participation, content ownership, and ongoing review from City stakeholders will be essential to ensure all digital assets meet accessibility standards within the established timeline.

## Key Roles and Responsibilities

Role	Description
<b>Experience Partner</b>	<ul style="list-style-type: none"><li>• Experience Partners serve as strategic advisors and long-term partners to government clients after the initial sale. Acting as a blend of Customer Success Manager, Program Manager, and Collaborative Strategist, they ensure agencies are empowered to drive adoption, maximize value, and continuously improve outcomes across the Granicus ecosystem.</li><li>• Key strategic oversight across all Granicus solutions and services adopted by the Agency</li><li>• Schedules meetings with your team at designated intervals to check in on the progress being made toward achieving your digital transformation goals</li><li>• Ensures utilization of the platform to your utmost benefit</li><li>• Offers suggestions for areas to improve your systems</li><li>• Ensures that you are aware of recent feature releases that are included in your subscription and upcoming roadmap items</li><li>• Help you think creatively and strategically about the best ways to use the platform</li></ul>
<b>Director, Implementation Services</b>	<ul style="list-style-type: none"><li>• Has responsibility for the successful completion of the Project</li><li>• Acts as a member of the Project Steering Committee</li><li>• Provides adequate business resources for project work activities</li><li>• Reports status and issues to VP, IS</li></ul>
<b>Manager, Project Implementation</b>	<ul style="list-style-type: none"><li>• Oversee end-to-end execution of the website implementation project, ensuring timeline, budget, and quality goals are met</li><li>• Monitor project progress and adjust plans as needed to maintain alignment with client expectations and internal goals</li><li>• Acts as point of escalation for project-related issues</li></ul>
<b>Implementation Project Manager</b>	<ul style="list-style-type: none"><li>• Module subject matter experts</li><li>• Has web implementation decision-making authority</li><li>• Oversees the execution of respective web implementations</li><li>• Facilitates communications with Agency management teams and Granicus project teams</li></ul>

- 
- Leads in activities and deliverables
  - Leads on timelines and milestones to ensure team alignment to deliver the project

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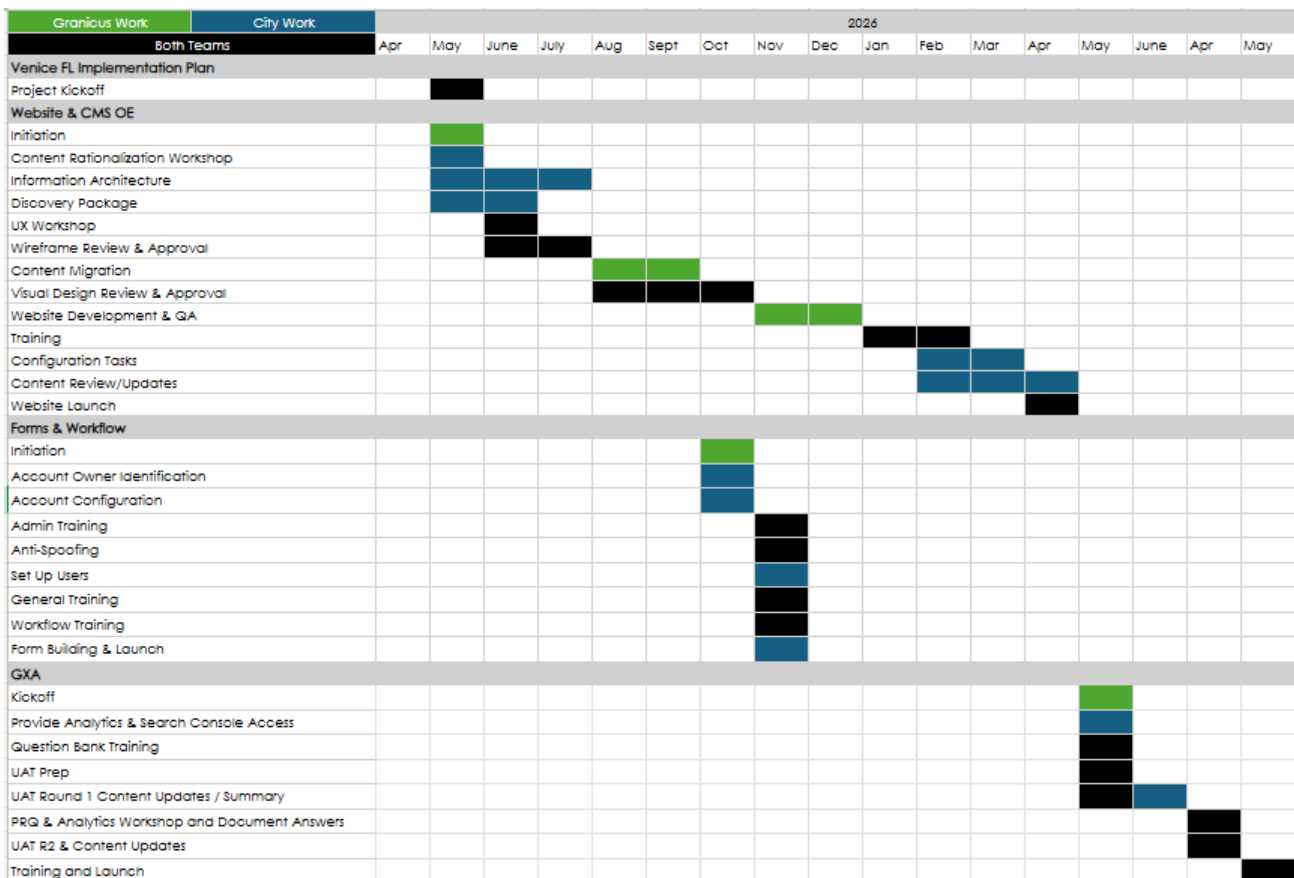
**UI/UX Designers**

- Leads on creation of digital templates and deliverables in support of defined use-case

## Program Timeline

To deliver the best possible solution, Granicus employs a defined project delivery methodology. Because of this method, the timeline is heavily influenced by the client's deliverables and decision-making process. We have provided the timeline below as a sample project timeline organized by key activities. Your XP will be able to provide more accurate dates and expected milestones throughout the project.

Blocks can expand, contract, and move based on outcomes and bandwidth. While Granicus can provide rough estimates, we cannot guarantee the timeline will not expand or contract based upon several factors throughout the implementation process. Resources for later tasks aren't reserved until previous tasks are completed. Be mindful that delays in task completion can/will push launch dates out.



### Opportunities to Accelerate Timeline

Through internal discussion, three key areas have been identified to support an accelerated project timeline. Progress in these areas is heavily dependent on resource availability and timely response/approvals from the City of Venice.

- Information Architecture (IA)
- Visual Design Review & Approval
- Content Review & Updates

## Website Scope of Work

The Enhanced Website Implementation provides consultation and implementation of a new website design. It includes the homepage design and interior page design. The homepage design is created based on research and interactions with the customer. The outcome of these interactions is a homepage composition and design direction. The homepage composition leverages the CMS (Content Management System) functionality to display content and directs traffic to the website's most common tasks identified during the User Experience (UX) Design process.

The UX process will inform the homepage functionality. Using standard built-in functionality, Granicus will present two wireframe options, which include:

- A choice of any of the available header option layouts
- A flexible footer within a twelve-column grid
- A homepage composition based on existing content type layouts (homepage widgets) styled to match the look and feel of the design direction

The design direction is used to inform the look and feel of the homepage and interior pages. Once approved by the customer, this design concept will be used to modify the look and feel of the CMS homepage and built-in interior pages to create cohesive branding throughout the site while leveraging product-level functionality offered by the CMS.

### Initiation

The project begins with the kick-off call, during which the project team and client stakeholders will meet to review the scope, establish communication protocols, set timelines, and align on the project goals. Following the kick-off call, we will deliver the UX Discovery Package, which includes research materials and preliminary design elements. This package provides foundational insights that will guide the subsequent phases of the project.

- Tasks
- Project kick-off meeting
- Deliverables
- Initial project plan
- UX Discovery Package

### User Experience (UX) Research

During this phase, Granicus will gather critical insights into user behavior and stakeholder needs, ensuring the design is user-centered and aligned with organizational objectives. This phase uses your existing website as a prototype for the new one. The insights gathered from all surveys, including resident and internal, will directly inform the design strategy for

the new website.

- **Tasks**

- UX Discovery Package Completion
- Creation of UX Study
- UX Design Workshop

- **Deliverables**

- UX Study
- Homepage wireframe
- Resident Survey Findings & UX Impact Summary
  - Example Resident Survey in addendum (page 21)

## **Content Preparation**

If Google Analytics continues to be available on the client site, Granicus will produce a Content Rationalization Worksheet (CRW) during the content preparation phase. The CRW is a document that the client and Granicus will use to identify the most relevant content on the client's website. Once this content is identified, the client will select the pages Granicus will migrate to the new website; this selection must be congruent with the number of pages of content migration included in the scope of work. The Enhanced package includes up to 100 pages of content migration.

In collaboration with Granicus, the client will use the CRW document to produce a content migration sitemap. This content migration sitemap is a blueprint the Granicus content migration team will use to locate content on the client's existing site and move that content to the new website during the project's content migration phase.

- **Shared Tasks Facilitated by Granicus**

- Produce Content Rationalization Worksheet
- Produce Content Migration Sitemap

- **Deliverables to Client from Completed Tasks**

- Content Rationalization Worksheet
- Content Migration Sitemap
- Approved Content Migration Sitemap

## Visual Design

The Visual Design phase transforms the previously approved wireframe into a polished, visually appealing design that reflects the Client's brand identity and meets user expectations. During this phase, Granicus will apply styling, color schemes, typography, and other visual design elements to the approved wireframe.

The visual design produced as part of this engagement will be designed to conform to WCAG 2.1 Level AA, including testing and validation of color contrast for text and essential visual elements. Color palettes and styling choices will be reviewed to ensure compliance with WCAG 2.1 AA contrast requirements at the design level.

An initial visual design will be delivered to the Client. This package includes up to two (2) rounds of optional revisions to the initial design. The final outcome will be a fully styled design that provides a clear vision of the final homepage and a representative visual treatment of interior pages, including the styling of core CMS features.

The visual design will be implemented using product-level widgets and configuration options available within the CMS. Product-level widgets are part of the Websites & CMS, OE offering and are evaluated for accessibility as part of product biannual audits. Identified issues are documented in the Voluntary Product Accessibility Template (VPAT), which outlines the product's alignment with WCAG 2.1 AA requirements at the platform level.

- **Tasks**
  - Review and Approval of the Homepage Design
  - Review and Approval of CMS Interior Page Styles
- **Deliverables**
  - Website Design Specifications sign-off document

## Development

During the development phase, Granicus integrates the client-approved design into the content management system (CMS) in the Granicus development environment. This process ensures that the design is translated into a functional website. We conduct thorough testing to verify that the website looks as intended and functions smoothly across multiple browsers. Any discrepancies or issues will be identified and resolved to ensure the website is fully operational and aligned with the project's specifications.

**Tasks**

- Visual Design integration into the CMS
- Quality Assurance
- **Deliverables**
  - CMS Implemented on the Granicus development environment

**Content Migration**

The content migration process involves transferring static content from the client's current website to the newly designed website. Before migration, the team will collaborate with the client to identify the pages to be migrated and define the new site's structure using a sitemap document. Once migration is complete, the team will provide the client with a sitemap document highlighting any issues that require attention. Common content migration issues include broken links to non-migrated pages, 404 errors, dynamic content (e.g., stand-alone applications), and pages exceeding typical content thresholds, such as those containing over 20 PDF links. This process ensures a smooth transition of content to the new site.

Type of Content	Page Equivalent per Item
Pages	1:1
Documents (as linked on a single page)	20:1
Images	20:1
FAQs (Vision=component; OC=accordion)	10:1
Forms	1:1
Accordion Sections	10:1
Bids/RFP/RFQ	1:1
Job Posting	1:1
Redirect Pages	1:1
Business Listings	1:1
Business Listing Import (created by Granicus - input field info ONLY)	10:1

Business Listing Import (provided by client) Vision	1 per content group
Business Listing Import (provided by client) OC	50:1
News Articles	1:1
News Articles Import (created by Granicus - input field info ONLY)	10:1
News Articles Import (provided by client) Vision	1 per content group
News Articles Import (provided by client) OC	50:1
Events	1:1
Events Import (created by Granicus - input field info ONLY)	10:1
Events Import (provided by client) Vision	1 per content group
Events Import (provided by client) OC	50:1
Parks/Facilities	1:1
Parks/Facilities Import (created by Granicus - input field info ONLY)	10:1
Parks/Facilities Import (provided by client)	1 per content group
Staff Listings	1:1
Staff Listing Import (created by Granicus - input field info ONLY)	10:1
Staff Listing Import (provided by client) Vision	1 per content group
Staff Listing Import (provided by client) OC	50:1
EXCESSIVE CONTENT	variable - calculated on avg page/hour

## Launch Preparation

The launch preparation phase is focused on finalizing the website and ensuring it meets all requirements before going live. This phase begins with the website reveal, where the client will review the near-final website. Following the reveal, up to two rounds of user acceptance testing (UAT) will be conducted, allowing the client to provide feedback and identify any final adjustments. Once all feedback is addressed, the site will move to launch approval, where the client will formally approve the website for deployment.

The launch preparation phase includes training, which is conducted remotely. This remote training consists of three remote sessions for up to ten (10) CMS users. Each training session is scheduled separately. During the launch phase, the Granicus Project Manager will provide the client with a training agenda identifying specific topics.

- **Tasks**

- Website reveal on a Granicus staging environment
- Training
- UAT

- Final content updates made by the client
- Go-live Preparation
- **Deliverables**
  - Launch approval document

## Go-Live

The go-live phase marks the official launch of the website after all final reviews and approvals have been completed during the previous phase. At this time, the domain will be moved from [venicegov.com](http://venicegov.com) to [venicefl.gov](http://venicefl.gov), and the website will be deployed to the live environment during this phase, making it publicly accessible. Granicus will closely monitor the launch to ensure everything transitions smoothly and address any immediate post-launch issues that may arise.

- **Tasks**
  - DNS updates
  - Launch
  - Website monitoring
- **Deliverables**
  - Live website
  - Go-live checklist

## Post-launch

The post-launch phase provides thirty calendar days of support from the implementation team to ensure a smooth transition after the website goes live. During this period, our team will address any issues or questions that arise, ensuring the website works correctly. At the end of this phase, the project will be formally handed off to the support team, who will be responsible for the ongoing maintenance and technical assistance.

- **Tasks**
  - Post-launch review
- **Deliverables**
  - Post-launch support plan

# Government Experience Agent (GXA) Onboarding Process

Granicus will lead a structured, data-driven project initialization process to ensure GXA delivers accurate, consistent, and human-centered responses aligned with your agency's communication standards, policies, and public sector obligations. Onboarding involves the following four delivery phases.

## Phase 1: Kickoff and Discovery

### Kickoff Meeting

The formal kickoff establishes shared understanding and confirms delivery alignment. Activities include:

- Product overview and demonstration for stakeholders
- Reconfirmation of project goals, scope, and assumptions
- Review of milestones and responsibilities

### Discovery

Granicus will work with your agency's Project Manager to gather key inputs in its discovery process that will be analyzed to tailor implementation and accelerate post-contract execution. Items Granicus will request the Client furnish for discovery and analysis phase include:

- **Agency Goals and Priorities:** Identification of specific primary objectives for deploying GXA (both organization-side and goals specific to individual departments, if applicable), including specific service areas where deeper domain knowledge can reduce staff workload and improve resident experience.
- **Available Datasets:** Datasets to inform content prioritization and testing strategy, such as
  - Website traffic data for all domains (e.g., Google Analytics or similar reporting)
  - CMS search logs
  - Call center data
  - Internal knowledge base articles and / or internal FAQs with content relevant to answering citizens' questions
  - Contact Us / similar general inquiry webform submission data or summaries
  - Categories of public records requests that agencies receive today but that could have been served through web resources
  - Customer satisfaction metrics
- **Content Sources:** Identification of authoritative sources GXA should reference, including:
  - Agency websites and subsites
  - Key documents and PDFs not already published to agency sites (such as internal

policy and guidance documents for frontline staff; SOPs for citizen-facing services; call center scripts and response templates; official interpretive guidance of statutes and administrative codes)

- o Approved external sources such as federal or partner agency websites

## What Granicus Will Deliver, Based on These Inputs

- **Custom Question Bank**

During the pre-kickoff planning period, Granicus will construct the custom Question Bank for the agency, anticipating the top 500 or more questions Granicus expects residents and other stakeholders to ask GXA. Questions will focus on the top services and policies per participating agency. Granicus will then ingest the content sources identified by the agency and run the full question bank through GXA in bulk. Agency subject-matter experts will have an opportunity to add questions to the Question Bank before the first round of User Acceptance Testing.

For each question, Granicus will associate authoritative source content and an expected answer pattern to enable objective evaluation of accuracy and completeness. Granicus will analyze GXA responses to identify gaps in content coverage, retrieval performance, and answer quality. A summary of these findings will be provided in the Question Bank Report deliverable.

- **Question Bank Report**

Granicus will then produce a Question Bank Report that documents a structured analysis of where existing content may be conflicting, incomplete, outdated, or incorrect when evaluated against the full Question Bank. Findings will be explicitly mapped to source pages or documents. The Question Bank Report will be presented and discussed at an early project check-in meeting following the Kickoff.

- **Content and Data Audit**

Granicus will conduct a focused content and data audit across in-scope agency websites to assess readiness for GXA and to inform the Question Bank Report and launch planning. The audit will evaluate the authority, accuracy, accessibility, and AI-readiness of existing content that supports high-demand citizen questions.

This effort will include a comprehensive crawl of participating agency websites to inventory all public content, including pages, documents, and multimedia assets, and a review of available analytics to understand how residents engage with agency information. Granicus will perform a detailed audit of the pages driving up to eighty percent of user traffic to assess content clarity, consistency, freshness, accessibility considerations, and alignment across agencies.

Findings will identify content risks, gaps, and duplication that could impact answer quality or trust in a conversational experience. Results of the audit will directly inform the Question Bank Report, content remediation recommendations, and launch readiness activities

## Phase 2: Content Refinement and GXA Configuration

The second phase of the project will focus primarily on remediating major agency content issues— involving the creation of some net-new content specific to GXA, the refinement of existing content, and potentially the archiving of old content that may cause conflicting or outdated answers to GXA questions. Major activities and deliverables of this phase will include the following:

- **Predefined Response Questions (PRQ) Workshops**

This activity assists clients with developing GXA answers to hot-button questions that may be posed by citizens. Developing pre-determined answers will mitigate risk and allow your agency to control how GXA responds in these situations.

- **GXA Admin Console Configuration**

Concurrent to the consulting work, Granicus's Implementation Team will configure Venice's GXA agent to refine source ingestion and adjust GXA's personalization to align with the Venice brand.

## Phase 3: Testing and Iteration

Granicus will implement testing in two stages, running up to three (3) cycles per stage.

The first stage of User Acceptance Testing (UAT) begins with automated tests and optimization methods that use the Custom Question Bank developed before the kickoff. The agency's project team can expand this question bank as needed. These questions serve strictly for validation and quality assurance, not for training the system itself. Granicus will run this Question Bank into GXA en masse and will evaluate the bulk answer output.

Granicus will produce a summarized Round 1 UAT Findings Report after the first first-round UAT cycle highlighting critical issues, resolved defects, and accepted risks.

Where testing uncovers missing or outdated information, Granicus will work closely with your agency to identify suitable ways to source, update, or create authoritative content. This ensures GXA functions effectively in key areas while maintaining control over accuracy, tone, and compliance with agency requirements. **Note that agency staff will be responsible for directly authoring and updating content;** alternatively, the agency may elect to use Experience Services credits for content writing assistance. In either authorship method, the agency retains the final responsibility for accuracy.

After each UAT report is run, agency staff will be given a proscribed amount of time to make recommended content adjustments; subsequently, Granicus will refresh GXA's sources and re-run the UAT report.

In the second stage of UAT, staff testers from participating departments will manually input and evaluate at least 200 of their own test prompts. Staff will use GXA's internal feedback capture mechanisms (thumbs up/down options and an open-text box for comments) to record their feedback for Granicus's analysis. All staff will receive concise training supported by brief written instructions and a short video guide to help them understand their tasks.

Second stage testing will consist of at least two (2) cycles of test prompts where Granicus provides an analysis of performance findings. GXA's source database will be refreshed between each

cycle. Additional cycles can be completed by agency staff until the agency determines the system is ready for public release.

**Note that GXA is tested and refined in a secure, non-public environment before its official launch.**

GXA will only move into production after both Granicus and the agency have formally signed off on User Acceptance.

#### **Phase 4: Launch and Evaluate**

Once User Acceptance has been achieved and signed off on, Granicus will assist the agency technical staff to embed the code snippet into the necessary pages on the relevant websites so that GXA will appear at the official launch date and time. Granicus will coordinate the required steps in the Admin Console to ensure the launch occurs across all necessary sites at the proper time.

The post-launch Evaluation period will include weekly project check-ins for the first six weeks following launch. Led by one the Granicus Experience Partner assigned to the agency, the check-ins will provide an opportunity to discuss any emerging questions or concerns from stakeholders. Granicus will also use these calls to present insights seen from the analytics reports about GXA's adoption, performance, conversation trends, and opportunities for further content refinement.

## Implementation Milestones and Client Approvals

The implementation process includes several key milestones, many of which require client approval to move the project forward. Other project phases involve the Granicus internal team but are critical to the project's success.

To maintain the project on schedule, the client must adhere to an agreed-upon service level agreement (SLA). Granicus needs **your commitment** that this **SLA** be a maximum of **five (5) business days for approvals** and **three (3) business days for feedback**. Delays in approvals or feedback can impact the timeline and project completion, so your timely responses are crucial for keeping everything on track.

Milestone	Description	Requires Client Approval
<i>Project kick-off</i>	An accepted meeting invite that contains the kick-off agenda is sufficient to start your project.	N
<i>UX Workshop</i>		N
<i>Sitemap Document</i>	An email approving the sitemap document is generally sufficient to move the project into the content migration phase.	Y
<i>Homepage wireframe</i> <i>Billing Milestone 2/3 30%</i>	A documented signature is required. Once the wireframe is approved, we can then move into visual design. Following approval, changes to the wireframe are no longer allowed.	Y
<i>Design Approval</i>	A documented signature is required. Once the graphic design is approved, we can move on to development. Following approval, changes to the visual design are no longer allowed.	Y
<i>QA Review</i>	No client action is required. The Granicus team will ensure the website functions properly and is ready to be revealed to the client.	N
<i>Website Reveal</i>		N
<i>Launch Approval</i>	A documented signature is required to officially schedule a website go-live date. This must be completed at least two weeks before the scheduled go-live date but not until after at least one round of User Acceptance Testing has been completed. The website's launch can be rescheduled once.	Y
<i>Website Launch</i> <i>Billing Milestone 3/3 30%</i>	Once the launch approval document is signed, the Granicus Project Manager will check in with the client multiple times to ensure everything is ready for the website to go live. This is a	N

Hand-off to  
support

collaborative phase; however, there is no requirement to formally approve going live.

Two weeks after going live, after all pending project items are closed, your Project Manager will transition the project to support.

N

## Change Order Process

The Scope of Work (SOW) presented aligns with the requirements outlined in the RFI and reflects a comprehensive understanding of the project objectives. Based on our current evaluation, Granicus is fully equipped to deliver the proposed solutions within the defined scope, and we do not anticipate the need for additional scoped work.

Granicus follows a structured change control process to address any requests that may fall outside of the agreed-upon scope. This process is led by your assigned Experience Partner and includes:

- Initial discovery to fully understand the request
- Evaluation and scoping by the Implementation Services team
- Development of a clearly defined cost and timeline proposal, if applicable

While out-of-scope requests are not typical, this process ensures flexibility should additional needs arise during the course of the project.

Additionally, the proposed solutions include built-in Service Credits as part of the engagement. In many cases, these credits can be applied toward incremental requests or minor scope adjustments, which may eliminate the need for additional fees.

All change requests are formally managed by the assigned Project Manager, in coordination with your Experience Partner, and include:

- Documentation of the request
- Assessment of impacts to scope, schedule, and cost
- Alignment and approval from both parties prior to execution

No changes will be implemented without mutual agreement, ensuring full transparency, accountability, and control throughout the project lifecycle.

## ADA Prioritization and Accessibility Compliance

Granicus acknowledges the Agency's priority to meet applicable ADA accessibility requirements by year-end. The project will be planned and executed with a focus on supporting accessibility best practices, including alignment with WCAG standards, as applicable within the defined scope of the implemented solution.

Accessibility considerations will be incorporated throughout key phases of the project, including design, development, and quality assurance, and will apply to all Granicus-developed components and Granicus migrated content.

Granicus will work collaboratively with the Agency to prioritize ADA-related components within the project timeline; however, achievement of ADA-related milestones is dependent upon timely client participation, including the provision of accessible source content, feedback, and approvals in accordance with the agreed-upon service level expectations.

Any additional accessibility-related requests, enhancements, or remediation efforts outside of the defined scope of work may be addressed through the formal change control process and may result in impacts to project timeline and/or cost to mirror the communication standards Granicus will present during the kick-off call.

## Client Responsibilities

### Communications

We ask clients to mirror the communication standards Granicus will present during the kick-off call. These standards are:

- Emails will be acknowledged within one business day
- Voicemails will be treated with priority and returned as soon as possible
- Recurring project status meetings will be scheduled at least bi-weekly by the Project Manager; Client is responsible for attending and ensuring Subject Matter Experts (SMEs) participate as needed.
- Timeline updates will be provided at least monthly
- If we encounter a delay in meeting a deadline, we will communicate it as soon as it becomes known.

### Service Level Agreements (SLAs)

The SLAs below are Granicus' are required to meet the implementation timeline presented during the kick-off call. Please work with your Granicus project manager if these SLAs must be redefined to accommodate your team's availability.

- A maximum of five (5) business days for approval
- A maximum of (3) three business days for feedback
- [Granicus's Subscription and Service Level Agreement \(https://granicus.com/legal-licensing/\)](https://granicus.com/legal-licensing/)  
\*Addendum page 41

## Addendum

### Recommended Citizen Survey Questions

Here is an example of a citizen survey we used in a current website implementation:

1. Select all that describe you: (Multi-select)
  - a. I am a resident of [City Name]
  - b. I work in [City Name]
  - c. I am visiting or plan to visit [City Name]
  - d. I am re-locating to [City Name]
  - e. I am a Customer (Permits, licensing, etc.)
  - f. I am a parks, recreation, cultural program participant
  - g. I am a business owner or potential business owner
  - h. I am a contractor or service provider
  - i. I am an Elected Official or member of a City Board or Commission
  - j. I am a member of the media
  - k. Other (please specify)
2. What is your age? (single select range)
3. How often do you visit the City's website?
  - a. Daily
  - b. Two or more times a week
  - c. A few times a month
  - d. Once or month or less
  - e. Only when looking for specific information
4. Please select which of the following devices you use to access the website (select all that apply)
  - a. Tablet
  - b. Computer/laptop
  - c. Smartphone
  - d. Computer/Desktop
  - e. Other (Please specify)
5. List the top reasons for visiting the website
6. How do you feel about your ability to navigate within our site?
7. How do you feel about the organization of information?

8. How can we improve the navigation of the website?
9. What do you like most about the City's website?
10. Are there any additional features or services you would like us to add to the City's website?

## Pricing Summary

Procurement Vehicle: OMNIA (159768)

In Support of: Venice, FL

### ORDER DETAILS

Prepared By: Sarah Morris

Phone:

Email: sarah.morris@granicus.com

Order #: Q-535634

Prepared On: 14 Apr 2026

Expires On: 24 Apr 2026

### 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 Agreement will begin upon the date of signature and will continue through the end of the then current billing term.

The subscription includes the following domain(s) and subdomain(s):  
venicegov.com

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