

Resolution #24-0285
2024 Resolution Book, Page 109

**RESOLUTION APPROVING THE CONTRACT WITH GRANICUS LLC FOR
MEETING MANAGEMENT AND CITIZEN ENGAGEMENT SERVICES**

WHEREAS, in 2017 the City of Winston-Salem partnered with Granicus LLC to manage and distribute City Council and Committee meeting agendas; and

WHEREAS, the software increases citizens' access to agenda information and citizen engagement with the agenda and provides an electronic and paperless solution for use by all participants; and

WHEREAS, the Granicus platform also includes the VoteCast feature that allows the Mayor and City Council to vote directly from their mobile devices during City Council and Committee meetings; and

WHEREAS, the license and support contract for the Granicus services has been renewed annually; and

WHEREAS, in 2019, following City Council approval, staff purchased a new Customer Relationship Management system from Rock Solid Technology, Inc. (Rock Solid); and

WHEREAS, since the platform was implemented, it has served as the primary business system for City Link staff and operations; and

WHEREAS, staff use the system for managing service requests, keeping the public informed as to the status of requests, and service request updates such as "Creation", "Status Changed", and "Closed"; and

WHEREAS, in October of 2022, Granicus LLC purchased Rock Solid to increase its offerings for overall citizen engagement; and

WHEREAS, with the consolidation of the two vendors, there will be one contract that will replace the two existing and separate contracts; and

WHEREAS, Granicus LLC has provided a quote for this new contract, moving to a three-year contract, with the option for an extension for one or two more years; and

WHEREAS, funding is available in the approved FY23-24 Information Systems operating budget for the first year and funding for the two additional years will be included in the annual budget process; and

WHEREAS, the total proposed contract fee to Granicus LLC for the annual period of May 1, 2024 through April 30, 2025 is \$174,914; and

WHEREAS, approval is requested to renew the license and support agreement with Granicus LLC with funding allocated in the FY23-24 Information Systems budget; and

WHEREAS, it is further requested that authorization be granted to extend the three-year contract for up to five years, should staff determine that the option for the two one-year extensions be in the City's best interest and funding is available in the annual operating budget.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into an agreement with Granicus LLC for Meeting Management and Citizen Engagement Services for a contract value not to exceed \$980,118.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.