

City Council – Action Request Form

Date: November 14, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Tom Kureczka, Chief Information Officer

Council Action Requested:
Resolution Approving a Contract for the Renewal of Subscriptions and Support Services with CivicPlus, Inc. for the City’s Websites

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

In October 2018, City Council approved a five-year contract with CivicPlus, Inc. (CivicPlus) for subscriptions to their cloud-hosted platform to support the City’s website needs and public communications strategies.

The contract request and approval followed the process of staff releasing a Request for Proposals to identify vendors that were qualified to provide a hosted solution that met the City’s needs. Staff received eight vendor responses, and after response evaluations and on-site vendor demonstrations, CivicPlus was identified as the preferred vendor.

The expenses with CivicPlus included \$138,818 for project implementation and first-year subscription fees. The on-going annual expenses for years 2 – 5 are shown below.

1 st Year Cost FY18-19	2 nd Year Cost FY19-20	3 rd Year Cost FY20-21	4 th Year Cost FY21-22	5 th Year Cost FY22-23	Total 5 Years Cost
\$138,818.00	\$24,495.00	\$25,719.76	\$27,005.76	\$28,356.04	\$244,394.56

Committee Action:

Committee	FC (11/14/23)	Action	Approval
For	3 Aye	Against	

Remarks:
MPT Adams Absent

With the structure of the contract and subscriptions, City staff updates all data and content provided on the City's websites, while system upgrades and security patches are provided and installed by CivicPlus staff in their hosted environment. This arrangement is followed for both external public-facing websites and internal employee-facing websites. The existing contract will expire on December 2, 2023.

CivicPlus has provided staff a proposal for a one-year renewal of the subscriptions and support services. The one-year period will be December 3, 2023 through December 2, 2024. The total cost of the subscriptions and support services for the one-year period is \$35,161.49.

The proposed amount of \$35,161.49 represents a 24% increase over the expenses of the current year (Year 5). The justification provided by CivicPlus for this 24% increase includes:

- Available integrations with Monsido, a CivicPlus solution that offers analysis and reporting on the quality and structure of web pages and content, and statistics on website visits and the traversing within web pages.
- Portal tools that will offer City staff additional methods for presenting information to citizens.
- Enhanced cybersecurity protections to safeguard the City's and residents' information.

Staff is requesting only a one-year renewal and will return to City Council next year requesting the renewal for additional years. The reason for one year is that staff is investigating potential changes to the current design for supporting both internal and external websites. Any changes made will require an adjustment to our subscription requirements.

Funding for all subscription fees and support services is available in the FY23-24 Information Systems operating budget. City staff recommends that the City enter into a contract with CivicPlus, Inc. for one year for the continued hosting of the City's websites.

Please see Exhibit A for the workforce demographics of CivicPlus, Inc.