

RESOLUTION APPROVING A CONTRACT WITH CIVICPLUS, INC. FOR A NEW CITY WEBSITE AND MOBILE APPLICATION

WHEREAS, two related FY18-19 Key Work Items are implementing a hosted platform to support the City's web site needs and communication strategies and the creation of a City of Winston-Salem mobile application for public use; and

WHEREAS, staff released a Request for Proposals (RFP) to identify vendors qualified to provide a hosted solution that meets the City's needs; and

WHEREAS, staff received eight vendor responses; one with an office in Raleigh and no others having a presence in North Carolina; and

WHEREAS, after narrowing the list down to two vendors for on-site demonstrations, staff recommends CivicPlus, Inc. (CivicPlus) as the preferred vendor; and

WHEREAS, CivicPlus has committed to sub-contract with Quixote, a Greensboro based woman-owned business, for 10% of the total contract to perform the project's unit testing; and

WHEREAS, more than 2,000 of its 3,500+ customers are local government agencies, with 50 in North Carolina, including Durham, High Point, and Burlington; and

WHEREAS, the proposed contract with CivicPlus totals \$138,818 for project implementation and first-year subscription fees, with an on-going annual subscription fee of \$22,000, subject to an annual 5% increase for year 3 and beyond, for a total five-year cost not to exceed \$233,641; and

WHEREAS, staff also plans to purchase consulting services, not to exceed \$50,000, from CivicPlus and/or one of its partners for the integration of the new web site with the new

Customer Relationship Management system for City Link operations and revenue and financial systems to support on-line payment capabilities; and

WHEREAS, funding for all implementation costs and first year subscription fees is available in the FY18-19 I.S. capital budget; and

WHEREAS, it is the staff's recommendation that the City enter into a contract with CivicPlus for the new hosted web site.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorizes the City Manager to enter into an agreement with CivicPlus for implementation of the new web site and first-year subscription fees at a cost of \$138,818.

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