

City Council – Action Request Form

Date: May 14, 2024

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

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

Council Action Requested:

Resolution Approving the Contract with Granicus LLC for Meeting Management and Citizen Engagement Services

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 2017 the City of Winston-Salem partnered with Granicus LLC to manage and distribute City Council and Committee meeting agendas. 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. 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. These votes are automatically recorded and entered into the Granicus system. Granicus services are also used for the post-meeting publishing of the minutes and videos on the City's website. The license and support contract for the Granicus services has been renewed annually.

Committee Action:

Committee

Action

For

Against

Remarks:

In 2019, following City Council approval, staff purchased a new Customer Relationship Management system from Rock Solid Technology, Inc. (Rock Solid). Since the platform was implemented, it has served as the primary business system for City Link staff and operations. 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”. Citizens have the ability to view the current status on a web portal. They can also request notifications through communication updates via email, phone calls, and the online portal. The system also provides integration with the City’s Geographical Information Systems and telephone integraton for City Link staff.

In October of 2022, Granicus purchased Rock Solid to increase its offerings for overall citizen engagement. With the consolidation of the two vendors, there will be one contract that will replace the two existing and separate contracts. Granicus 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.

Below is the historical spending with the two vendors.

Vendor	FY2020	FY2021	FY2022	FY2023	Total
Granicus	\$42,463	\$46,552	\$ 50,919	\$ 52,288	\$192,222
RockSolid	\$68,628	\$72,828	\$ 80,612	\$68,064	\$290,132
Total	\$111,091	\$119,380	\$ 131,531	\$120,352	\$482,354

The cost for the proposed new contract for FY2024 is 45% greater than the total cost of the two FY2023 contracts. This increase is in part due to the fact that Rock Solid offered a large discount for the past four years on the annual support cost as part of the original system purchase, and these discounts are no longer applied. The price increase is also due to integration of the Granicus system with the City’s new Voice Over Internet Protocol (VOIP) telephone system. The new contract also allows for the expansion of meeting types, such as Boards and Commissions meetings. The three-year contract includes the option for the City to execute two one-year extensions, for a possible total of up to five years.

Pricing for the proposed new contract is listed below:

1 st Year Cost (+45%)	2 nd Year Cost (+6.8%)	3 rd Year Cost (+5.0%)	4 th Year Cost (Optional)(+5.0%)	5 th Year Cost (Optional)(+5.0%)	Five year Total
\$174,914	\$ 186,817	\$ 196,158	\$ 205,965	\$ 216,264	\$ 980,118

Granicus does not partner with any reseller agencies to provide renewal options; thus, no M/WBE vendor options are available.

Approval is requested to renew the licenses and support agreement with Granicus LLC for three years. 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. 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.

See Exhibit A for the workforce demographics of Granicus.