



Administrative Report

H.13., File # 25-1596

Meeting Date: 11/18/2025

To: MAYOR AND CITY COUNCIL

From: LUKE SMUDE, ASSISTANT TO THE CITY MANAGER

TITLE

APPROVE AN AMENDMENT TO THE AGREEMENT WITH REVIZE, LLC FOR CITY WEBSITE HOSTING AND MAINTENANCE SERVICES TO ADD THE ARTIFICIAL INTELLIGENCE SEARCH AND CHATBOT FUNCTIONS, EXTEND THE TERM THREE YEARS, FOR THE PERIOD NOVEMBER 7, 2025 THROUGH NOVEMBER 6, 2028, WITH TWO OPTIONAL ONE-YEAR RENEWALS, AND INCREASE THE AMOUNT OF THE CONTRACT BY \$46,000 FOR A NEW NOT TO EXCEED TOTAL OF \$166,100

EXECUTIVE SUMMARY

On November 15, 2022, the City Council approved a three-year agreement with Revize, LLC (Revize) to redesign and host the City's website and implement a modern content management system. Response to the City's website has been largely positive and it has become a centerpiece of digital information and services for the public.

As such, rather than simply exercising a one-year renewal, staff is recommending a more comprehensive amendment to the Agreement that will extend the term an additional three years, provide two additional one-year optional renewals, and lock in a favorable rate for website hosting and maintenance, while also integrating Artificial Intelligence (AI) ChatBot and search features into the long-term contract with Revize.

BACKGROUND

The proposed first amendment to the Agreement with Revize is another step in the ongoing strategic planning effort to enhance the City's ability to deliver critical online services to the residents and businesses that call Redondo Beach home. Revize has proven to be a trusted partner that has enabled the City to enhance its digital footprint and simplify the online experience for individuals seeking information or services from the City.

The initial three-year term of the Agreement expired on November 7, 2025. Both City staff and representatives from Revize were interested in extending the Agreement by exercising one of the optional one-year renewals to cover Year 4, but quickly realized it would be more efficient to pursue an amendment to extend the Agreement even further to build on the proven success of the City's website.

If approved, Revize would continue to provide its core services of website hosting and maintenance while also continuing to improve the AI search and ChatBot functions available on the City's

homepage. The AI functionality was introduced to the City's website earlier this year but is now being folded into the amended Agreement. These tools allow website visitors to utilize either chat or search options to access information quickly and easily from the City's homepage and allow staff to track common queries and find ways to better offer information of the most importance to the public.

The annual cost for website hosting and maintenance would continue to be \$9,700 per year, which totals \$29,100 for Years 6-8. Integrating the AI functions to the Agreement would add an additional \$3,400 annually, which totals \$17,000 for Years 4-8 of the Agreement. In total, this adds \$46,100 to the not to exceed amount of the Agreement, for a new overall total of \$166,100.

In addition to being the most cost-effective way to provide a modern and responsive website for the next three years, the proposed amendment would also position the City to make best use of the complementary redesign, which Revize would carry out this year as per direction from the City.

COORDINATION

This item was coordinated with the Information Technology Department. The City Attorney's Office prepared the proposed amendment to the Agreement.

FISCAL IMPACT

The annual cost for website hosting and maintenance, plus AI functionality, is \$13,100. If both optional one-year renewals are exercised by the City, the amendment would add \$46,100 to the original Agreement cost, for a new not to exceed total of \$166,100. Funding is available for the agreement in the Information Technology Department's annual budget.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Revize, LLC
- Agmt - Original Agreement with Revize, LLC, November 15, 2022
- Insurance - Revize, LLC