



Administrative Report

H.8., File #20-0801

Council Action Date: 5/5/2020

To: MAYOR AND CITY COUNCIL

From: CHRISTOPHER BENSON, INFORMATION TECH DIRECTOR

TITLE

APPROVE AGREEMENT WITH GRANICUS, LLC FOR CIVICA WEBSITE HOSTING AND MAINTENANCE FOR THE AMOUNT NOT TO EXCEED \$5,621.78 FOR THE TERM MAY 05, 2020 TO MAY 04, 2021.

EXECUTIVE SUMMARY

The City's web site was upgraded in 2016-17 to the latest version of Granicus Civica Content Management System (CMS) software which included a redesigned, modern looking interface. Highlights of the redesign include dynamic dropdown menus, responsive design (user friendly views on cell phones, tablets, laptops, etc.), and social media integration (Facebook, Twitter, Google Translate). This agreement continues website hosting and software maintenance and support for an additional year.

BACKGROUND

Between 1995 and 2003, the City's website was hosted and maintained by Beachnet, an ISP run by students in the Redondo Unified School District. Due to support issues and design discrepancies across departmental web pages, the City moved to a CMS in 2002 which allowed staff to focus on content rather than web design. The website received a minor refresh in 2010 and a complete overhaul in 2017.

In FY14-15, the Information Technology Department (IT) was authorized to add a new IT Analyst position and subsequently assumed ownership of the web site in early 2016. In preparation for the 2017 upgrade, a web design team was formed with representatives from all departments. A considerable amount of work was completed by the IT Analyst and web team members correcting and updating stale content in preparation for the 2017 upgrade. This work continues as we now have a service that actively monitors our web site for errors. In early 2018, the City's website achieved level AA ADA compliance.

Granicus Support Services include:

- Access to phone and web support
- Security patches and software updates to the Civica CMS Web site
- Hosting server maintenance and periodic updates

- 24/7 server support with 99% network uptime

COORDINATION

The IT Department worked directly with Granicus to structure the maintenance agreement.

FISCAL IMPACT

The FY19-20 cost of \$5,621.78 for the Granicus website maintenance agreement will be paid from the FY19-20 IT Department Internal Service Fund and is included in the IT Department FY19-20 core annual operating budget.

Funding		Expenditures	
\$ 5,621.78	IT Internal Service Fund	\$ 5,621.78	Website Maintenance
\$ 5,621.78		\$ 5,621.78	Total

APPROVED BY:

Joe Hoefgen, City Manager

ATTACHMENTS

Granicus Master Subscription Agreement
Granicus Help Desk Services
Granicus Certificate of Insurance