



## Legislation Text

---

**File #:** 2020-0310, **Version:** 1

---

### Title

Granicus Master Services Agreement Amendment for Website Development, Hosting and Communication Services

### History

The Village's present website was developed, and is currently hosted, by CivicLive. CivicLive was awarded the contract June 4, 2018 after the Village issued a Request for Proposals (RFP) February 8, 2018. The CivicLive website went live in December 2018 and since that time it has not met the functionality and support expectations of Village businesses, residents and staff. In late 2019, the Board of Trustees approved the FY 2020 Budget recommendation from staff which included the development and hosting of a new Village website.

There are four major government website development and hosting services firms that lead the marketplace: CivicLive/Intrado, CivicPlus, Revize and Granicus. The Village has previously contracted with two of these firms: CivicLive/Intrado and CivicPlus, finding their services to be unsatisfactory. The third, Revize, did not receive satisfactory references. The Village has an existing relationship with Granicus for other software products and has found their products and service to be satisfactory.

Therefore, the Village entered into negotiations with Granicus, LLC. to amend the Village's existing agreement with them to include their cloud-based website development and hosting (GovAccess), and constituent communication services (GovDelivery). The GovDelivery communications platform integrates with the GovAccess website platform enabling Village staff to target specific communications to visitors via SMS/text messages, email, RSS feeds, and social media. Visitors can automatically subscribe or unsubscribe to website content. Development and use of the new website would be expedited and the Village would receive discounted pricing from Granicus by amending the existing agreement. The term for the existing amendment expires January 31, 2022. The Village would renegotiate a new agreement with Granicus before the existing agreement expires as long as the Village remains satisfied with the quality of its services and the functionality of its platforms.

### Financial Impact

This item was approved by the Board of Trustees in the FY2020 Budget at \$100,000 in account 010-1600-442850. The proposed total year one cost for implementation, maintenance, and support costs for the GovAccess and GovDelivery platforms, including a 10% contingency is \$56,410. The total year two cost for licensing and support subscriptions is \$15,325. Therefore, the total cost for the two years of this amendment, including the 10% contingency is \$71,735. The Granicus services included in this amendment are detailed in attachment Granicus Agreement Amendment Cost Detail Table.

### Recommended Action/Motion

I move to approve waiving the bid process;

And,

I move to approve the Granicus, LLC. Master Services Agreement Amendment 3 for website development, hosting, and communication services for the not to exceed cost of \$71,735.