

Council Meeting Staff Report

August 9, 2022

Agenda No.: E.

Indexes (Council Goals):

Presenters: Gayathri Sriram; Julie Williams-Hill, Public Information Officer

Legislative File: AGR0881-22

Title

Approval of Services Agreement No. AGR21-32 with Granicus, LLC, in an amount not to exceed \$281,690.00, plus applicable New Mexico Gross Receipts Taxes for an Internet Website Replacement Project

Recommended Action

I move that Council approve Services Agreement No. AGR21-32 with Granicus, LLC, in an amount not to exceed \$281,690, plus applicable New Mexico Gross Receipts Taxes for an Internet Website Replacement Project.

County Manager's Recommendation

The County Manager recommends that Council approve Services Agreement No. AGR21-32 as requested.

Body

The County issued a Request for Proposals No. 21-32 (Attachment B) on December 3, 2020, requesting proposals to replace the Los Alamos County internet website, including services to redesign, enhance and host the municipal website for multiple years.

The webpage is the first impression and first interaction with the County by many Los Alamos citizens, businesses, potential new businesses, developers, and tourists to learn about services, initiatives, programs, projects, and Council goals and priorities. Therefore, the County's new website design must incorporate the latest technology and best industry practices to make the site more transactional, intuitive, customer-friendly, and mobile-friendly for the web user. In addition, it should be easy for County staff to edit, update and maintain the site, so it is current and adheres to the County's branding standards.

In response to the RFP, the County received multiple proposals of which the evaluating committee scheduled software demonstrations for three offerors who met the first tier of established criteria (included in Attachment B). The three offerors met with the evaluating committee and demonstrated their products' functionality based on the second-tier criteria (Attachment C).

Through the RFP and evaluation process, the County's evaluating committee ultimately selected the vendor OpenCities.

On June 15, 2021, Granicus, LLC, acquired OpenCities, but agreed to honor the proposal submitted by OpenCities to replace the existing County internet website, including services to redesign and enhance the site to meet the stated objectives and support the Council's strategic priority area to improve communication. Moreover, Granicus, LLC, commits to the warranties, data security, support, future functionalities, implementation and training, and will host the County's website for seven years as described in AGR21-32 (Attachment A).

The project is phased into five steps, estimated to take a total of approximately 28 weeks to realize a successful "Go Live" date.

Alternatives

Council may direct staff to issue another RFP and go through the process again, during which time the current provider may or may not agree to continue to provide its current services.

Fiscal and Staff Impact/Planned Item

The year one contract cost was approved by Council in the FY23 Information Management budget. Subsequent years extending to year seven will be budgeted accordingly and will not exceed the contract amount of \$281,690.00, plus applicable New Mexico Gross Receipts Taxes.

Staff impacts for each department's webpage administrator will be significant upfront in year one to design the new website, migrate information to the new site, and train webpage administrators. However, impacts in the following years should be less, as staff will only be maintaining the website.

Attachments

A - Services Agreement No. AGR21-32

B - Request for Proposals No. 21-32

C - Step 2 for Request for Proposals No. 21-32

D - OpenCities Response to RFP No. 21-32