



REPORT TO CITY COUNCIL

To: Honorable Mayor or Members of the City Council

From: Jason Simpson, City Manager

Prepared by: Jason Simpson, City Manager

Date: December 13, 2022

Subject: **Agreement for the Purchase of a Replacement Website Design and Hosting Software**

Recommendation

Approve and Authorize the City Manager to enter into a contract with CivicPlus for \$39,717.00 to design and host the City's website.

Background

Since the launch of the City's current website in 2015, government website options have advanced significantly, offering robust ways to engage with the community, greater ease of use and navigation, and simplified back-end management. Currently, the City's aging website has faced an increasing number of issues with compatibility, accessibility, and functionality. The rapid move to offer services via the Internet to accommodate the needs of citizens and civic partners during the COVID-19 Pandemic has further underscored the need for the City to enhance its online presence further. The City needs a website that is intuitive, easy to navigate, and able to serve up the information that members of the public are seeking while built upon a Content Management System (CMS) that provides City staff the flexibility they need to create compelling content.

On March 3, 2022, the City published a request for a proposal for a comprehensive redesign of the City's website.

Discussion

On April 29, 2022, the City received nineteen responses to the RFP. On May 12, 2022, City staff began reviewing each submitted proposal. It evaluated them based on their professionalism, responsiveness to each of the criteria outlined within the City's RFP, experience working with municipal agencies, and the overall technical capability of the proposed solution. The City received proposals from 19 software vendors: Advanced Solutions, CivicPlus, Granicus, Aardony, LLC., Paramount Software Solutions, Revize, 360 Civic, GHD, Numeric Technologies,

10X Digital, Flexsin, KP Soft, Planetaria Media, ProIT, LLC., WMRG, eWay Corp, Excisor, LLC., Org Central Labs, and SELK.

On August 16, 2022, staff concluded the extensive review process and invited the top three responding vendors to demonstrate their proposed solution. After conducting this round of interviews with the top three respondents, staff concluded that the solution proposed by CivicPlus best met the needs of the City. This conclusion was finalized on October 27, 2022, based on the following key points:

1. Completeness of the proposed solution to the criteria outlined within the RFP.
2. Ease of use of the Civic Engage platform from the standpoint of the general public and city staff.
3. CivicPlus's experience working with cities such as Lake Elsinore (including many of our neighbors).
4. The City's use of existing CivicPlus products (i.e., CivicRec and SeeClickFix, aka Alert LE) and the ability of these products to have enhanced integration with the City's website.
5. The overall cost of ownership of the Civic Engage platform versus features offered compared to the other submitted solutions.

Given the City's current information technology infrastructure, the advantages of selecting a modern, scalable system are numerous. They will better serve the City in the long term by providing staff tools to increase the City's efficiency and effectiveness.

The City will save considerable time and resources, as a modern, scalable system will be able to offer robust features, improve internal controls that the current system is unable to provide.

Fiscal Impact

In year one, the cost to design, migrate, and train staff is \$39,717.00, allocated in the FY22-23 Internal Service Fund budget. The remaining three years will cost \$12,750.00 per year to cover recurring website hosting services and technical support.

Attachments

Attachment 1- Scope of Work

Attachment 2 - Agreement