



A Tradition of Stewardship  
A Commitment to Service

Agenda Date: 11/12/2019

Agenda Placement: 6Q

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors

**FROM:** Jon Gjestvang - Chief Information Officer  
Information Technology Services

**REPORT BY:** Shawn Smith, Supervising Staff Services Analyst - 707.259.8665

**SUBJECT:** Sole Source award to and Amendment No. 2 to Agreement No. 170662B with CivicPlus, Inc. for website hosting, design, implementation, and web accessibility services

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### **RECOMMENDATION**

Chief Information Officer and Director of Library Services and Community Outreach request the following actions:

1. A waiver of competitive bidding requirements and sole source award of a contract to CivicPlus, Inc. for website accessibility software subscription, pursuant to Napa County Code Section 2.36.090; and
2. Approval of and authorization for the Chair to sign Amendment No. 2 to Agreement No. 170662B with CivicPlus, Inc. increasing the amount by \$184,388 to a maximum of \$381,638 and extending the term through December 5, 2023 for content management software, website hosting services, web accessibility subscription, and on-site organizational consulting and travel expenses.

### **EXECUTIVE SUMMARY**

The County is seeking to include a web accessibility subscription to the current CivicPlus agreement. This subscription will search the County's website digital content for ADA accessibility, identify improvements for ADA compliance, and allow better web accessibility for members of the public with disabilities. This service also provides multilingual support. The amendment will also extend the term of the current agreement for an additional three years. This web accessibility service is exclusive to CivicPlus.

Approval of today's requested action will allow a waiver of competitive bidding and Sole Source award to CivicPlus, Inc. for a web accessibility subscription, amend the current agreement's Scope of Work and Compensation sections to reflect the additional web accessibility services, onsite training and travel expenses, and extend the term of the agreement to December 5, 2023.

CivicPlus, Inc. is not a local vendor.

**FISCAL & STRATEGIC PLAN IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Information Technology Services
Is it Mandatory or Discretionary?	Mandatory
Is the general fund affected?	No
Future fiscal impact:	The anticipated costs will be included in future ITS budgets.
Consequences if not approved:	If not approved, the County's website will not be completely ADA accessible. This solution will help to provide those with disabilities with more effective web accessibility and ensure Americans with Disabilities Act (ADA) compliance on the Napa County website.
County Strategic Plan pillar addressed:	Effective and Open Government
Additional Information:	

**ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

**BACKGROUND AND DISCUSSION**

In 2016, the Board of Supervisors approved Agreement No. 170662B with CivicPlus, Inc. for a maximum of \$197,250 for the term December 6, 2016 through December 5, 2020 to provide a content management software application and hosting services for County websites. At that time, staff had planned to seek bids for the website design creation and implementation portion of the overall project. However, CivicPlus offered to include website design creation and implementation at no additional cost. On January 31, 2017, the Board approved an amendment to include website design creation and implementation with CivicPlus.

Recently, a consultant was hired to audit applicable ADA activities and has recommended improving web accessibility. The County is seeking to include a web accessibility subscription, AudioEye, to the current CivicPlus agreement. AudioEye will search digital content for ADA accessibility and identify web content that is not ADA compliant. This will help the County provide better web accessibility for members of the public with disabilities, as well as ensure ADA compliance with Napa County's public websites. The subscription also provides support in 27 languages. The County would also like to extend the agreement for another three years of web hosting services. The County has an existing relationship with CivicPlus, who partners with AudioEye to offer a web accessibility subscription that is compatible with Napa County's website. This service provided by AudioEye through CivicPlus is also exclusive to CivicPlus. Therefore, a sole source approval is also requested.

Approval of today's requested action will allow a waiver of competitive bidding and Sole Source award to CivicPlus, Inc. to amend Agreement No. 170662B increasing the amount by \$184,388 to a new maximum of \$381,638 to

include web accessibility subscription services, on-site organizational consulting and related travel expenses, and extend the term of the agreement three years to December 5, 2023.

CivicPlus, Inc. is not a local vendor, but has extensive experience working with government agencies throughout the country. There is no local vendor who provides this comprehensive solution.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi