



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 12/6/2016

Agenda Placement: 6I

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Jon Gjestvang - Chief Information Officer
Information Technology Services

REPORT BY: Wendi Agans, Staff Services Analyst I - (707) 253-6133

SUBJECT: Agreement with CivicPlus, Inc. for content management software and hosting services of County websites

RECOMMENDATION

Chief Information Officer and Director of Library Services and Community Outreach request approval of and authorization for the Chairman to sign an agreement 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.

EXECUTIVE SUMMARY

County-maintained websites have seen steady growth in the number of site users, making it an important tool for providing meaningful information while meeting increased expectations. Rebuilding sites on the current platform would require a significant amount of staff time and increased maintenance costs. In cooperation with several county departments, staff issued a Request for Proposal (RFP) to compare other website content management system solutions. CivicPlus, Inc. was selected for their extensive work with local governments and ability to provide a more secure, cost-effective platform that will allow our websites to progress alongside technology.

Approval of today's requested action will allow Information Technology Services to sign a four year agreement with CivicPlus for their website content management software application and hosting services.

CivicPlus, Inc. is not a local vendor.

FISCAL IMPACT

Is there a Fiscal Impact? Yes

Is it currently budgeted?	Yes
Where is it budgeted?	Information Technology Services and is allocated to all County departments.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	Rebuilding County-maintained websites on the current platform would require a significant amount of staff time and increased maintenance costs. CivicPlus has worked extensively with local governments and is able to provide a more secure, cost effective platform that will allow our websites to progress alongside technology.
Is the general fund affected?	No
Future fiscal impact:	Future year costs will be budgeted in Information Technology Services and built into the ITS Cost Allocation plan.
Consequences if not approved:	If not approved, ITS will incur increased costs to rebuild, upgrade and maintain our current system.
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

Napa County has had a web presence since 1995, when our first website was built. From acting as a basic directory at the onset, to now providing department specific information and documents for public use and up-to-date emergency information, County-maintained websites have seen steady growth in the number of users. This platform has allowed the County a way to provide meaningful content, showcasing our programs to users. As technology becomes more advanced, users have higher expectations of their website experiences (ex: mobile viewing, video streaming, conducting transactions).

Rebuilding current sites to meet user expectations would require a significant amount of staff time and increased costs. A Request for Proposal (RFP) was issued this summer in order to solicit vendors, compare costs and determine the best solution. In a cooperative effort, staff from ITS, Library and Community Outreach, HHSA and several other departments compared the software service solutions presented. CivicPlus, Inc. was selected for their extensive work with local governments and ability to provide a more secure, cost-effective platform that will allow our websites to progress alongside technology.

Approval of today's requested action will allow Information Technology Services to sign a four year agreement with CivicPlus to provide a website content management software application and hosting services. Upgrading to the new cloud based system will take place over 5 project phases including design, layout, content migration, staff training and testing. Once complete, users can expect a more intuitive experience. The intuitive features will be key for County content contributors in the maintenance of department website content. Public users will be able to navigate more efficiently, use web-based searching and conduct more online transactions.

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