

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: BRIAN TICKNER, CHIEF INFORMATION OFFICER
INFORMATION TECHNOLOGY DEPARTMENT
SUBJECT: NINTH AMENDMENT TO GENERAL SERVICES AGREEMENT
NUMBER F000308 WITH GRANICUS, LLC

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the City Clerk's Office, Communications and Intergovernmental Relations Office, and Information Technology Department that the Council, by resolution, approve a ninth amendment to General Services Agreement Number F000308 with Granicus, LLC, St. Paul, MN, in the amount of \$534,217.24, for a total not to exceed amount of \$1,283,259.30.

EXECUTIVE SUMMARY

The City utilizes several products from Granicus key to legislative agenda creation, public meeting streaming, archiving, mass communications, and public access to legislative documents. This amendment extends the existing software subscription services an additional five (5) years, provides an additional text messaging allotment and an advanced communications package to streamline and target communications for the public, and adds encoding hardware and software to support live video and audio streaming in Spanish and automated archiving of these meetings for public access. This amendment also retroactively adds overage costs for closed captioning services provided by Granicus in FY20-21 and FY21-22 and the e-Comment module activated in March of 2020 to assist with communications during the COVID-19 pandemic.

This amendment directly supports the City Council goal of Achieving Organizational Excellence while also supporting each of Council's other goals due to the key components it provides for public meetings and communications with the community.

BACKGROUND

The City originally awarded a contract to Granicus as part of an RFP selection process in 2012. Since that time, the City has continuously used the Granicus suite of products to help manage, stream, and archive public meeting content. Additional subscription

services have been added since 2012 for features such as Closed Captioning as well as GovDelivery services to enable City staff to send newsletters and announcements to the Public via email and text messages.

The following table details prior amendments to the Granicus contract.

Item	Date	Awarded by	Amount	Total
Original Agreement	1/26/12	City Manager	\$93,375.00	\$93,375.00
Amd. 1	4/29/13	City Manager	\$13,200.00	\$106,575.00
Amd. 2	1/7/14	City Council	\$41,360.00	\$147,875.00
Amd. 3	5/15/14	Purchasing Agent	\$18,050.00	\$165,985.00
Amd. 4	12/15/15	Purchasing Agent	\$1,400.00	\$167,385.00
Amd. 5	12/29/16	City Council	\$423,230.00	\$590,615.00
Amd. 6	6/26/18	City Council	\$102,560.71	\$693,175.71
Amd. 7	6/24/19	Purchasing Agent	\$45,766.35	\$738,942.06
Amd. 8	6/22/21	Purchasing Agent	\$10,100.00	\$749,042.06
Amd. 9	<i>Pending</i>	<i>City Council</i>	<i>\$534,217.24</i>	<i>\$1,283,259.30</i>

PRIOR CITY COUNCIL REVIEW

On January 7, 2014, the City Council, by Resolution No. 28401, approved a Second Amendment to Agreement No. F000308 to add services and funding into 2016.

On December 6, 2016, the City Council, by Motion, approved a Fifth Amendment to Agreement No. F000308 to extend the term of the contract for an additional five years.

On June 26, 2018, the City Council, by Resolution No. RES-2018-104, approved a Sixth Amendment to Agreement No. F000308 to add GovDelivery services and extend the term of the contract by six months, to June 30, 2022.

ANALYSIS

The City has utilized several products from Granicus key to legislative agenda creation, public meeting streaming, archiving, communications, and public access to legislative documents, including:

- Media Manager – agenda creation, video streaming and video archiving
- Live Manager – meeting management
- Legistar – legislative tracking and public access portal
- Closed Captioning – captioning meeting dialogue to display in on-screen video
- GovDelivery – communications management, including sending of newsletters and text messages to the public

The Granicus suite of products have become a vital part of the City's public meetings and communications infrastructure over the past decade. City staff have invested thousands of hours of time learning, using, expanding, and supporting the system to meet our needs; while the vendor continues to advance and maintain the products and works well with City staff.

The City Clerk's Office, Communications and Intergovernmental Relations Office, and Information Technology Department agree that it is in the best interest of the City to extend the contract with the vendor for an additional five (5) years to continue use of this key platform. Additionally, as part of this amendment, the addition of encoding hardware and software will enable the City to support streaming of public meetings in English and Spanish simultaneously to the platform, providing the new option of Spanish-translated content for the public to view real-time and from archives. An additional allotment of outbound text messages and enhanced communication tools will also be added to provide improved options for public communications, including test campaigns, re-engagement campaigns, and targeted communications based on subscriber interests.

Finally, this amendment also retroactively adds the e-Comment module to the contract with Granicus that was enabled during the early stages of the COVID-19 pandemic in 2020 to provide an additional electronic communication option for the public to provide feedback on public meetings. Additionally, the City incurred overage charges in FY20-21 and FY21-22 for manual closed captioning services provided by Granicus to the City to caption public meetings. This amendment adds these costs to the overall contract. Note that overage charges are not anticipated in future years due to the recent addition of an automated closed captioning device installed in the City Council Chambers.

FISCAL IMPACT

Funds for these services are included in the current Information Technology Department Fiscal Year 2021-22 budget, and will be budgeted in future fiscal year budgets when approved by the Council.

ENVIRONMENTAL IMPACT

The Council finds that the proposed action is exempt from the provisions of the California Environmental Quality Act (CEQA) under section 15061(b)(3) and 15378 in that there is no possibility that the implementation of this action may have significant effects on the environment, and that no further environmental review is required.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Resolution/Exhibit A – Ninth Amendment to Agreement

CONTACT

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