

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: BRIAN TICKNER, CHIEF INFORMATION OFFICER
SUBJECT: MOTION – FOURTH AMENDMENT TO PROFESSIONAL
SERVICES AGREEMENT WITH CIVICPLUS, LLC FOR
SRCITY.ORG HOSTED WEBSITE SOFTWARE AND SERVICES

AGENDA ACTION: MOTION

RECOMMENDATION

The Information Technology Department recommends that the Council, by motion, approve the Fourth Amendment to Professional Services Agreement Number F001166 with CivicPlus, LLC, Manhattan, Kansas, for a three-year extension with two (2) one-year renewal options, for hosted website software and services in the amount of \$269,604.95, for a total contract not to exceed \$592,591.29, and authorize the Chief Information Officer to make non-substantive changes to the Amendment, subject to approval as to form by the City Attorney, and execute the Amendment. This item has no impact on current fiscal year budget.

EXECUTIVE SUMMARY

The City uses CivicPlus' website hosting and software-related services to manage and maintain the www.srcity.org website used by the public and by all City departments. This contract amendment adds needed features and extends the hosting services and use of the platform management tools through May 2029, with two additional 1-year renewal options, and will provide the City with continued software updates including enhancements, new features, and bug fixes as well as website hosting and helpdesk support.

GOAL

This item relates directly to Council Goal #2 - Invest in the Development and Maintenance of the City's Infrastructure and ultimately supports all five City Council goals by ensuring a reliable, accessible, and centralized platform for engaging with the public and communicating City services, initiatives, and progress to the public across all priority areas.

BACKGROUND/PRIOR COUNCIL REVIEW

The City has utilized the CivicPlus website hosting and software suite since 2016 as the primary platform for the www.srcity.org website. This amendment extends the term of the contract through May 18, 2029, with two (2) additional 1-year renewal options, which will provide the City with continued hosting and software updates including enhancements, new features, and bug fixes as well as helpdesk support from CivicPlus.

Prior City Council review and other amendment actions on this contract include:

- Original Agreement: Approved by Council via Motion on 5/10/2016.
- Amendment #1: Approved by City Manager on 12/17/19.
- Amendment #2: Approved by City Manager on 5/17/22.
- Amendment #3: Approved by Chief Information Officer on 8/30/23.

ANALYSIS

The City's www.srcity.org website hosted on the CivicPlus platform continues to be regularly updated by the Communications and Intergovernmental Relations Office (CIRO) and by other content creators throughout departments citywide for community engagement and communications activities relating to City services. Additionally, the website continues to be heavily visited and used by the public on a daily basis.

In addition to extending the contract to allow for continued hosting services and use of the CivicPlus platform, this amendment also includes the addition of a custom header for the "One-Stop Shop" portal being implemented by the Economic Development division of the Planning and Economic Development Department to allow for streamlined use and a better overall user experience, tailored to Economic Development needs of our community. Additionally, this amendment incorporates a new "AudioEye" tool offered by CivicPlus to provide ADA website accessibility features, adjustments, and support for those requiring assistance and to help meet upcoming U.S. Department of Justice Title II website accessibility standards.

Adding these additional tools and extending the hosted website software and services from CivicPlus will provide:

- Uninterrupted, improved, and continued www.srcity.org public website services for engagement and communications with the community.
- Proven reliability of the website platform and support services provided by CivicPlus to the City for the past ten years.
- Proven functionality to meet the City's needs.
- Familiarity to staff of the software tools to create content and manage the website, minimizing training costs and learning curves.

FISCAL IMPACT

This item has no impact on FY 2025-2026 budget. Current budgets within Information Technology will meet the requirement for appropriations as previously approved by Council. Upcoming budget adoptions in the years FY 2026-2027 through FY 2027-2028 will include this expense going forward.

The annual costs, including a 5% uplift each year, are as follows:

- FY 2025-2026: \$45,607.05
- FY 2026-2027: \$47,887.40
- FY 2027-2028: \$50,281.77
- FY 2028-2029 (optional): \$52,795.86
- FY 2029-2030 (optional): \$55,435.65

ENVIRONMENTAL IMPACT

Pursuant to CEQA Guidelines Section 15378, the recommended action is not a “project” subject to the California Environmental Quality Act (CEQA) because it does not have a potential for resulting in either a direct physical change in the environment or a reasonably foreseeable indirect physical change in the environment. In the alternative, the recommended action is exempt from CEQA pursuant to CEQA Guidelines section 15061(b)(3) because it can be seen with certainty that there is no possibility that the recommended action may have a significant effect on the environment.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Attachment 1 – Fourth Amendment to PSA Number F01166

PRESENTER(S)

Brian Tickner, Chief Information Officer