



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** General Services  
**Department No.:** 063  
**For Agenda Of:** April 20, 2021  
**Placement:** Administrative  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority and 4/5ths

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**TO:** Board of Supervisors  
**FROM:** General Services      Janette D. Pell, Director (805) 560-1011  
Contact Info:      Andre Monostori, Interim Assistant Director (805) 568-2606  
**SUBJECT:** Agreement with Civic Plus, for Website Redesign and Implementation Services;  
All Districts

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the attached Agreement for Services of Independent Contractor (Agreement) with CivicPlus to procure Website Redesign and Implementation Services, which consists of a Phase A – Develop Customized Design and Implementation Plan and a County option to order Phase B – Implementation Services, and where the total amount for Phases A and B does not exceed \$487,417.60;
- b) Authorize the Director of General Services, or designee, to order Phase B Implementation Services as set forth in Section 3 of the Agreement
- c) Approve and authorize the Director of General Services to issue amendments to the above agreement for Phase A and Phase B in an amount not to exceed an additional 5% of the cost of one-time project services being provided (\$279,465.40), or \$13,898.60; and
- d) Approve the attached budget revision request 0007423 (4/5 Vote Required); and
- e) Determine that the above actions are not a project under the California Environmental Quality Act (CEQA) pursuant to Section 15378(b)(5) of the CEQA guidelines because they consist of

administrative activities of government that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

The County of Santa Barbara is seeking to improve business productivity through the modernization of the County external website and internal intranet. This investment requires dedicated professional services to enable a successful migration by ensuring countywide acceptance while minimizing service disruption. The firm, CivicPlus, was selected as part of a request for proposal by a multi-departmental selection panel using quantitatively scored criteria. The project will be divided into two phases. Phase A will be the design work and planning of the implementation of the new sites in accordance with agreed specifications. Upon approval of the deliverables of Phase A and agreement with the plan for Phase B, the General Services Director shall have authority to exercise the option for Phase B implementation.

**Background:**

The Website Redesign and Implementation project is a strategic investment in the County's information technology services. This project directly aligns with the Renew 22 initiative through the migration of on-premise services to the cloud while concurrently achieving software standardization. Similarly, the project is also strongly aligned with the Countywide Technology Strategic Plan in that it is an investment in modernizing technology and improving accessibility.

This project will also facilitate the access of County resources through modern and accessible design. This will reduce risk to the County through increased visibility and connectivity of County websites and services.

Additionally, the website implementation project offers offsite datacenter resiliency while removing the need for costly hardware investments. A reduction in risk will also be realized as the project will decommission the Ektron platform, a product that has not been supported as of 2015. The new services offered by CivicPlus are also expected to improve employee collaboration, particularly at a time where remote workforce capabilities are becoming more important.

**Key Contract Risks**

The negotiated contract is based on a time and materials proposal. Project oversight will be important to mitigate against cost overruns.

**Fiscal and Facilities Impacts:**

Budgeted: Yes. Budget Revision 0007423 is attached.

**Fiscal Analysis:**

<b>Funding Source</b>		<b>FY 2020-21</b>	<b>Annualized Ongoing Cost <sup>2</sup></b>	<b>Total One-time Contract Cost</b>	
<b>Phase A</b>	General Fund - Committed Fund Balance	Design <sup>1</sup>	\$ 69,493.00	\$ -	\$ 69,493.00
	General Fund - Committed Fund Balance	Annual Maintenance	\$ 52,361.40	\$ 52,361.40	\$ -
	<b>Total - Phase A (Design)</b>		<b>\$ 121,854.40</b>	<b>\$ 52,361.40</b>	<b>\$ 69,493.00</b>
<b>Phase B</b>	General Fund - Committed Fund Balance	Implementation <sup>1</sup>	\$ 209,972.40	\$ -	\$ 209,972.40
	General Fund - Committed Fund Balance	Annual Maintenance	\$ 158,084.20	\$ 158,084.20	\$ -
	<b>Total - Phase B + Annual Maintenance</b>		<b>\$ 368,056.60</b>	<b>\$ 158,084.20</b>	<b>\$ 209,972.40</b>
<b>Total Phase A + B + Maintenance</b>		<b>\$ 489,911.00</b>	<b>\$ 210,445.60</b>	<b>\$ 279,465.40</b>	

<sup>1</sup> Does not include Project Contingency for Phase A and Project Piece of Phase B

<sup>2</sup> Ongoing Cost will increase 5% yearly per maintenance contract starting in 2023. The costs will be ongoing for annual maintenance for the life of the website solution.

Narrative: Project funding of \$500,000 from the General Fund was approved in the FY2019/20 Budget and will fund Phase A (Design) and Phase B (Implementation) and the initial year of Annual Maintenance. The funds will be transferred from the General Fund Committed Fund Balance into the Information Technology Services Fund 1915, where the project will be budgeted and accounted for.

**Attachments:**

1. CivicPlus Contract 03.29.2021
2. Budget Revision Request # 0007423

**Authored by:**

Mark Garcia, Project Portfolio Manager

**cc:**