



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: Information Technology
Department No.: 067
For Agenda Of: July 11, 2023
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Chris Chirgwin, Chief Information Officer (805) 568-2608
Director(s)
Contact Info: Andre Monostori, Deputy CIO, (805) 568-2606

SUBJECT: **Second Amendment to the Agreement for Professional Services of Independent Contractor with CivicPlus LLC for Software Services; All Districts.**

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, ratify, and authorize the Chair to execute a Second Amendment to the Agreement for Services of Independent Contractor (Agreement) with CivicPlus, LLC (BC21002) to extend the term through June 30, 2024, for continued website hosting and support services in an amount not to exceed \$234,776.82 for services provided from July 1, 2023 through June 30, 2024; and
- b) Approve and authorize the Chief Information Officer or their designee to order additional services in an amount not to exceed 5% of the contract amount, or \$11,738.84; and
- c) Determine that the above recommended action is a government funding mechanism or other government fiscal activity, which does not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and is therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

Summary Text:

Approval of the recommended actions will allow the County to continue receiving website hosting and support services from CivicPlus through June 30, 2024, for an amount not to exceed \$234,776.82 (Attachment 1).

Background:

The County of Santa Barbara provides an intuitive and consistent external website for County residents, businesses, and visitors and an intranet for County employees through CivicPlus' services. The Board approved the initial agreement with CivicPlus on April 12, 2021, for website development, customized design, and implementation planning services, which included an option for the General Services Director to order Phase B implementation services (Attachment 2). Effective July 1, 2021, the General Services Director exercised the option for Phase B services (Attachment 3). The ongoing investment in CivicPlus provides professional services that enable the County to ensure its website remains updated, resilient, and user-friendly.

The completion of the internet migration has enabled residents, businesses, and guests of the County to have a simplified and consistent experience of the County website. The website is mobile-friendly and has extended accessibility features that allow for easier access to all members of the community. The completion of the internet migration occurred in April 2022. The intranet migration was completed in April of 2023.

CivicPlus website hosting provides offsite data center resiliency while removing the need for costly hardware investments. A reduction in risk has been realized as the project has decommissioned the Ektron platform, a product that has not been supported as of 2015. The new intranet hosted by CivicPlus improves employee collaboration, particularly at a time when remote workforce capabilities are becoming more important.

The annual renewal for the FY 23-24 period is \$224,879.12. The additional costs under the second amendment to the agreement are for the needs of Waterwise SB and Ready SBC to maintain their own unique URLs for web hosting. This brings with it an additional cost for the security and hosting of each additional URL in the amount of \$4,948.85 for each department. Each department is paying for this additional hosting service.

Performance Measure:

N/A

Contract Renewals and Performance Outcomes:

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	FY 2023-24		Total	
IT ISF Fund 1915	Annual Maintenance	\$ 224,879.12	\$	224,879.12
Water Wise SBC	Annual Maintenance (Hosting URL)	\$ 4,948.85	\$	4,948.85
Office of Emergency Management	Annual Maintenance (Hosting URL)	\$ 4,948.85	\$	4,948.85
Total	\$	-	\$	234,776.82

Narrative: Narrative: Funding to cover the annual maintenance and hosting cost is included in the Internal Service Fund (ISF) rates charged to users in the approved FY 2023-2024 Information Technology Fund 1915 budget. The additional URL maintenance and hosting costs for Water Wise SBC and Office of Emergency Management will be funded separately through their department budgets.

Key Contract Risks:

The service contract for the fiscal year is provided at a fixed cost limiting any financial risk to the County. The services being provided are by a company with a strong history and financial background, so the overall risk of this renewal is considered low. Service level agreements are in place to refund the County money if the vendor fails to provide adequate services.

Staffing Impacts:

Legal Positions:

FTEs:

Special Instructions:

Clerk of the Board: Please return one (1) copy of the executed contract plus the minute order of the action to the Information Technology Department, attention: Andre Monostori, Deputy CIO, Information Technology Department.

Attachments:

Attachment A—CivicPlus AMENDMENT No 2

Authored by:

Mark Garcia, Project Portfolio Manager