



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: July 12, 2022
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: General Services Janette D. Pell, Director (805) 560-1011

Contact Info: Andre Monostori, Assistant Director (805) 568-2606
SUBJECT: **Subscription renewal with Civic Plus, for Website Hosting and Support Services;**

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 an amendment to the Agreement for Services of Independent Contractor (Agreement) with CivicPlus, LLC to extend the term through June 30, 2023 for continued website hosting and support services in an amount not to exceed \$218,871.98 for services provided from July 1, 2022 through June 30, 2023;
- b) Approve and authorize the General Services Director or designee to order additional software services and increase the contract amount as needed by up to \$10,000 to an amount not to exceed \$228,871.98, until otherwise ordered by the Board; and
- c) Determine that the above actions are government fiscal activities or funding mechanisms which do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and are 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, 2023 for an amount not to exceed \$218,871.98 (Attachment 1). The County of Santa Barbara provides an intuitive and consistent external website for

County residents, businesses, and visitors 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 investment in CivicPlus provides professional services which enables the County to ensure its website remains updated, resilient and user friendly. The continuation of this agreement also supports the migration of the County intranet which will complete the transition of data and services from County hosted services to our vendor.

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 allowing for easier access to all members of the community. The completion of the internet migration occurred in late April 2022. The intranet migration is expected to complete at the end of the 2022 calendar year.

CivicPlus website hosting provides 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 intranet services offered by CivicPlus are also expected to improve employee collaboration, particularly at a time where remote workforce capabilities are becoming more important.

The annual renewal for the FY 22-23 renewal period is \$209,445.60. The additional costs under the first amendment to the agreement are for the needs of Waterwise SB and Ready SBC to maintain their own unique URLs for webhosting. This brings with it an additional cost for the security and hosting of each additional URL in the amount of \$4,713.19 each. Each department is paying for this additional hosting service.

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 and so overall risk of this renewal is considered low. There are also service level agreements which will refund the County money if the vendor fails to provide adequate services.

Fiscal and Facilities Impacts:

Budgeted: Yes. **Fiscal Analysis:**

Funding Source		FY 2022-23	Annualized Ongoing Cost ²
IT ISF Fund 1915	Annual Maintenance	\$209,445.60	\$209,445.60
Water Wise SBC	Annual Maintenance of Hosting URL	\$4,713.19	\$4,713.19
Office of Emergency Management	Annual Maintenance of Hosting URL	\$4,713.19	\$4,713.19
Department Users	Additional Estimated Services	\$10,000.00	\$10,000.00
Total - Annual Maintenance		\$ 228,871.98	\$ 228,871.98

Narrative: Funding of \$209,445.60 from the General Fund for Annual Maintenance was approved in the FY2019/20 Budget for Phase A (Design) and Phase B (Implementation) and the initial year of Annual

Maintenance. (2022-2023) The funds were transferred from the General Fund Committed Fund Balance into the Information Technology (IT) Internal Service Fund (ISF) 1915, where the project is budgeted and accounted for. The additional URL maintenance and hosting for Water Wise SBC and Office of Emergency Management are being funded through their department budgets. There is the possibility of other departments requesting additional services that will expand usage during the current fiscal year. The projected costs for these additional services are \$10,000.00 and will be funded by the using departments.

Attachments:

1. Attachment 1 CivicPlus AMENDMENT No 1
2. Attachment 2 Civic Plus Contract 04.20.2021
3. Attachment 3 CivicPlus Phase B Option 07.01.2021

Authored by:

Mark Garcia, Project Portfolio Manager

cc: