



Legislation Details (With Text)

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**Title:** Approval of Website Consultant Contract with CivicPlus, in an Amount Not-to-Exceed \$97,535.00  
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**Attachments:** 1. Agenda Memo No. 18-116, 2. Attachment A: Consulting Services Agreement, 3. Attachment B: Scope of Work, 4. Attachment C: Terms, 5. Attachment D: Technical Specifications, 6. Attachment E: CivicPlus RFP Phase 2 Proposal

Date	Ver.	Action By	Action	Result
7/17/2018	1	City Council	approved	

**MEMO TO:** Members of the City Council

**FROM:** Mayor John Marchione

**SUBJECT:**

Approval of Website Consultant Contract with CivicPlus, in an Amount Not-to-Exceed \$97,535.00

**I. RECOMMENDED ACTION**

Authorize the Mayor to sign a contract with CivicPlus, for the purpose of completing Phase 2 of the Redmond.gov website project. This Phase 2 project will take the recently completed website design from Phase 1 into a fully functioning Content Management System (CMS). The work will include project planning, responsive web template development, content editing, content writing and migration, testing, training, and a completed content management system with hosting.

**II. DEPARTMENT CONTACTS**

Mike Bailey, Technology and Information Services Director; 425-556-2160  
Karen Conrad, Business Analyst, Technology and Information Services; 425-556-2455  
Erika Vandenbrande, Deputy City Administrator; 425-556-2457  
Lisa Maher, Communications & Marketing Manager; 425-556-2427

**III. DESCRIPTION/BACKGROUND**

Currently the City is using a CMS implemented in December 2010. The CMS is showing signs of aging, becoming less able to acquire upgrades without consuming high levels of staff resources. The first step in this two-phase approach was to engage the public, frequent users and non-users in a

comprehensive outreach project, and gather feedback from residents, businesses, and other community stakeholders on their preferences in a website. The Phase 1 project was completed and the feedback received was utilized to complete the design.

In January, and again in March, the City conducted request for proposal (RFP) processes to choose the Phase 2 vendor to use the design from Phase 1 to build out a CMS. The vendors were asked to have the expertise to build, configure, and implement their recommended system. In addition, they needed to have the ability to recommend and potentially assist with content creation or migration and best practice training. Redmond received eight responses to the RFP rebid in March. They were from:

1. CivicPlus
2. D2
3. Geeky Devils
4. Kalabox DBA Tandem
5. Open Cities
6. Parallel Public Works
7. Splash Factory
8. Vision Internet

The proposals included a suggested methodology, pricing, firm history, references and capability. A staff team reviewed the proposals and discussed the different recommended approaches for meeting the City's needs. After careful consideration of how the proposed methodology and system aligned with the City's goals, CivicPlus was deemed to be the best fit for the City.

The proposal presented by CivicPlus can be found in Attachment E for review. The contract will be the City's standard consulting contract found in Attachment A.

#### **IV. PREVIOUS DISCUSSIONS HELD**

This process was discussed with the City Council during the following Finance, Administration, and Communications Meetings: June 26, 2018; May 22, 2018; April 24, 2018; March 27, 2018; February 27, 2018; and January 23, 2018.

#### **V. IMPACT**

##### **A. Service/Delivery:**

The vendor is expected to implement the new CMS, perform usability testing throughout the project, perform training and host the website.

##### **B. Fiscal Note:**

The costs of the CivicPlus contract will not exceed \$97,535.00 and will be paid for with budgeted funds in the Community Building through Communications and the Information Services Operations 2017-2018 budgets.

#### **VI. ALTERNATIVES TO STAFF RECOMMENDATION**

The City Council could choose to postpone the vendor contract to a later date to consider alternative approaches to transitioning the newly acquired Redmond.gov website design into a functioning CMS system. This alternative would delay the development of an updated and more customer-friendly website.

## **VII. TIME CONSTRAINTS**

The timing of the project would be to engage the vendor in late July or early August, complete implementation and train staff in the next six months. These deliverables will offer constituents an updated, easier to use website.

## **VIII. LIST OF ATTACHMENTS**

Attachment A: Agreement

Attachment B: Scope of Work

Attachment C: Terms

Attachment D: Technical Specifications

Attachment E: CivicPlus RFP Phase 2 Proposal