



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: May 4, 2016

Board Meeting Date: June 21, 2016

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Amendment with Acquia, Inc. for Web Hosting and Support Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment with Acquia, Inc. for web-hosting and Drupal content management system support services for the County's Drupal-based internet presence, increasing the Agreement amount by \$234,294, for a new not to exceed amount of \$539,591, and extending the term through June 29, 2019.

BACKGROUND:

In 2011, ISITE Design was hired to assist in the Information Services Department's (ISD) effort to select the best content management system (CMS) for the County and develop strategic recommendations for the County's future web presence. After the conclusion of their project, ISITE recommended Drupal CMS as the best fit for the County. Drupal is an open source platform, meaning that the source code for the CMS is available for use and/or modification at no additional cost. The Web Steering Committee accepted ISITE's recommendation and selected Drupal.

In 2013, the County issued a request for proposals (RFP) for Web Redesign and Drupal Implementation and Migration Services. Vendors submitted proposals to deliver new website design, Drupal CMS implementation and migration of County content. Phase2 Technology partnered with Acquia to provide a joint proposal and the two companies were selected for the project.

DISCUSSION:

Under this Amendment, Acquia, Inc. (Acquia), a Drupal-focused company which provides services to multiple agencies within the Federal Government, will continue to provide external ("cloud") hosting, ongoing support, and other services required to support the CMS in order to improve the County's web presence and usability.

Acquia will host the County's web content and provide ongoing support. Acquia will ensure content is available more than 99% of the time while providing backup and recovery services, multi-site location hosting, monitoring real-time and historic metrics, and monitoring security. Acquia's support will be available 24/7 for emergency coverage on critical items, along with unlimited support during business hours on other items. Acquia's tools help maintain and optimize site access, including analytical tools to improve how the public accesses content. Another benefit of Acquia is that its cloud-based storage is scalable within a short turn-around time; for example, in the event of an emergency, it enables the County to respond to increased site traffic quickly by increasing storage.

The scope of the engagement does not include certain departments (e.g., the Health System and Sheriff's Office), which have already implemented Drupal-based websites.

County Counsel has reviewed and approved the amendment and Resolution as to form.

The 3-Year Amendment Waiver request form has been submitted and approved by the County's Contract Compliance Committee.

Approval of this Amendment contributes to the Shared Vision 2025 outcome of Collaborative Community by providing an online platform for County news, information, services and civic engagement.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Visits to the County website	1.7 Million	1.8 Million

FISCAL IMPACT:

The Agreement was previously funded by ISD's Countywide Website Migration Project and the eGov budget. This \$234,294 amendment will be funded by ISD's Web Application Core Service Charges for the County Internet. The ongoing cost of web applications operations is included in the Core IT charges portion of ISD's service charges to all customer departments.