



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager



Date: November 22, 2016
Board Meeting Date: December 13, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John L. Maltbie, County Manager

Subject: Agreement with Granicus, Inc. to provide implementation, licensing, and maintenance services regarding the Granicus agenda management system

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Granicus, Inc. to provide hardware and software installation, data migration, hosting, licensing, and maintenance services for the Granicus agenda management system, for the term December 13, 2016 through December 13, 2019, for an amount not to exceed \$323,023.

BACKGROUND:

The company providing the County's current enterprise agenda management software, SIRE, has been acquired by another company. The vendor has decided to discontinue SIRE support and is migrating its customers to a new agenda management system. In January 2016, the Information Services Department (ISD) in partnership with the County Manager's Office began evaluating other agenda management solutions.

On May 30, 2016, the County Manager's Office and ISD released a Request for Proposals (RFP) for a new agenda management system. Eight firms submitted proposals: Eaton & Associates (as the authorized reseller of Granicus), Accela, Hines EDM, NovusAGENDA, Prime Government Solutions, PROVOX Systems, Skyrocket Softworks, and Tallan. A five member committee evaluated all proposals and selected Eaton/Granicus and Accela as finalists. Over the summer, the finalists demonstrated their products to over 40 County staff and this Board. Based on that review and input from the Board and "power users," the Granicus system was selected to replace SIRE.

DISCUSSION:

Granicus has more than 30 years of experience working with government entities and has partnered with 34 of 54 counties in California. Granicus provides software, hardware, infrastructure, and services for enterprise public meeting systems, including

paperless agenda packets, minutes, and streaming video. Granicus will install hardware and software, and provide licensing, hosting, and maintenance for the nine Granicus applications that comprise their agenda management suite. Granicus will also manage the data migration from SIRE to the Granicus platform.

The proposal for the implementation of the Granicus product was submitted by its authorized reseller, Eaton & Associates. To best meet the needs of the County, the conversion to Granicus involved the negotiation of two contracts: 1) a contract with Eaton for on-site project management during the transition; and 2) a three-year contract with Granicus for installation and ongoing licensing, maintenance, and support of its system. Although the contract terms between the County and Granicus have been agreed upon, and said contract is being presented for approval by this Board, the contract terms with Eaton have not been finalized. To the extent that an agreement cannot be reached with Eaton for the specialized installation services to be provided, the County will explore other options which may include additional assistance from Granicus. Such agreement is anticipated to be for amount not exceeding \$12,000 which will not require presentation to, or approval by, this Board.

The Granicus agreement and resolutions have been reviewed and approved by County Counsel as to form.

SHARED VISION 2025:

These agreements contribute to the Shared Vision 2025 outcome of a Collaborative Community by improving the efficiency of the Board meeting agenda process and creating a more reliable way for citizens to access public information and records.

PERFORMANCE MEASURES:

Measure	FY 2015-16 Actual	FY 2016-17 Target
% of agendas published on time (Wednesday 5pm prior to Board meeting)	N/A	100%
System availability, excluding maintenance	N/A	99.7%
% of priority incidents responded to in 1 hour	N/A	85%
Customer satisfaction	N/A	80%

FISCAL IMPACT:

The Granicus contract is \$323,023. A detailed cost table is included in Attachment A. While the total amount of the contract is similar to the fees the County has paid for the SIRE system over the past three years, the Granicus system has more functionality. The total cost for the agreement for FY 2016-17 will not exceed \$75,962.50. Costs for future fiscal years will be incorporated into future budgets. The agreement is fully funded by the County General Fund.

Attachment A: Granicus Agenda Management System Cost Tables

Attachment A
Granicus Agenda Management System Cost Tables – Implementation & Services

Project Total by Phase	
Initial Implementation Phase (December 13, 2016 to March 31, 2017)	
Hardware Phase I:	\$7,715.00
Professional Services Phase I:	\$36,827.50
Training:	\$14,920.00
Maximum Upfront Costs – Initial Implementation Phase:	\$59,462.50
Additional Installation Phases (After March 31, 2017)	
Hardware Phase II-III:	\$1,095.00
Professional Services Phase II-III:	\$22,735.00
Maximum Upfront Costs – Additional Installation Phases:	\$23,830.00
Operations Phase -- Monthly Software Costs	
Maximum Monthly Software Costs – Phase I Applications:	\$4,125.00
Maximum Total Software Costs – Phase I Applications only (maximum 34 months):	\$140,250.00
Maximum Monthly Software Costs – Phase II-III Applications:	\$4,145.00
Maximum Total Software Costs – Phases II-III Applications (maximum 24 months):	\$99,480.00
Total Project Cost -- Not to Exceed Amount:	
	\$323,022.50

Project Total by Fiscal Year	
FY 2016-17	Cost
Hardware Phase I:	\$7,715.00
Professional Services Phase I:	\$36,827.50
Training:	\$14,920.00
Maximum Upfront Costs – Initial Implementation Phase:	\$59,462.50
Monthly Software Costs – Phase I Applications:	\$4,125.00
Maximum Total Software Costs – Phase I Applications only (March-June 2017):	\$16,500.00
FY 2016-17 Costs Not to Exceed:	\$75,962.50
FY 2017-18	
Hardware Phase II-III:	\$1,095.00
Professional Services Phase II-III:	\$22,735.00
Maximum Upfront Costs – Additional Installation Phases:	\$23,830.00
Maximum Monthly Software Costs – Phase I Applications (12 months):	\$4,125.00
Maximum Monthly Software Costs – Phase II-III Applications (maximum 6 months):	\$4,145.00
Maximum Total Software Costs – Phase I-III Applications:	\$74,370.00
FY 2017-18 Costs Not to Exceed:	\$98,200.00

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FY 2018-19	
Maximum Monthly Software Costs – Phase I-III Applications:	\$8,270.00
Maximum Total Software Costs – Phase I-III Applications (12 months):	\$99,240.00
FY 2019-20	
Maximum Monthly Software Costs – Phase I-III Applications:	\$8,270.00
Maximum Total Software Costs – Phase I-III Applications (maximum 6 months):	\$49,620.00
Total Project Cost -- Not to Exceed Amount:	\$323,022.50