



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: November 24, 2014
Board Meeting Date: January 13, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director Information Services Department

Subject: Amendment to Agreement with Phase2 Technology, LLC (Phase2)

RECOMMENDATION:

Adopt a Resolution authorizing an amendment to the Agreement with Phase2 Technology, LLC to provide managed support services in connection with the County's Drupal Website, extending the term through October 30, 2017 and increasing the amount by \$428,000 to an amount not to exceed \$1,589,940.

BACKGROUND:

On March 12, 2013, your Board approved an Agreement with Phase2 Technology, LLC to provide web redesign and Drupal content management system implementation services for a maximum amount of \$1,161,940 for the term March 1, 2013 through February 29, 2016. Phase2 was selected via the County RFP process and responded to San Mateo County Web RFP #2012-03 which was released by the County Manager's Office.

The County replaced Vignette/Open Text Content Management System (CMS) with a CMS built on the Drupal open source platform. Phase2 Technology customized Drupal to meet County requirements. The County accomplished the goals set forth in the project plan and is transitioning into ongoing operations.

DISCUSSION:

ISD would like to extend the contract with Phase2 for another year to provide planning, maintenance and support services, and ongoing development and training. Under this managed services agreement, Phase2 will assign a developer to work on the continuous improvement of the County's Drupal platform.

ISD has been pleased with the services delivered by Phase2 throughout the Web Redesign and Drupal Implementation project. Phase2 maintains a backlog of feature

requests and is familiar with the County's Acquia hosting environment. Another contractor would incur significant startup costs while learning the platform.

The Resolution contains the County's standard provision allowing amendment of County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The Amendment and Resolution have been reviewed and approved by County Counsel as to form.

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. This Amendment will enable the County to refine the platform and continue to improve the ability of visitors to find the content they want.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 Actual	FY 2015-16 Projected
Decrease monthly percentage of search exits (when a visitor searches but selects nothing on a search results page)	1.55%	1.4%

FISCAL IMPACT:

The new total not to exceed amount of the Agreement is \$1,589,940, including this \$428,000 amendment. Funding for these services is incorporated in ISD's Non-Departmental Budget. Expenditures are included in ISD's Adopted Fiscal Year 2014-15 budget and will be included in future year's budgets.