COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager

Date: May 20, 2013
Board Meeting Date: June 18, 2013
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John L. Maltbie, County Manager/Clerk of the Board

Subject: Agreement with Acquia, Inc.

RECOMMENDATION:
Adopt a Resolution authorizing an agreement with Acquia, Inc. for web-hosting and Drupal content management system support services for the County's Drupal-based internet presence for the term beginning June 30, 2013, and ending June 29, 2016, in an amount not to exceed $305,297

BACKGROUND:
Government websites are now a standard channel for delivery of information and services to residents and business. The last major redesign of the County's web presence occurred in 2008 when the County migrated from Vignette 6 to 7.

In 2011, ISITE Design was hired to assist in our effort to select the best content management system (CMS) for the County and develop strategic recommendations for the County's future web presence. ISITE concluded that the Drupal CMS was 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.

Support of the Vignette version the County uses has ended. While the majority of departmental sites reside within the existing Vignette environment, several departments have already chosen to host their sites externally, including using Drupal. And earlier this year the Board of Supervisors approved an agreement with Phase2 Technology, LLC (Phase2) to conduct discovery into the County's needs and then design and implement the County's new Drupal-based CMS.

DISCUSSION:
Under this Agreement, Acquia, Inc. (Acquia), a Drupal-focused company which provides services to multiple agencies within the Federal Government, will provide external ("cloud") hosting, on-going support, and other services required to support the new CMS in order to improve the County's web presence and usability. The Drupal CMS is also expected to bring most departments back into the same hosting environment.

Acquia will collaborate with Phase2 to set up the externally-hosted content, host that 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. Acquia will also perform a one-time security audit and validation of the CMS deployment. And one benefit of utilizing Acquia is that its cloud-based storage is scalable within a short turn-around time, for example in the event of an emergency when the County needs to handle increased site traffic.

The term of the Acquia agreement will be three years, beginning June 30th in order to permit initial testing and design in collaboration with Phase2. The total fiscal obligation for the Acquia Agreement includes one-time setup costs (including the deployment validation and a security audit) and annual hosting fees (covering hardware and subscription).

It is anticipated that the new CMS environment will result in annual cost savings in the Vignette support contract, a decrease/reassignment of staff handling Vignette, and the service contract to support the new CMS architecture. Most importantly, replacing Vignette with Drupal is expected to improve customer satisfaction, as well as usability and productivity for end users across departments.

The scope of the engagement does not include certain departments (e.g., the Health System) which have already implemented Drupal-based websites, although those Departments may eventually be brought in to the Phase2-designed CMS and/or the Acquia hosting services.

County Counsel has reviewed and approved the agreement and Resolution as to form. Contractor meets insurance certification requirements and has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

The County Manager also requests that the Board authorize the County Manager or the Manager's designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than $25,000 total.

Approval of this agreement 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 2012-2-13 Actual	FY 2013-14 Projected
Visits to the website	1.24 Million	1.36 Million

FISCAL IMPACT:

The term of the Acquia Agreement is June 30, 2013, to June 29, 2016. The total cumulative obligation is not to exceed $305,297. Funding for this Agreement is included in the FY2012-2013 approved Information Technology Strategic plan within the Information Services Department budget.

REQUEST FOR PROPOSAL PROCESS MATRIX

1.	General description of RFP	Contract services for web redesign and Drupal content management system implementation, including cloud-based remote hosting of content management system	
2.	Where advertised	The San Mateo Times	
3.	In addition to any advertisement, list others to whom the RFP announcement was sent	Drupal.org 18techs.com achieveinternet.com acquia.com adaptivepath.com antharia.com bayardad.com c3i3.com designfluxx.com dreamboxcreations.com drmconsulting.com ektron.com enfoldsystems.com forumone.com hydeinteractive.com hydrantsf.com m ideo.com imagetrend.com	infamia.com intelmarx.com islco.com kraai.com kwallcompany.com muledesign.com paperthin.com sapient.com schematic.com sensisagency.com serverlogic.com solutionstream.com stigasoft.com thought-matrix.com valleycomputers.us verecom.com vitasys.com
4.	Total number of RFP's sent to prospective proposers	42	
5.	Number of proposals received	9	
6.	In alphabetical order, names of proposers (or finalists, if applicable) and location	Aloft Consulting – San Bruno, CA Appnovation – Vancover, BC, Canada EZSite CMS – Bellevue, WA ISITE Design – Portland, OR Molly Duggan & Assoc – San Francisco, CA Phase2 Technology/Acquia – Alexandria, VA Sensis & Monsoon – LA, CA Serverlogic – Portland, OR ThoughtMatrix – San Francisco, CA	