



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 23-879

Board Meeting Date: 10/17/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Director/Chief Information Officer, Information Services Department
Subject: Agreement with Granicus, LLC for an Enterprise Digital Communications and Subscription Management Platform

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Granicus, LLC to provide an enterprise, digital communications and subscription management platform for the term of November 1, 2023, through October 31, 2028, in an amount not to exceed \$455,783.54.

BACKGROUND:

The County's current enterprise digital communications and subscription management platform allows County residents and stakeholders to register to receive email or SMS notices related to County programs, services, news, and events. The County has over 274,000 unique subscribers, 130 subscription topics, and over 100 topic administrators in all County departments.

On August 7, 2023, the Information Services Department (ISD) released a Request for Proposals (RFP), RFP# ISD- 20241882, seeking proposals for a digital communications and subscription management platform and support.

DISCUSSION:

The data gathered through the use of this platform helps provide insights used to refine communication strategies, enhance public engagement, and guide data-driven decisions for the continuous improvement of County services and initiatives.

A single RFP proposal was received and reviewed by a committee of ISD and County Executive's Office staff. Granicus, LLC's platform features, support services, and cost best meet the County's business criteria and technical requirements. ISD is seeking approval from your Board to execute an agreement with Granicus, LLC, to provide the digital communications and subscription management platform for the County.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal

obligations by a maximum of \$25,000 (in aggregate)

The County Attorney's Office has reviewed and approved the Resolution and Agreement as to form. Approval of this Agreement will contribute to the performance measure by providing a reliable solution to gather input on various topics and enable them to enhance the success of various services and programs.

PERFORMANCE MEASURE:

Measure	FY 2023-24 Actual	FY 2024-25 Projected
Increase in the Number of Subscribers	274,107	282,330

FISCAL IMPACT:

The term of this agreement is from November 1, 2023, to October 31, 2028. The total not to exceed amount for this agreement is \$455,783.54. Funding for this agreement is included in ISD's FY 2023-24 Adopted Budget and will be included in future budgets. The ongoing cost is included in the Core IT service charges distributed to County departments.