



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 16-694

Board Meeting Date: 10/31/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jon Walton, CIO/Director, Information Services Department  
**Subject:** Agreement with Interpersonal Frequency, LLC for Drupal Content Management System Support Services

### **RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Interpersonal Frequency, LLC to provide managed support services for the County's Enterprise Drupal website for the term of October 31, 2017 through October 30, 2020, for an amount not to exceed \$378,300.

### **BACKGROUND:**

In 2014, the County launched its San Mateo County publicly facing websites (<http://www.smcgov.org>) on Drupal 7, an open-source content management system. OpenSanMateo (OSM), the County's Enterprise Drupal platform, has been tailored to the needs of the County. The implementation vendor has been providing maintenance and support services for the OSM platform since the project closed in 2014. The agreement with the current vendor ends on October 31, 2017.

On May 26, 2017, the Information Services Department (ISD) released a Request for Proposals (RFP), RFP ISD-20171836, seeking proposals for Drupal website maintenance and development services. Ten proposals were received and reviewed by a committee of ISD staff. Interpersonal Frequency, LLC, was selected as the most qualified vendor because of the company's Drupal experience, focus on public agencies, and competitive hourly rate.

### **DISCUSSION:**

The OSM Platform, hosted on the Acquia Cloud, is comprised of approximately 30 sites. Search is federated across all the OSM sites as well as the off-platform County sites. The system must aggregate content from a variety of websites and systems, which adds to the complexity. Content on the site is wide-ranging, addressing multiple audiences including residents; business; local nonprofit partners; schools and community colleges; government agencies; service providers; elected officials; and employees.

ISD staff provides Tier 1 support of the application. Because of the highly-specialized skills required

for Drupal development and the intricacy of the OSM Platform, ISD is seeking a vendor to provide Tier 2 maintenance and development support.

The contractor of choice must possess an in-depth knowledge of Drupal, the Acquia Cloud environment, and Acquia's custom Apache Solr search.

County Counsel has reviewed and approved the resolution and agreement as to form.

Approval of this agreement contributes to the Shared Vision 2025 of a Collaborative Community by providing an online platform for county news, events, services, and civic engagement. This agreement will enable the County to refine the platform and continue to improve the ability for visitors to find services, resources, and information.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2016-17 Actual</b>	<b>FY 2017-18 Projected</b>
Number of unique visitors	1,522,641	1,598,773

**FISCAL IMPACT:**

The term of this agreement is October 31, 2017 to October 30, 2020. The total not to exceed amount is \$378,300. Funding for this agreement is included in ISDs FY 2017-18 Adopted Budget and will be included in future budgets. The ongoing cost related to web service operations is included in the Core IT charges that are billed to all customer departments.