



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 19-424

Board Meeting Date: 5/14/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, Chief Information Officer, Information Services Department
Subject: Amendment No. 1 with SurveyMonkey, Inc. for Online Survey Software Products and Support

RECOMMENDATION:

Adopt a resolution authorizing an amendment with SurveyMonkey, Inc. for a Software as a Service (SaaS) solution for online survey services, extending the term through May 31, 2021 and increasing the amount by \$80,000 for a not to exceed amount of \$120,000.

BACKGROUND:

In 2018, County employees and program managers from several departments requested that the Information Services Department (ISD) research SaaS applications that could give them the ability to easily create surveys in a secure cloud environment, deploy them to County residents and staff, and get robust analytics and reporting through a self-service portal. These surveys allow County residents and staff the ability to provide feedback on a variety of government programs, services, and initiatives.

ISD requested quotes for survey applications and platforms from service providers/ vendors for online survey products and services. Three quotes were received from the following vendors; SurveyMonkey, Qualtrics, and Typeform. SurveyMonkey was selected as the best value to the County as their platform met County security requirements, demonstrated compatibility with our Single-sign-on service through OKTA, and was the most cost effective of the three proposals received. Additionally, several County departments had individual SurveyMonkey licenses and there was a desire to merge the individual accounts into one Enterprise account. On June 1, 2018, ISD entered into an Agreement with SurveyMonkey to use their cloud-based survey application and analytics platform.

DISCUSSION:

The adoption of the SurveyMonkey Enterprise platform continues to grow each month, and this service is now being used by a total of 256 employees across multiple departments. Through these accounts, over 1,966 surveys have been initiated with over 139,653 responses received, which includes the data that ISD was able to migrate from the licenses County staff held prior to the

execution of the current Enterprise Agreement.

With the successful adoption of the SurveyMonkey platform, ISD is proposing to extend this Agreement with SurveyMonkey, Inc. Through this extension, ISD will continue to provide a SaaS solution for creating and deploying surveys for County staff and residents as well as receiving analytics on the survey results.

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 a Collaborative Community by using digital engagement tools to reach and engage with County residents. Engagement and feedback from the public and County employees helps make government more open, responsive, and effective. The data collected from these surveys can be used to refine and improve county programs and their performance in future years.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Actual	FY 2018-19 Projected
Number of surveys initiated	730	2,000
Number of responses received	32,348	150,000

FISCAL IMPACT:

The new total not to exceed amount of this agreement, including \$80,000 for this Amendment, is \$120,000. The funding of this agreement is included in ISD's FY 2019-20 budget and will be included in future budgets.