



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 19-666

Board Meeting Date: 6/25/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, Chief Information Officer, Information Services Department
Subject: Amendment No. 2 with Acquia, Inc. for Web Hosting and Support Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Acquia, Inc. for web-hosting and Drupal content management system support services for the County's Drupal-based internet presence, increasing the agreement amount by \$248,078.70, for a new not to exceed amount of \$787,669.70, and extending the term through June 29, 2022.

BACKGROUND:

In 2011, ISITE Design was hired to assist in the Information Services Department's (ISD) effort to select the best content management system (CMS) for the County and develop strategic recommendations for the County's future web presence. After the conclusion of their project, ISITE recommended Drupal CMS as 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 CMS.

In 2013, the County issued a request for proposals (RFP) for web redesign, Drupal implementation, migration, and web hosting services. Phase2 Technology partnered with Acquia to provide a joint proposal: Phase2 for web redesign and Drupal implementation and Acquia for migration and web hosting services. The two companies were selected for the project. Acquia continues to provide web hosting services to the County.

An agreement was entered into on June 18, 2013 to provide Acquia Enterprise subscription services for the period beginning June 30, 2013 and ending June 29, 2016, for a maximum fiscal obligation of \$305,297. The agreement was amended on June 21, 2016 for continued Acquia Enterprise subscription services, increasing the amount of the agreement by \$234,294, for a new not to exceed amount of \$539,591.

DISCUSSION:

With increased access to the internet through mobile devices and smartphones, government

websites are now the primary channel for delivery of news, information, and services to the County's residents and businesses. The Acquia webhosting solution provides the County with a stable and reliable Drupal website hosting platform for critical public facing sites such as 911 Dispatch, County Manager's Office, Controller's Office, Coroner, County Counsel, District Attorney, Parks, Child Support Services, Housing, and many more.

As of today, 25 County websites are hosted on the Acquia hosting platform. ISD is fielding additional requests to add sites to our Drupal environment. Acquia has consistently provided reliable and secure hosting services for these sites by including multiple high availability instances of County production web application servers and database servers, an elastic load balancer to ensure website reliability and uptime, additional development and staging environments, and backup and disaster recovery snapshots. County websites are hosted through managed cloud environments that are built utilizing a highly available redundant architecture that distributes replicated redundant server types (load balancing, caching, and web and database servers) across multiple Availability Zones to guarantee an Uptime Service Level Agreement of 99.95%. The services contract also includes 24x7x365 support for critical incidents with a one-hour response time.

County Counsel has reviewed and approved the Resolution and Amendment as to form.

Approval of this Amendment contributes to the Shared Vision 2025 outcome of Collaborative Community by providing a secure and reliable online platform for County news, information, services, and civic engagement.

PERFORMANCE MEASURE:

Measures	FY 2016-17 Actual	FY 2017-18 Actual	FY 2018-19 Projected
Number of Sessions	2,101,747	2,132,725	2,150,000
Number of Users	1,494,076	1,507,034	1,600,000
Number of Page Views	4,839,896	4,700,386	4,850,000

Session - A session is a group of user interactions with your website that take place within a given time frame. For example, a single session can contain multiple page views, events, social interactions, and e-commerce transactions. A session will timeout after 30 minutes of inactivity or at midnight.

User - An individual person browsing your website (technically, a unique browser cookie). Each user can visit your website multiple times, for example, one user could create three sessions on your website, with each session containing multiple pageviews.

Pageview - A pageview is defined as a view of a page on your site that is being tracked by the Analytics tracking code. If a user clicks reload after reaching the page, this is counted as an additional pageview. If a user navigates to a different page and then returns to the original page, a second pageview is recorded as well.

FISCAL IMPACT:

The new term of this agreement is from June 18, 2013 to June 29, 2022. The new total not to exceed amount for this agreement is \$787,669.70. Funding for this contract is included in ISD's FY 2019-21

Recommended Budget and will be included in future budget requests for Web and Sharepoint services. These services are funded through Core IT service charges distributed to County agencies.