



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 19-977

Board Meeting Date: 10/8/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, Chief Information Officer, Information Services Department

Subject: Amendment No. 6 with Granicus (formerly GovDelivery, Inc.) for Communications Cloud Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment with Granicus (formerly GovDelivery, Inc.) for a Software as a Service (SaaS) solution for Communications Cloud services, extending the term through October 31, 2022 and increasing the amount by \$203,935.47 for a not to exceed amount of \$498,354.76.

BACKGROUND:

County departments typically use Granicus to manage mailing lists for meeting agendas and minutes and to notify interested parties of County related news and events. Communications Cloud services allow members of the public, including County residents and those interested in County activities, to self-subscribe to information on various web pages and to be notified of updates. This decreases the amount of County staff time spent managing e-mail subscription lists.

In 2013, after surveying the market for similar platforms, the Information Services Department (ISD) was unable to find other vendors offering the support and unlimited user access offered by Granicus to its public sector clients.

On October 17, 2013, ISD entered into an agreement with Granicus for a SaaS solution for E-mail subscriptions services for an amount of \$42,000 and for the term November 1, 2013 through October 31, 2014. On October 6, 2014, an amendment was executed to continue services with Granicus, increasing the Agreement amount by \$43,260, and extending the term through October 31, 2015. On October 20, 2015, an amendment was executed to extend the term through October 31, 2016 and increasing the Agreement amount by \$45,423. On October 4, 2016, an amendment was executed to continue services with Granicus, increasing the Agreement amount by \$49,965.30, and extending the term through October 31, 2017. On October 17, 2017, an amendment was executed to continue services with Granicus, increasing the Agreement amount by \$54,961.83, and extending the term through October 31, 2018. On November 13, 2018, an amendment was executed to continue

services with Granicus, increasing the Agreement amount by \$58,809.16, and extending the term through October 31, 2019.

Given the long-term relationship between Granicus and the County, it would be difficult and not cost effective to transition to a new technology.

DISCUSSION:

With the Board’s approval, Granicus will continue providing E-mail Subscription services as well as other Communications Cloud services to the County. Approximately 13 County departments currently use Granicus to inform and engage residents. As of June 2019, the County had a total of 42,629 subscribers and 116,010 subscriptions.

The resolution contains the County’s standard provision allowing amendment of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

The Amendment and resolution have been reviewed and approved by County Counsel as to form.

The 3-Year Amendment Waiver request form has been submitted and approved by the County's Contract Compliance Committee.

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.

PERFORMANCE MEASURE:

Measure	FY 2018-19 Actual	FY 2019-20 Projected
Increase in Subscribers	11,530	12,000

FISCAL IMPACT:

The new total not to exceed amount of this agreement, including \$203,935.47 for this Amendment, is \$498,354.76. The funding for this Agreement is included in ISD’s FY 2019-21 budget and will be included in future budgets. Cloud Communication services are included in the IT Core Service charge for ISD Web Services.