



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 20-821

Board Meeting Date: 10/20/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Second Amendment to the Agreement with Interpersonal Frequency

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Interpersonal Frequency, LLC to provide managed support services for the County's Enterprise Drupal website environment, extending the term through April 30, 2022 and increasing the amount by \$81,000 for a new not-to-exceed amount of \$484,239.

BACKGROUND:

In 2014, the County launched its San Mateo County public-facing websites (<http://www.smcgov.org>) on the Drupal 7 content management system, which continues to host content for the County's various public-facing websites.

On May 26, 2017, the Information Services Department (ISD) released a Request for Proposals (RFP ISD-20171836) seeking proposals for Drupal website maintenance and development services. The Board approved an agreement with Interpersonal Frequency on October 31, 2017, per Resolution No. 075543. Since 2017, Interpersonal Frequency has provided reliable, consistent support for the Drupal 7 content management system. It includes a custom OpenSanMateo platform and various department sites. On May 7, 2019, a department Amendment was executed for additional consultation hours, increasing the amount by \$24,939, for a new not-to-exceed amount of \$403,239.

This platform provides content aggregation and search functions that are federated across all Drupal sites. Any adverse impact to this platform has the potential of affecting content that serves wide-ranging audiences including residents, businesses, local nonprofit partners, schools and community colleges, government agencies, elected officials, and employees. Interpersonal Frequency has knowledge specifically tailored to maintain this environment because they have supported it and updated the code for new features within this environment during the past three years.

DISCUSSION:

In November 2019, ISD issued an RFP (ISD-20201842) to upgrade the County's Drupal website content management system from Drupal 7 to Drupal 9. The department will initiate and complete the project to perform this upgrade once the vendor is selected, ISD wishes to extend the agreement with Interpersonal Frequency for another 18 months to support and maintain the current system until the upgrade is complete.

ISD is requesting the approval of this amendment to ensure consistent and reliable support for the County's public facing websites without interruption to the services and information hosted therein. The effort required to onboard a new vendor and get that vendor up to date on the complex Drupal 7 environment and custom code written for the OpenSanMateo platform would be duplicative and significantly delay the completion of ISD's internally-conducted Website Upgrade project.

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

FISCAL IMPACT:

The amended term of this agreement is October 31, 2017 through April 30, 2022. The new not-to-exceed amount, including the additional \$81,000 for this amendment, is \$484,239. Funding for this agreement 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.