



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 21-461

Board Meeting Date: 6/8/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Interim Chief Information Officer, Information Services Department
Subject: Amendment No. 3 with SurveyMonkey, Inc. for Online Survey Software Products and Support

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with SurveyMonkey, Inc. for a Software as a Service (SaaS) solution for continued online survey services, extending the term through May 31, 2023 and increasing the amount by \$129,000 for a new not to exceed amount of \$273,500.

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. On July 9, 2020, the parties amended the agreement to add 35 additional Tier 2 professional licenses to the current subscription.

DISCUSSION:

The adoption of the SurveyMonkey Enterprise platform continues to grow each month, and this service is now being used by a total of 370 employees across multiple departments. Through these accounts, over 3,000 surveys have been initiated with over 160,000 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.

PERFORMANCE MEASURE:

Board Measure (s) for this Contract	FY 2017-18	FY 2018-19	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
	Actual	Actual	Actual	Actual	Projected	Projected
Total Number of active accounts	224	270	343*	370	375	375
Total Number of surveys initiated	730	847	1,032	1,126	1,200	1,326
Total Number of responses received	32,348	39,380	43,817	50,076	50,500	50,600

FISCAL IMPACT:

The term for this amendment will extend through May 31, 2023. The new total not to exceed amount of this agreement, including \$129,000 for this Amendment, is \$273,500. The funding of this amendment is included in ISD's Fiscal Year 2021-23 Recommended Budget.